

## POSITION DESCRIPTION

HOME PROGRAMS MANAGER
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Reports To: Clinical Director

Position Status: Exempt

Supervises: PD and Home Hemo Nurse Supervisors

Effective Date: 1.29.17

Collaborates With:

Vice President of Clinical Operations  
NKC Clinical Directors  
Medical Directors  
Technical Services Manager  
FSS Manager

Medical Staff  
Other Dialysis Facilities  
Volunteer Services Support  
Services  
VP of Planning  
CMO

## **GENERAL SUMMARY**

The Home Programs Manager is responsible to the Clinical Director (CD) for the operations of the Home Program in all modalities. This includes daily responsibilities for the delivery of quality dialysis care to our patients, implementation of cost-effective, innovative, high quality dialysis services, monitoring budgets within established guidelines, performance appraisals and coaching and counseling staff for delivery of quality health care.

The position is responsible for management of the Home Program; supervising and personnel functions of the Program; and assisting the CD with various committees and other assignments as deemed necessary and useful to the organization.

Critical to the success of this position are: Coordination and Leadership of the Interdisciplinary Care Team and the Quality Assessment Process Improvement team, development of a team approach to patient care; and implementation of new patient care programs based on the strategic plan.

## **DUTIES and RESPONSIBILITIES**

The Home Programs Manager has the authority, responsibility, and accountability to carry out the following:

Provide Leadership of the Interdisciplinary Care Team and the Quality Assessment Process Improvement Team.

1. Assures a high level of quality of care in the Home Program.
  - a. Maintains up to date knowledge and understanding of the Conditions of Coverage as they related to the CMS Core Survey process and oversight for implementation within the Home Program.
  - b. Knows and effectively implements NKC clinical policies and procedures.
  - c. Evaluates patient care outcomes in collaboration with the Nurse Supervisors and the Medical Directors within the Home Program
  - d. Oversees the planning of patient care meetings and assists in establishing systems to implement and maintain approved patient care plans.
  - e. Implementing and monitoring NKC nursing practice standards.
  - f. Assures appropriate and timely movement of patients into the Home program following patient education.
  - g. Directs program for on-going review of patient education.
  - h. Implements Home Program goals in collaboration with the CD and Nurse Supervisors.
  - i. Effectively monitors the IDT intervention on catheters, infection, hospitalizations, and transplant initiatives.
  - j. Communicates quality initiatives to all Nurse Supervisors and assures staff are aware of Program wide action plans for QAPI.
2. Assures effective and innovative management by:
  - a. Implementing new approaches to patient care.
  - b. Hiring, supporting, and evaluating staff that is committed, competent, and accountable.
  - c. Reviewing, investigating, and resolving employee grievances promptly.
  - d. Communicating NKC Personnel policies, procedures, and practices and monitoring compliance.
  - e. Completing annual employee performance evaluations in a timely manner and providing other meaningful feedback to staff on an on-going basis, including skill competencies.
  - f. Serves as the clinical resources person for staff, patients, and other persons and coordinates or performs special project duties and responsibilities.
  - g. Monitoring Quality Improvement reports, identify trends and problem areas, and take appropriate action to resolve issues.

3. Assures a high level of customer satisfaction by:
  - a. Working with the Nurse Supervisors and CD to review, investigate, and resolve patient care issues.
  - b. Addressing issues raised by patient's nephrologists and, working with others to take corrective actions as needed.
  - c. Acting as a resource for staff, providing guidance, coaching, counseling, and discipline as appropriate.
  - d. Acting as a role model for staff.
  - e. Implementing orientation and continuing education programs for Program staff, in collaboration with Clinical Education Staff.

Assure areas of concern identified in the patient survey are addressed. Develops proper staff scheduling to ensure optimum coverage while using appropriate staffing guidelines, including productivity standards, RN/Patient ratios and overtime hours.

4. Reviews and monitors patient care activities in conjunction with the Nurse Supervisors; responds to organizational, procedural, and technical problems as they appear; and evaluates Program accomplishments in terms of quality and other goals and objectives.
5. Assists in the development of operating and capital budgets that make the most effective use of allocated dollars, in consultation with the Nurse Supervisors and the CD.
6. Monitors operating expenses to assure that they are within budget by regular monitoring and taking any corrective action needed.
7. Implements Medicare, OSHA/WISHA, CLIA, and other regulatory agency standards and requirements.
8. Actively supports the change process by continuously improving her/his own leadership and management skills by team building, and by implementing Program-wide quality improvement and evaluations systems.
9. Keeps informed of current professional nursing and dialysis services standards and practices involving management, patient care, training, education, staff issues, and provides leadership in recommending and implementing changes in policies and practices to address these areas.
10. Actively supports and promotes NKC plans, programs, and initiatives, as well as employee activities.
11. Monitors time cards to assure accuracy and completeness.
12. Performs other duties and responsibilities as may be required by law, directed by the CD, or that are self-initiated and in the best interests of NKC.

## **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, EMR, Crystal Reports for auditing purposes and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Must be able to communicate effectively in English on the phone, in writing, and in person.
4. Duties and responsibilities are performed in a clinical dialysis unit. The Manager is exposed to chemicals such as formaldehyde, blood, and body fluids.
5. Physical activities require the ability to stoop, reach, stand, walk, push, pull, lift, finger, grasp, feel, talk, hear, and repetitive motions of wrists, hand, fingers.
6. The physical requirements include the ability to lift/move up to 50 pounds occasionally and lift/move up to 10 pounds frequently.
7. The position requires visual acuity to inspect dialysis machines, read, write, and provide patient care.

## **CUSTOMER SERVICE STANDARDS**

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

## **EDUCATION and EXPERIENCE**

An associate arts degree in nursing with diploma is required, a Bachelor of Science degree in nursing is preferred, and a current registered nurse license in the State of Washington is required. Prior Dialysis experience and management/supervisory experience are required.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

## **REVIEW and APPROVAL**



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Vice President of Clinical Operations

1/24/2017  
Date



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Vice President of Human Resources

1/24/2017  
Date