## JOB DESCRIPTION

| TITLE: | Licensed Practical Nurse/Clinical Patient Service Coordinator |
| DEPARTMENT: | Hospice |
| EFFECTIVE DATE: | REVISED: 11-2-12, 8/2/17 |
| JOB CODE: | 384 |
| GRADE: | N5 |
| BENEFITS: | |
| FLSA STATUS: | |
| EEO STATUS: | |
| PAGE: | |

### FUNCTION:
Provides direct patient care under the direction of an RN. Provides coverage of Clinical PSC office duties.

### REPORTS TO:
Manager, Hospice and Palliative Care

### RELATIONSHIPS:
Patient, Family, Hospital Staff, Physicians, Vendors, Contract Agencies, Third Party Payors, Care Delivery Team and other VNS departments.

### HOURS:
Monday-Friday days.

### MANAGES/SUPERVISES:
None

### RESPONSIBILITIES:

I. Assures that Care Delivery Services are consistent with the agency vision, strategic goals, and customer needs. Performs duties under the direction of an RN.

   A. Applies the UR Medicine Home Care philosophy, mission, and administrative policies to the delivery of quality care and working relationships.
   B. Strives for continuous improvements in all aspects of the LPN role and provides superior customer service.
   C. Promotes positive, supportive, respectful communication with all external sources, patients, families, staff, and MD’s.
   D. Promotes the UR Medicine Home Care image through adherence to the dress code policy.
   E. Exemplifies the ICARE values and Patient Family Centered Care Initiatives.

II. Maintain a customer oriented environment.

   A. Demonstrates flexibility, enthusiasm, and willingness to cooperate.
   B. Supports Care Management Philosophy. Includes- collaborative customer focused planning designed to meet individual health and service needs and promote quality and cost effective outcomes.
C. Assures completion of all appropriate documentation needed for compliance with state and federal legislation and the delivery of seamless service within established timeframes.
D. Consults with and educates the patient, family and other team members regarding disease process, self-care techniques and preventive strategies.
E. Provides an environment, which promotes respect for the patients, their privacy, confidentiality, and property.

III. Participates in the attainment of the Care Delivery Teams objectives.

A. Monitors results, progress and takes corrective action on quality indicators.
B. Understands the importance of the LPN role and its impact on patients, other care providers, readmission, productivity, utilization, revenue and expense.
C. Responds to finding of various Quality Management and QA processes and assists in the resolution of potential problem areas in a timely manner.
D. Maintains appropriate productivity requirements consistent with the position.
E. Participates in education including orientation, in-service training programs, and self-development as needed.
F. Participates in public relations and community education initiatives.
G. Regularly attends and participates in Hospice team meetings.

IV. Works closely with the Manager to ensure coverage for staff time off or coverage for specific work projects as needed.

V. Provides internal/external customer triage and support, resolving all team based customer needs.

A. Utilizes resources, supplies, and time efficiently in order to contain costs and increase work process efficiencies. Pursues efforts to reduce or eliminate avoidable costs and errors.
B. Provides prompt notification of scheduling changes to patients and/or visiting staff.
C. Triages phone calls and ensures warm hand offs to other team members as appropriate.
D. Processes requests, inquiries, and concerns in an expedient and respectful fashion. Triages patient/ family/MD vendor telephone calls (primary contact in agency).
E. Assists PHV staff throughout the day/assigned work hours with non-scheduling tasks.
F. Reviews daily notes, and coordinates follow-up (i.e. generates orders, assigns first revisit and sets up lab work as required).
G. Notifies MD of delay and documents plan in patient record.
H. Completes process for hospitalized patients including discontinuing the orders.
I. Completes patient discharge process.
J. Responsible for the Key Performance Indicators (KPI’s) established by their manager.

QUALIFICATIONS:

1. Licensed LPN.
2. Minimum of one-year experience as a clinical nurse in a hospital, home care, or skilled nursing
facilities.

3. Strong interviewing, assessment and communication skills.
4. Excellent Customer service skills
5. Ability to work in high volume atmosphere with good organizational, communication and problem solving 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

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