



Position Title: Intake Nurse

Main Function: The Intake Nurse is a pre-hospice nurse crossed trained to provide care management to palliative care patients, management of a patient in a pre-hospice care model, or conducts hospice eligibility assessments for referrals made for hospice admission to either (Hospice House (GIP) and Routine Care (either Home, HH Residence or other institutional settings).

Specific Duties/Responsibilities broken down by area of pre-hospice activity:

A. Hospice Admission Activities:

The Intake nurse is responsible for screening and /or facilitating the Intake of prospective Hospice patients. Activities related to the intake process may include all or any of the following activities; 1) present Niagara Hospice services and philosophy to prospective patients and families, 2) provide information regarding advance directives, 3) perform clinical case finding on behalf of the agency's Medical Director, 4) conduct a brief physical assessment of the patient's major body systems, 5) perform assessments regarding the patient's psychosocial and emotional status, 6) determines a patient's immediate care and support needs and 7) develops the hospice patient's initial plan of care (immediate needs plan of care).

B. Pre-Hospice Care Management Models:

Niagara Hospice at times will participate in innovative models of care that focus on managing chronic illnesses as a precursor to a hospice referral or admission. These care management models take on many forms to include face to face encounters, telephonic and telehealth visits. In all cases the goals of these care management models is to decrease avoidable hospitalizations, maintain or improve the quality of life for the patient and when appropriate educate the patient on advance directives and care options as the disease progresses to include timely referral to Hospice care.

C. Pathways: Palliative Care Management Model:

Niagara Hospice has an established Palliative Care Management Model known as Pathways. Pathways encompasses an interdisciplinary team that works with the regions insurance companies to provide visits and establishment of a care plan for the patient. In all cases the goals of Pathways is to decrease avoidable hospitalizations, maintain or improve the quality of life for the patient and when appropriate educate the patient on advance directives and care options as the disease progresses to include timely referral to Hospice care. The goal metrics change pursuant to the Insurance Companies (payors)

needs. The intake nurse will be responsible for maintaining contact with the patient via telephone, telehealth and face to face visits to assure care plan intervention compliance.

General Duties:

1. Ability to communicate in sensitive, professional and empathetic manner to family and individual facing chronic and end of life decisions.
2. Exhibits good understanding of Hospice philosophy and expertise in the care of the terminally ill.
3. Knowledgeable regarding the Hospice Medicare benefit, as well as understanding of other insurances.
4. Communicates with physician and obtains appropriate medical orders with regard to the Intake process and other orders as required to address identified symptoms related to the care of the patient and if applicable the terminal diagnosis.
5. Knowledgeable of pain/symptom management and end of life social/spiritual concerns.
6. Communicates Hospice Intake decisions with referring facility staff (i.e., hospital, nursing home, adult home, etc.), Director of Clinical Services, Director of Hospice Homecare.
7. Completes documentation within 24 hours of Intake in a professional legible manner.
 - a. Communicates patient/family needs to appropriate members of IDG of patient's Intake daily via the electronic medical record.
8. Coordinates equipment, medications, Home Health Aide and other services needed by patient/family for optimum care and safety when applicable.
9. Participates in on-call rotation as requested.
10. Takes telephone referral and follow through to patient Intake if requested.
11. Assists in any other activities required for expeditious patient Intake and/or smooth flow of departmental needs.
12. Promotion of and adherence to the elements of the corporate compliance program.

Supervisor: Director of Intake, Niagara Hospice. The Director will assign cases and visits based upon agency needs. The Director will triage all referrals and coordinate timely visits consistent with patient's needs. Staff must be flexible and adaptable to accommodate the dynamic referral process.

Fair Labor Standard Act Classification: Exempt

Qualifications:

Education Requirements:

Associates or Bachelor's Degree in Nursing

Work/Skill/Experience:

Willingness to travel to patients' homes and provide own transportation in all types of weather.

Three years nursing experience, preferred.

Previous hospice or home health experience is preferred.

Ability to make decisions based on problem solving techniques.

Strong clinical assessment skills

Customer service/hospitality skills a plus

Flexible, must be adaptable to last minute schedule changes

Licensure/Certification:

Possesses a current, valid New York State driver's license.

Current NYS License to Practice Nursing

Physical Demands:

Periods of prolonged standing/walking/sitting (e)

Hand dexterity to use computer, telephone, and calculator (e)

Intermittent reaching, stooping, bending, kneeling, and crouching (e)

Hand dexterity to use computer, telephone, and calculator (e)

Intermittent reaching, stooping, bending, kneeling, and crouching (e)

Exerts up to 15 pounds of force (e)

Work Conditions:

Potential Exposure to infections and contagious diseases

Potential exposure to blood borne pathogens

Contact with patients under wide variety of circumstances

Handles high dynamic social issues

Occasional pressure due to multiple calls/tasks/inquiries/demands

Required to drive an automobile in all weather conditions (safety considerations taken)

Risks found in the typical office setting
Risks found in typical healthcare settings

Occupational Exposure Determination: 2

Personal Protective Equipment Used: (provided by employer)

Gloves
Frequent use of mask and/or face shield

This document no way states or implies that the duties described herein are the only duties that the individual employee may be required to perform. The omission of specific statements of duties does not exclude them, if the work is similar, related, or is a logical assignment based on the description of the position. Additionally, during times deemed necessary by Administrative personnel, employees may be required to perform duties outside their normal job function.

Employee Signature

Date

By signing this document, I acknowledge receipt of the job description for the position I have been employed for. In addition, I understand that other duties may be reasonably assigned to me that may not necessarily be included herein.