



## **JOB DESCRIPTION**

### **JOB TITLE: Director of Patient Care Services**

#### **Qualifications:**

The Director of Patient Care Services is that member of the senior management team who ensures appropriate delivery of patient services and compliance with the Conditions of Participation of the Medicare Hospice Benefit, State Hospice Regulations and the Amore Hospice Care operating model. In addition, this position achieves and maintains competency in several areas: quality care and service, staffing, leadership, census and cost control. This position reports directly to the Administrator.

- Active RN License in the state of the program's license
- Experience in healthcare management preferred
- Demonstrated ability to provide leadership to professional and administrative personnel
- Demonstrated knowledge of business/financial management and in-depth knowledge of the Medicare hospice benefit
- Excellent written and verbal skills, working knowledge of relevant computer programs
- Demonstrate good organizational, people and problem solving skills
- Understanding of Hospice Care and the services provided to patient/family/caregiver through an interdisciplinary team
- Thorough knowledge and understanding of reimbursement/appeal processes
- Must be computer literate
- Ability to work in an interdisciplinary setting
- Valid Drivers license and reliable transportation that is insured in accordance with state requirements
- Satisfactory references from employers and/or professional peers
- Satisfactory criminal background check
- Self-directed with ability to work with little supervision
- Flexible and cooperative in fulfilling all obligations

#### **Responsibilities:**

Responsible for the day-to-day clinical operation at the local office, including: employment of qualified Hospice personnel and provision of Hospice services. Coordination and delegation of Hospice personnel evaluations. In the absence of the Administrator the Director of Patient Services will be acting Administrator. Establish and maintain standards of high quality care and customer service in compliance with federal and state regulations and guidelines. Establish, implement and evaluate goals and objectives for Hospice services that meet and promote the standards of quality



and contribute to the total organization and philosophy. Maintain compliance with all legal rules and regulations. Manage all expenditures in a fiscally responsible manner in accordance with the company budget. Travel as necessary.

- Manage day-to-day clinical operations. Adhere to patient care and administration policies and procedures ensuring best outcomes.
- Manage expenditures in a fiscally responsible manner
- Ensure that all Conditions of Participation and Standards of Care are being met
- Provide regular communication with the hospice staff, including clinical staff, regarding pertinent organizational and clinical issues
- Facilitate effective interpersonal communication between staff members and promote effective administrative function throughout the organization
- Responsible for the oversight of the assessment and evaluation, intervention and documentation of patient and family needs
- Participate in the development, implementation and maintenance of an effective, ongoing hospice-wide data-driven quality assessment and performance improvement program
- Utilizes the results of the data analyses to identify negative trends, and works with the Corporate Compliance Manager to identify opportunities and priorities for improvement
- Participates as a member of the QAPI committee to develop and implement performance improvement activities
- Ensure adequate staffing for patient/family care needs
- Assure that staff education needs are assessed and that the needs are being addressed
- Serve as “Administrator On-Call” and provide 24-hour availability and administrative call as scheduled
- Participate in evening/weekend on-call as required, conducting on-call services in a competent and responsible manner
- Responsible to maintain staffing, RX, DME, supplies and mileage within budget
- Participate in agency and community programs as requested to promote professional growth and understanding of hospice care
- Overall responsibility for general orientation and discipline specific orientation. Participate in orientation and in-service training for all professional and para-professional staff
- Regularly visit contracted facilities to maintain good working relationship with managers and staff of contracted facilities
- Maintain communication with hospice physicians regarding visit schedules, certification/recertification, and clinical oversight issues
- Ensure that the program is survey ready and maintain compliance of Medicare and state survey requirements
- Participates in hiring, supervision, counseling and development of patient care staff, administrative/clerical, directly or through the Clinical Coordinator(s)
- Prepare reports as required
- Maintain good working relationship between all disciplines of hospice team
- Attend Daily Stand-Up meetings
- Interact with all staff in a positive and motivational fashion supporting the Amore Hospice Care mission
- Conduct all business activities in a professional and ethical manner



- Maintain positive working relationship with all referral sources
- Create and maintain a professional atmosphere that is also a fun and loving place to work
- **Keep Love at the Center of Everything You Do!**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_