



## ***Employment at Morrow County Health District***

Morrow County Health District believes that each employee makes a significant contribution to those we serve and the District as a whole. Every day our patients, families, other healthcare providers, visitors and coworkers are always deserving of exceptional, friendly service and the highest level of quality care possible. This is made possible by all employees agreeing to adhere to the District's Promise of Excellence and upholding our True North Statement of "Welcoming our patients and providing exceptional care."

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this position description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary.

**Title:** Home Health & Hospice Director      **Department:** Home Health/Hospice

**Exempt/Non-Exempt:** Exempt      **Reports to:** CEO

**Pay Equity Group:** \_\_\_\_\_      **Effective Date:** 1/2/19

### **General Position Summary:**

The Home Health and Hospice Director provides the overall administration and direction of services for both Pioneer Memorial Home Health and Pioneer Memorial Hospice, which are combined into one joint department. The Director is a working RN as well as a department manager and reports to the Chief Executive Officer. The Home Health & Hospice Director is responsible for full supervision of all department staff and volunteers and oversees all services provided by the department. The Director is required to share 24-hour call responsibilities as a Registered Nurse with the other RNs in the department. The Director also provides backup nursing services for Willow Creek Terrace Assisted Living when the assigned department RN is unavailable. This is a leadership position and requires leadership skills and experience.

### **Essential Functions:**

1. Organize and direct the functions of the Home Health & Hospice Department to ensure the availability of services offered.
2. Ensure that both agencies maintain licensure, and that staff credentials and background checks are current.
3. Maintain current Oregon Registered Nurse license and Driver's License.

4. Maintain open and positive communication with the Chief Executive Officer regarding department operations and the Chief Nursing Officer as needed.
5. Manage the delivery of nursing services at Willow Creek Valley Assisted Living Facility as per contract.
6. Perform Registered Nurse duties for both Home Health and Hospice when staffing needs require additional RN. (see RN job description for those duties).
7. Attend monthly Department Manager Meetings and if requested, Board of Director's meetings. Attend required in-service and educational programs.
8. Manage personnel actions including, but not limited to, job description review, hiring, probationary and annual performance evaluations, discipline process, submission of time cards, tracking of time and attendance and management of schedules and vacation coverage for staff. Work collaboratively with the Human Resources Director for assistance in areas related to personnel.
9. Complete appropriate orientation of new employees; provide in-service training, evaluation and supervision of personnel.
10. Maintain all policies for department and update as necessary.
11. Ensure that all staff maintain strict patient confidentiality and follow all HIPAA regulations.
12. Maintain employee records for department as needed.
13. Be available to the staff at all times during hours of operation, or delegate and appoint a qualified alternate to be available in the Director's absence. Will designate, in writing, the Registered Nurse who replaces the Director in his/her absence and notify staff.
14. Supervise Hospice Pharmacy: maintain charge records and ensure monthly charges correlate properly, coordinate with MDs to ensure initial and refill medications are ordered for Hospice patients, coordinate with Pharmacy to ensure supply of medications for Hospice is always available, review needed medications quarterly to keep up with medication trends, pick up and deliver medications to Hospice patients as needed, coordinate with MDs and Pharmacists to answer all medication questions for patient/families and ensure patient is prescribed appropriate medications. Maintain drug log book and ensure secure storage of medications when needed in office, ensure medication fridge in office has right temperature and locking abilities.
15. Oversee clinical staff to ensure medication counts are being done in Hospice patient homes, oversee that meds are properly stored in patient homes, oversee that meds are disposed of per policy and state regulations, ensure patients and staff are educated on proper storage and disposal of medications by providing in-service training on med management yearly.
16. Coordinate with infusion pharmacy to ensure proper referrals, documentation, and medication delivery for patients with home infusions.
17. Implement an effective Quality Assurance (QA) plan to ensure the quality and appropriateness of services, and to review all clinician documentation.
18. Attend monthly Department Manager Meetings and if requested, Board of Director's meetings. Attend required in-services and educational programs.
19. When paged or called, must be able to respond to see patient within approximate one-hour time frame in professional condition.
20. Prepare annual budget for the department in conjunction with the Chief Financial Officer and ensures appropriate fiscal management practices are followed. Approve and submit invoices as needed to Accounts Payable Department.
21. Ensures that the department is in compliance with requirements and is prepared for surveys by regulating bodies. Manages follow up to all department surveys, prepares and submits timely responses as required.

22. Keep up to date on current evidenced-based practices and disseminate this information to staff.
23. Keep up to date on regulatory requirements and ensure Home Health and Hospice departments comply with current CMS guidelines.
24. Follow record retention requirements as required.
25. Maintain records and follow policies regarding use and maintenance of District vehicles.
26. Ensure implementation of staff meetings and in-services, volunteer training, interdisciplinary group meetings and evaluation meetings.
27. Investigate and manage all incident reports and complaints associated with department service, staff and volunteers.

### **Secondary Functions:**

1. Oversee and ensure the implementation of standards of work in the department. This includes proper training of all staff, policy education, and verification of competency through regular observation and testing.
2. Provide leadership, counseling and training for staff.
3. Ensure that department staff members annually review policies and complete all required training programs.
4. Market various department services to outlying facilities, physicians for patients in our service area.
5. Investigate and manages all incident reports and complaints associated with department services and staff.
6. Participate in an open line of communication between Medical Staff, Nursing and ancillary departments to ensure quality healthcare for patients.
7. May serve on hospital, local and Oregon Hospice & Palliative Care Association committees as assigned/needed.
8. Attend trainings and conferences as needed.
9. Become an expert user of the District's Electronic Medical Record software (EMR) and ensure that all updates are implemented and that staff are trained on any new requirements.
10. Ensure all safety inspections, drills and staff education are completed as per policy.
11. Ensure accuracy of public information materials and activities.
12. Oher duties as assigned.

### **Job Scope:**

#### **Supervisory Responsibility:**

The Home Health & Hospice Director has direct supervision of two full-time RNs and two part-time RNs, (although these staffing numbers are subject to change), two full-time clerical staff, a part-time Home Health Aide, a part-time Homemaker and the Hospice Volunteer Coordinator. Will schedule or oversee staff schedule, training of staff, and conduct annual performance evaluations. Will work with surveyors as appropriate. Must be available to take on-call position if required. Will approve time sheets, vacation requests as per policy and other time off. Will work with the Human Resources Director on employee issues when needed. May delegate duties to another RN as appropriate.

#### **Interpersonal Contacts:**

Excellent professional interpersonal communication skills are required for in-person, phone and email communications. The Administrator is in constant communication with staff, volunteers, patients and medical providers and has various interactions with other District staff,

Willow Creek Valley Assisted Living staff and residents, patient family members, and occasional contact with local, state and federal organizations. May represent the District at public meetings and events in a variety of settings with diverse communities. A demonstrated understanding and appreciation for diverse cultures is required.

**Specific Job Ability:**

The Home Health & Hospice Director must possess a thorough knowledge of nursing techniques and principles, be experienced in home healthcare service delivery and be familiar with hospice care and regulations. Must have an understanding of Medicare standards and the quality management/review process. Must have the ability to plan, organize and direct the work of others to meet overall objective and goals. Experience in employee supervision and personnel practices, policy management, budgeting, financial management and record keeping helpful. Strong verbal and written communication skills required. The manager must be skilled in general office operations and have experience in Microsoft Office programs and be an expert in required department documentation as well as the District's Electronic Medical Record system.

**Specific Job Effort:**

Mental efforts required include being able to manage staff and operation of department and switch gears to see patients in a homecare or hospice setting as needed. Requires a high level of technical skill in home health and hospice nursing. Requires frequent use of situational judgement skills in both nursing and managerial practice. Must meet various deadlines involved in seeing patients, documentation, reporting requirements, etc. Maintain confidential and sensitive patient and employee records and information. Must be able to drive to see patients in rural areas, at times with no cell service. Position is subject to stressful situations. Must be able to manage conflict between patients, family members, occasionally employees, and have the ability to function professionally while in these stressful situations.

Physical efforts include being able to work flexible hours, including sharing of 24-hour call rotation, patient lifting, repositioning with the ability to lift 40 to 60 lbs., must have adequate vision, hearing, and manual dexterity to perform duties. Subject to extended periods of sitting; driving, some walking, bending, stooping and standing.

**Education, Experience and Certification/Licensure:**

Must have graduated from an accredited college with a two or four-year nursing degree with a current Oregon Registered Nurse License. Must have two years of acute care nursing experience or equivalent required. Minimum of five years' progressively responsible experience in community based care, home health or hospice, which includes at least two years of supervisory experience, or a satisfactory equivalent of experience and training that demonstrates the ability to perform the described duties. Must possess a valid driver's license and the ability to manage extensive driving in a variety of weather conditions, including at night, when needed.

**Job Conditions:**

The primary work location is at the main office located at 162 N. Main Street, Heppner, OR. Position does involve driving District automobile and seeing patients in their homes. Condition of patient homes can vary greatly and include cluttered, unclean and small confined spaces. Conditions can include poor driving conditions during inclement weather. Subject to infectious diseases, substances, odors, hostile and emotionally upset patients & family members. Occasional exposure to blood, body fluids, infectious waste, hazardous materials, noise. Some out of area travel for meetings and events as well as occasional overnight stays for trainings, etc.