

# Hospice

of Southern Maine  
Position Description

<b>Title:</b>	On-Call/Triage Nurse	<b>Reports to:</b>	Clinical Operations Manager
<b>Primary Location:</b>	Home Program	<b>FLSA Class:</b>	Non Exempt
<b>Supervises:</b>	None	<b>Effective Date:</b>	01/2017

## Position Summary:

The On-Call/Triage Nurse is the first line contact for all agency communications and assumes primary responsibility for patients during on-call hours including assessing, planning, implementing and evaluating care needs. On-Call/Triage Nurses provide care in several areas including, but not limited to, home visits, inpatient unit, continuous home care, referral management and admissions. This position assesses the needs of the patient and family, and coordinates needed care in person, electronically and over the phone.

## Qualifications:

1. Education: Graduate of an NLN accredited nursing program; BSN or CHPN preferred.
2. Experience: Minimum of two to three years of nursing experience required; home care, hospice and/or oncology nursing experience preferred. Pain management, symptom controls, crisis intervention and family support experience required.
3. License/Certification: Registered Nurse licensure by the State of Maine; valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. **BLS certification or the ability to obtain certification within the first 90 days of employment required. Certification must be kept active during the course of employment.**

## Essential Duties & Responsibilities:

1. Performs all duties and responsibilities in accordance with the Nurse Practice Act and in accordance with basic principles and guidelines of professional nursing.
2. Assesses needs, being aware of the physical, emotional, and spiritual aspects and gather data on social, economic and cultural factors which may influence health, well-being and quality of life.
3. Applies nursing principles and techniques in the treatment of patients. Provides nursing care, emotional support and education to patients and families; encourage patients and family members to participate in the patient's plan of care to meet established goals.
4. Receives report from nursing staff, as well as providing nursing report to in-coming shift(s).
5. Responds to calls from answering service and voice mail system in a timely manner.
6. Triage patient related calls by determining the needs of the caller and then responding in an appropriate manner either by phone or with a visit.
7. Implements changes to the plan of care as needed with interdisciplinary collaboration with the support of the hospice Medical Director and/or the Attending Physician.
8. Documents and communicates all calls, interventions, care plan changes, physician contacts in a manner consistent with policy and procedure. Documenting accurate assessment and intervention of patient status and updating the plan of care. Document patient care reflecting nursing interventions, patient response to care, focusing on the patient's goals. Documentation includes evidence of appropriate patient/significant other teaching, and the understanding of these instructions is noted in the medical record.
9. Assists patients, family members or caregivers with concern and empathy; respect confidentiality and privacy; and communicate in a courteous and respectful manner.
10. Coordinates services with contracted vendors, outside agencies and interdisciplinary team as needed. Investigate and follow through on orders or requests for service or information.

11. Attends patient deaths to provide support to the patient's family, contacts the mortuary, advice on disposal of narcotics, notifies the Interdisciplinary Team (IDT) as well as contracted vendors providing services to the patient.
12. Provides bereavement resources and support to the family as appropriate.
13. Responds to referral calls, providing the caller with information regarding hospice care, screening calls for appropriateness, taking patient information and coordinating with the Access Department to schedule the admission visit.
14. Minimizes non-productive time and fills slow periods with activities that assist in meeting the current and future needs of the agency. These activities include auditing charts and learning other associated nursing roles.
15. Gains knowledge of and availability to perform patient referrals and information visits as needed including explanation of the hospice benefit/Medicare, complete physical assessment, completion of all pertinent paperwork, and communication of new patient status.
16. Performs patient admissions and visits as needed.
17. Reports concerns and issues to Admin on call.
18. Performs as a member of the HSM team as a whole and participates in the Quality Management philosophy of the agency.
19. Provides point of service electronic charting and documentation within the HSM Electronic Medical Record (EMR) system at time of patient visit or admission. Operating the following with a high degree of proficiency: computer and/or tablet, clinical applications, windows-based software programs, and other electronic devices as required.
20. Maintains agency guidelines for weekend/holiday rotations.
21. Performs additional duties as assigned.

**Other Job Functions:**

The following is a list of responsibilities of this position, but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Protects the patients' right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Keeps supervisor informed of real or potential problems. Reports incidents and customer concerns according to agency policy. Informs supervisor of any unresolved customer complaints.
4. Participates in meetings and quality assurance and program improvement activities as required and necessary. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.

**Required Skills, Abilities & Knowledge:**

1. Demonstrates understanding of hospice philosophy.
2. Demonstrates understanding of team approach and communication.
3. Contributes to positive atmosphere and work environment and is a productive member of the team.
4. Demonstrates positive interactions and provides timely and appropriate responses to all customers (internal and external).
5. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
6. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
7. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
8. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
9. Reliable and flexible; self-motivated and self-directed.
10. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed customers, during emergency situations, during busy times, etc.
11. Ability to evaluate a situation quickly and respond appropriately.
12. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
13. Presents as a business professional.

- Ability to adapt to changing Agency priorities in a positive manner.

**Physical Requirements:**

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

Ability to complete and pass an annual respirator fit test required.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb		X	
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease			X
Exposure to hazardous materials	X		
Repetitive Motion		X	

**Visual Requirements:**

- The worker deals with office and/or medical equipment at or within arms reach.
- Must be able to see to drive, complete appropriate documentation and assess patient condition and function.

**Mental Requirements:**

- Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

**This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.**

Employee’s Signature \_\_\_\_\_ Date \_\_\_\_\_