

JOB DESCRIPTION

TITLE: Home Care Coordinator		DEPARTMENT: Marketing		EFFECTIVE DATE: REVISED: 8/21/02 9/14/10, 1/17/16, 3/22/2012,4/12/17	
JOB CODE: 312	GRADE: E4	BENEFITS:	FLSA STATUS:	EEO STATUS:	PAGE:

FUNCTION: Initiates home care referral on patients in hospitals and skilled nursing facilities/rehabs by evaluating and developing care plans and referrals for service, supplies and equipment for home care.

REPORTS TO: Manager, Home Care Coordination

RELATIONSHIPS: Patients, families, caregivers, hospital/facility staff, physicians, vendors, contract and regulatory community agencies, third party payers, other UR Medicine Home Care departments and staff.

HOURS: Full Time, Part Time, and Per Diem

MANAGES/COACHES: None

RESPONSIBILITIES:

I. Care Management:

- A. Initiates referrals on hospitalized or institutionalized patients for referral to UR Medicine Home Care services.
- B. Assesses and evaluates patients for appropriateness for home care including an assessment of the safety, support system, identified caregivers to learn/perform care, patient willingness/ability to perform care, and payor/financial issues.
- C. Possesses and utilizes knowledge of agency and community resources to make appropriate referrals for services, supplies, and equipment and arrange for timely delivery of such.
- D. Ability to identify the home care focus of care.
- E. Involves patient and family support system in the referral process to assure maximum involvement in the patient care needs at home.
- F. Communicates and coordinates referral process with the interdisciplinary team at UR Medicine Home Care and at institutions as well as with patients including documentation per institution and UR Medicine Home Care standards.
- G. Actively participates in marketing UR Medicine Home Care services to referral sources ongoing.
- H. Practices standard precautions per UR Medicine Home Care and institution standards including identification of patients for UR Medicine Home Care infection surveillance

monitoring and those requiring special precautions in the home.

II **Financial Management:**

- A. Plans referrals with attention to reimbursement issues and efficient use of resources as well as taking responsibility for own productivity.
- B. Verifies payors and obtains appropriate payor approvals.
- C. Initiates assistance of hospital and UR Medicine Home Care patient financial services for patients without insurance.
- D. Utilizes institution and UR Medicine Home Care consultants to assure maximum efficiency in care delivery through use of new/improved technology and products.
- E. Communicates with patient and family the need to identify able and willing caregivers to be involved in learning and providing care to maximize efficiency in care delivery.
- F. Maintain attendance within UR Medicine Home Care standards.
- G. Maintain productivity in generating referrals as well as assisting others as needed to limit use of overtime and supplement help.
- H. Participates in marketing and identification of new opportunities to grow referral volumes.

III **Compliance:**

- A. Complies with agency and regulatory standards.
- B. Completes required/mandatory in-services, professional licensing requirements, and employer and institutional requirements.
- C. Answers calls in a timely manner.
- D. Reads emails every workday.
- E. Adheres to McKesson standards for documentation of referrals.
- F. Complies with Corporate Compliance standards including confidentiality and HIPAA requirements.
- G. Complies with safe work practices (ergonomics, OSHA)
- H. Submits timely, accurate, complete referrals including communication with Intake and completion of logs.

IV **Professional Development:**

- A. Takes responsibility for professional and personal growth and development.
- B. Is supportive of agency initiatives.
- C. Attends team meetings and in-services.
- D. Participates in mentoring/training new staff.
- E. Attends educational opportunities and shares knowledge with others.
- F. Sets and evaluates self against goals.
- G. Works with team to assure maximal efficiency of resources.
- H. Takes initiative in problem solving issues.
- I. Responsible for the Key Performance Indicators (KPI's) established by their manager.

QUALIFICATIONS:

1. Current active NY State RN license in good standing.
2. One year of community health nursing experience in a CHHA is preferred.
3. One year of recent clinical experience.
4. Excellent interviewing, assessment, communication and negotiation skills.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the company change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

Employee Signature

Employee Print Name

Date