

TRIAGE/VISIT NURSE

MAIN PURPOSE:

FLSA: Non-Exempt

Responsible for telephone assessment, problem solving and direction of the interdisciplinary team as needed to address patient/family needs related to the hospice terminal diagnosis. Responsible for direct and indirect patient care in meeting holistic needs of the patient as outlined in the interdisciplinary plan of care.

REPORTING RELATIONSHIP:

Reports directly to the Patient Care Coordinator, and is accountable to the Assistant Director of Nursing or the Director of Nursing.

ESSENTIAL FUNCTIONS:

Patient Care:

- Assesses patient/family needs and evaluating symptoms interventions via telephone or home visits.
- Executes the therapeutic regime of treatments and medications as prescribed in conjunction with the attending physician or Agency Medical Director.
- Utilizes nursing judgment to provide symptom management related to the patient's terminal diagnosis through family teaching or utilization of the skilled nursing visit.
- Initiates or facilitates referral of patient and/or family to appropriate Agency or community resources.
- Collaborates with the interdisciplinary team, patient, and family to provide a patient/family focused plan of care.
- Performs routine patient care visits and patient admissions as assigned.
- Provides supervision of LPN and CNAs in accordance with Agency policy and regulatory requirements.
- Prioritizes and directs interventions for crisis situations appropriately through the use of the interdisciplinary team.
- Assists with patient care within the Agency inpatient units as assigned

Care Coordination:

- Coordinates direct patient care through the effective, timely communication with scheduled and on-call nursing staff.
- Confers and plans patient related interventions with the interdisciplinary team.
- Coordinates patient care with the family via telephone, utilizing effective teaching and communication skills.
- Coordinates daily schedules for nurses and CNAs under the direction of the Patient Care Coordinator.

Documentation:

- Accurately records and reports pertinent facts and observations regarding patients' condition and response to treatment. Also documents on ECF charts if applicable.
- Reports appropriate information to the case manager and the interdisciplinary team by ensuring verbal and written reports are clear, concise, and timely.
- Documents problems, nursing assessments, care provided, care interventions, and patient and family outcomes in the clinical record at the point of care.
- Documents LPN and CNA supervisory visits and related follow up no less frequently than every 14 days.

- Assures the ECF chart's Agency section contains necessary information for Agency/ECF compliance if applicable.

Scheduling:

- Schedules daily nurse and CNA visits in a timely manner.
- Ensures each staff member has an appropriate number of scheduled visits based on Agency standards.
- Schedules PRN nurses and CNAs as needed based on patient census and availability of regular staff.
- Schedules contracted staff as directed.
- Ensures that workload is distributed as fairly and evenly as possible.
- Resolves last minute changes in scheduling of staff due to unscheduled employee absences or changes in patient's condition.
- Anticipates potential scheduling issues, i.e., increase in patient census, weather issues, and responds proactively to ensure coverage.
- Keeps supervisor current with changes to the schedule and is timely with communicating concerns regarding staffing issues.
- Follows up on missed CNA visits.

ADDITIONAL FUNCTIONS:

- Committed to Agency resolution against fraud and abuse.
- Knowledgeable in hospice philosophy and state and federal regulations.
- Arrives to work and meetings on time and ready to work.
- Respects confidentiality of patients/families and other Agency employees.
- Attends nurses' meetings/conferences for professional growth as required.
- Sees change as an opportunity and maintains a level of flexibility, which allows for adaptation to new ways of performing.
- Attends and completes yearly nursing skills validations.
- Follows directions and policies that allow for an organizational commitment to working under time pressures without sacrificing quality.
- Performs other duties that may be assigned.

JOB REQUIREMENTS:

- Possesses the ability to perform the following tasks for varying periods of time: standing, walking, sitting, lifting objects up to 75 lbs., pushing/pulling objects up to 200 lbs., climbing stairs, stooping, kneeling, twisting, bending, reaching overhead and in front of body, simultaneous use of both hands, wrists, and fingers.
- Possesses the ability to perform the following tasks for varying periods of time: speak in conversational tones utilizing the English/American Language, hear conversations as well as bodily function sounds with various medical or non-medical devices, observe patients via touch sensitivity that is strong enough to palpate various areas on the human body and allow an accurate reporting of a pulse, see with vision acuity: near, 20 inches or less, and far, 20 inches or more, with or without corrective devices such as glasses or contacts, have a depth perception of three dimensions, and a sharpness of vision/focus with adequate peripheral vision to allow an acute awareness of surroundings.
- Possesses the ability to work in a variety of environmental conditions that include, but are not limited to

the following: adverse weather conditions, dust, fumes, tobacco smoke, noise, closed-in spaces or rooms, and locations with poor or improper lighting and glare.

- May be required to work in shifts that may be steady or rotating.
- Possesses the ability to operate and drive an automobile while maintaining a valid driver's license. Requires use of personal vehicle.

QUALIFICATIONS:

- Maintains current RN licensure for Indiana and CPR certification.
- Prior experience in medical/surgical nursing with home care/hospice experience preferred.
- Ability to prioritize and stay calm while dealing with stressful situations.

Employee Signature

Date