

# Job Title: Home Health Patient Care Coord

## Hospice

-  Franciscan Health  
1300 Albany Street  
Beech Grove, IN 46107
-  Call; Days; Holidays; Rotating; Weekends
-  Full-Time
-  Associates Required

### WHAT WE NEED

*RNs who can keep everyone on task*

### WHO WE ARE LOOKING FOR

Our patients receive care from a highly qualified, compassionate team of individuals. Someone has to make sure these individuals work together to deliver the best possible care to our patients and their families. That someone is a clinical RN who works hand-in-hand with the nursing unit manager to lead the nurses and patient care staff of their unit. That someone is both compassionate and highly skilled, has strong communication skills, and knows that providing health care in a place that values faith is a special kind of calling. That person is our patient care coordinator.

Do you thrive in keeping things organized in a fast-paced environment? Do you love leading and motivating others to do their best? Are you the kind of person that just doesn't rest until you know the best possible job has been done? We have a special place to put your skills to work.

### WHAT YOU WILL DO

- Serve as a resource for staff regarding applicable regulations, policies, and procedures.
- Collaborate with patient and other healthcare personnel or outside agencies regarding coordination of care.
- Conduct audits, identify corrective action, and initiate follow-up to ensure compliance with established policies and regulations.
- Conduct home visits for the purpose of supervising assigned staff and identify potential deviations intervening when deviations from established practice are identified.
- Coordinate staffing schedule to provide volume and patient-specific need-based staffing; adapt schedule to adjust for staff shortages ensuring adequate staffing for quality patient care.
- Ensure and plan the delivery of high-quality clinical services.
- Implement, monitor, and analyze variances of the Quality Improvement Program.
- Investigate, evaluate, and resolve concerns of customers and keep the next level of management informed of significant developments.
- Participate in people management activities for direct team members such as scheduling, providing feedback for performance evaluations, disciplinary actions and interviews.
- Participate in monitoring patient satisfaction data and identify opportunities to enhance the patient experience.
- Serve in management on-call rotation to support off shift, weekend and holiday patient care.
- Supervise the work of others and manage the performance of individuals through feedback and recommendations.
- Train and educate patients and family members or other support and document understanding of treatment plan and goals.

### WHAT IT TAKES TO SUCCEED

- Prior Nursing and/or Home Health or Hospice experience.
- Customer service skills.
- Effectively communicate verbally and in writing.
- Educate patients and/or families as to the nature of disease and to provide instruction on proper care and treatment.
- Critical thinking skills.
- Develop effective relationships with patients, hospital departments, and other external parties.
- Handle multiple responsibilities simultaneously.

- Knowledge of laws, regulations, or policies impacting the Healthcare industry.
- Maintain composure, even in very difficult situations.
- Manage conflict and tactfully handle complaints and difficult situations.
- Prioritize and delegate tasks.
- Show sincere interest in others and their concerns.
- Supervisory and team leadership skills, including coaching, engaging and developing employees.

## **WHAT WE'RE LOOKING FOR**

1-3 Years Experience

License(s): Registered Nurse

Certification(s):

Travel: Up to 75%

## **EQUAL OPPORTUNITY EMPLOYER**

It is the policy of Franciscan Alliance to provide equal employment to its employees and qualified applicants for employment as otherwise required by an applicable local, state or Federal law.

Franciscan Alliance reserves a Right of Conscience objection in the event local, state or Federal ordinances that violate its values and the free exercise of its religious rights.

Franciscan Alliance is committed to equal employment opportunity.

HOME HEALTH & HOSPICE