



DIVISION SCOPE OF SERVICE

Division: CONTINENTAL
Classification: CASE MANAGER - HOSPICE
Applicant Name:

<p>Case Manager – Hospice: The Case Manager – Hospice must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: The Case Manager - Hospice gathers assessment information, plans, facilitates and advocates for options and services to meet an individual’s health needs. They also evaluate a patient's physical condition and develop a care plan that addresses any medical needs and social services. They coordinate the efforts of medical and nursing team members to provide appropriate care. Scope of Service may include:</p> <ul style="list-style-type: none"> • Provide support and counsel to clients who are facing terminal diseases and conditions • Address the psychological needs of patients and their families through counseling and education efforts • Evaluate a patient's physical condition and develop a care plan that addresses any medical needs and social service • Communicates with available resources to promote quality cost-effective outcomes • Interprets legal or medical documents • Writes reports and professional correspondence • Implements standards and regulations that govern the individual case • Demonstrates Clinical and Service excellence behaviors to include the HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals • Patient care areas, all settings
<p>Supervision:</p> <ul style="list-style-type: none"> • Direct supervision by Facility Case Management Director or designee <ul style="list-style-type: none"> ○ Indirect daily supervision by the CM department leader <p>Evaluator:</p> <ul style="list-style-type: none"> • Case Management Director or designee <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • One of the below education required: <ul style="list-style-type: none"> ○ Master’s degree of higher for Social Worker’s ○ Associates degree or higher for RN’s ○ High School diploma/GED or higher for LPN’s • Licensed as one of the below: <ul style="list-style-type: none"> ○ RN ○ LPN



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- Licensed Clinical Social Worker

Preferred Qualifications:

- Bachelor of Science degree in Sociology, Public Health Administration or related field of study
- Certified in Case Management, as recognized by Case Management Society of America (CMSA), or Accredited Case Manager (ACM)

NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

State Requirements:

- Current RN, LPN, or Social Worker License in good standing in state of practice.

Experience:

- At least one year experience in Hospice

Preferred Experience:

- Prior clinical experience in acute care, utilization management, and discharge planning

Competencies:

Case Manager – Hospice will demonstrate:

- Ability to work independently under general instructions
- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients before meeting with the patient and family unit
 - Accesses the patient medical record appropriately
 - Documents in the medical record according to the facility standard / policy
- Appropriate case management activities for each of the following as it relates to hospice
 - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare
 - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions
 - Gathers and reviews information with attention to individual, family, and community resources
 - Respects patient and family preferences
 - Implements interventions appropriate for identified patient needs
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

Case Management Society of America (CMSA). (2008-2011). Retrieved from <http://www.cmsa.org/>

American Case Management Association (ACMA) www.acmaweb.org

Job Description for a Case Manager/eHow.com. (1999-2011). Demand Media, Inc. Retrieved from http://www.ehow.com/about_5208008_job-description-case-manager.html

Ocean to Ocean Healthcare (2008-2011) Case Manager Description. Retrieved from http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf

Nursing Compact States & Nurse Licensure: <https://www.travelnursing.com/what-is-travel-nursing/nursing-compact-states/>

Nursys: <https://www.nursys.com/LQC/LQCTerms.aspx>

Colorado RN & Social Worker Verification <https://apps.colorado.gov/dora/licensing/Lookup/LicenseLookup.aspx>



DIVISION SCOPE OF SERVICE

Kansas Behavioral Science Regulatory Board License Verification: <https://www.kansas.gov/bsrb-verification/>

Kansas Board of Nursing License Verification: <https://www.kansas.gov/ksbn-verifications/search/records>

Document Control:

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- Cosmetic updates 9/25/2019

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____