

HOSPITAL / COMMUNITY LIAISON

DEPARTMENT: CLINICAL SERVICES
REPORTS TO: DIRECTOR OF PATIENT CARE SERVICES

POSITION SUMMARY:

This position is responsible for coordinating referrals between assigned facilities and LMVNA for the purpose of home care and hospice, educates facility staff, physicians, patients, and families about home health and hospice services, and participates in community outreach activities.

ESSENTIAL JOB FUNCTIONS:

- Receives referrals from hospitals and other facilities regarding discharge planning.
- Screens referrals for appropriateness to home care and hospice.
- Educates potential patients/families/other caregivers about home health and hospice services and their responsibility to participate in the plan of care.
- Educates facility staff and community physicians regarding home health and hospice services and criteria for admission.
- Provides the agency with social and medical information about the referred patient to ensure continuity of care, assignment of appropriate staff and accurate information for medical record review and coding.
- Coordinates with facility discharge planners to ensure hospital/facility information is provided to LMVNA'S Intake Department in a timely manner.
- Communicates appropriately with the Intake Department to ensure continuity of care.
- If available, reviews facility census daily to identify existing LMVNA patients and assure the continuum of care to those patients on service with LMVNA.
- Participates in patient case conferences at LMVNA and assigned facilities.
- Ability to navigate and work within hospital/home health electronic computer system.
- Works in tandem with Livingston leadership to coordinate and participate in community activities such as presentations, health fairs and expos.
- Develops new customer referral sources to increase census growth through consistent individual customer service and support. Maintains relations with community partners to build trust, strengthen community ties and meet community needs.
- Maintains a positive and respectful attitude.
- Performs other duties as assigned by Director of Patient Care Services.

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QUALIFICATIONS AND REQUIREMENTS:

EDUCATION

Must have a current California RN/LVN license.

Valid California driver's license and automobile insurance per agency's policy.

Knowledge of home health, home care and hospice services including, but not limited to, intake requirements.

EXPERIENCE

Two years recent home health or acute care.

Experience in marketing, liaison activities, public and customer relations, and home health, home care and hospice functions preferred.

PHYSICAL DEMANDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

The conditions herein are representative of those that must be met by an employee to successfully perform the physical demands of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard field environment.

Physical: primary functions require sufficient physical ability and mobility to work in an office setting.

- Must be able to learn and comprehend basic instructions and orientation to the job.
- Must have strong attention to detail and ability to independently problem solve with interruptions.
- Must be able to communicate clearly and exchange information with other staff and the public.
- Must be able to work frequently with interruptions.
- Must have the ability to understand the meanings of words and respond effectively and be proficient in speaking, writing and reading English.
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately, loudly or quickly.
- Must be able to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard occasionally.
- Must be able to work alone constantly.
- Must be able to work occasionally with VDTs/computers.
- Must be able to sit occasionally.
- Must be able to stand frequently.

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- Must be able to stoop, bend, reach, twist, crouch, and kneel occasionally.
 - Must be able to lift an object up to 10 lbs. raising or lowering it from one level to another occasionally.
 - Must be able to transport an object up to 10 lbs. usually holding it in the hands or arms for 100 ft. constantly.
 - Must be able to level lift an object up to 10 lbs. frequently.
 - Must be able to lift overhead an object up to 10 lbs. occasionally.
 - Must be able to drive auto equipment frequently.
 - Must be able to work irregular shifts (shifts not between 8:00 a.m. and 5:00 p.m.) occasionally.
 - Must be able to maintain body equilibrium to prevent falling when walking, standing and crouching.
 - Must be able to have hand exposure to the public and staff occasionally.
 - Must be able to frequently work in a fast pace office with constant interruptions and meeting deadlines.
 - Must be able to see in the normal visual range with or without correction doing close eye work.
 - Must be able to hear in the normal audio range with or without correction.
 - Hands – repetitive motion occasionally.
 - Hands – fine manipulation occasionally.
 - Hands – gross manipulation constantly.
 - Grasping: Right – simple grasp constantly
Left – simple grasp occasionally
- Simple grasp = under 50 lbs.*
- Foot pedals – use foot pedals on bed lock, lift chairs, etc., occasionally.

ENVIRONMENTAL REQUIREMENTS (possible exposure to):

- Blood/body fluids occasionally.
- Aerosol transmissible diseases occasionally.
- Other potentially infectious material (OPIM) occasionally.

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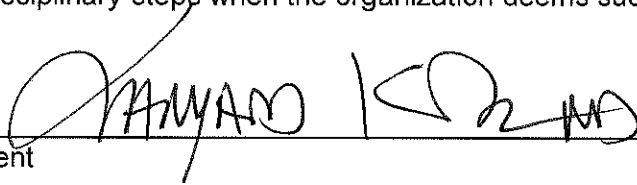
STANDARD OF PERFORMANCE AND ACCOUNTABILITY:

All employees will maintain high standards of integrity and business ethics, will abide by the organization's compliance program, rules, policies and procedures, applicable laws and regulations, will conduct self in an honest, ethical manner and report promptly any suspected violation of compliance standards to the Compliance Officer.

All employees will abide by the Injury and Illness Prevention Program (IIPP).

All employees will be held accountable in meeting all functions as defined within the scope of their job description, which includes all goals and objectives set for the position.

If accountability standards are not met, the employee may be given an oral warning followed by a written warning. However, the organization reserves the right to proceed directly to a written warning or separation from employment for misconduct or performance deficiency without resort to prior disciplinary steps when the organization deems such action is appropriate.



President

6-22-15

Date

Supervisor

Date

Employee

Date