

POSITION DESCRIPTION

HOME PROGRAM OPERATIONS, SUPERVISOR

Reports To: Clinical Director Home Programs Position Status: Non Exempt

Supervises: Home Program Coordinators I & II, Coordinator Temps

Effective Date: 8/1/2017

GENERAL SUMMARY

The Home Program Operations, Supervisor is responsible to the Clinical Director Home Programs, for facilitating the Home Program Services Department activities related to Patient intake, scheduling, medical reception, office services, billing, decentralization, inventory and patient records across the entire organization.

The Supervisor facilitates development of office support and operations to maximize clinical and operational decentralized efficiency.

Establishes and updates policies and procedures to be carried out by the Home Coordinators and Home Program Temps.

Contributes to the annual Home Coordinator evaluations.

Assists Medical Directors and Leadership in project planning, PDCA work and arranging QI and educational functions.

The position also is responsible for supervising communications with patients, laboratories, physicians, and other persons or organizations related to: coordination collection of and data entry of patient logs, location of treatments, meds, and supplies for billing purposes, and for performing relief and/or project duties when required.

This position is also responsible for providing equipment tracking, billing and business support, and addressing non-routine matters as they are presented.

DUTIES and RESPONSIBILITIES

1. Oversees and arranges day-to-day workload for the Home program Personnel and facilitates center/unit operations.

2. Responsible for collection of patient logs, monitors them for accuracy and enters data into Cyber Ren for billing purposes.
3. Monitors patient treatment venues (hospital, home, in-center) and notes this information into Cyber Ren for billing purposes.
4. Assists in transporting patients from the entrance of the unit and back, as needed.
5. Oversees/directs new patient referrals/intakes.
6. Monitors patient travel and assists in coordination of vendor deliveries for patient travel as well as coordinating loan of NKC travel cases.
7. Oversees coordination of patient inventory supplies, and assists in communication for supply delivery.
8. Monitors/logs home visits by PD/Home Hemo Staff and maintains PD/HH staff auto use calendar.
9. Maintains flow sheet databases for PD/HH patients.
10. Supports CD/Manager /Supervisor projects through report and audit preparation.
11. Assists in coordination of surveys of patient's home, monitoring of home equipment, patient clinic appointments and coordinating patient web portal.
12. Monthly: collects, audits and monitors all daily checklists at all satellite units.
13. Helps to orient new employees to the Home Service Program and mentors all office personnel to NKC Home programs and processes.
14. Monitors monthly Billing/Attestation processes contacts patients whose logs are overdue.
15. Provides office and other designated services such as data entry and filing.
16. Monitors restocking of medical supplies and department mail distribution.

17. Operates all office equipment such as telephones, computers, fax machines, copiers and all software used in the department.
18. Responsible for supervision of medical reception activities, facilitating day-to-day functions, and appointments, or preparing patient forms and letters on schedule or as requested. These plans are based on established procedures and practices.
 - a) Provides business and operational support to the Home Program.
 - b) Collaborates with Home Clinical Director in monitoring financial systems support, i.e., NxStage & Baxter credit reconciliation.
 - c) Coordinates Home patient supply delivery and equipment returns in coordination with NKC Materials Dept., NKC supply Services, NxStage, Baxter, and other NKC Departments.
 - d) Inventories lab and medical supplies weekly and orders in Microix system.
 - e) Coordinates Home Program patient upgrades with outside contractors (electrical and plumbing) completes Home Alterations Worksheet.
 - f) Obtains signed media consents from patients for Network and other projects.
 - g) Enters new patient information into "TIME" in CyberRen.
 - h) Provides notary services for NKC patients and staff.
 - i) Arranges for blood bank deliveries with taxi services.
 - j) Orders, ships and instructs patients on the use of the fax machines.
 - k) Monitors scheduling of new patient training appointments, and existing patient's monthly clinics or iron administration appointments.
 - l) Maintains decentralized Home clinic calendars – updates prn.
 - m) Coordinates with NxStage & Baxter and follows up on service issues.
 - n) Monitors monthly print outs of 1:1 report to distribute to Medical Director and PCNs.
 - o) Maintains conference room schedule.
 - p) Monitors equipment report – TS Database – checks to see that all PMs are done – updates monthly.
 - q) Notifies PCNs of which pt. needs backflow preventer annual PM.
 - r) Maintains multiple step process of HH program PM monitoring.

19. Has contacts with patients, families, physicians, hospitals, labs, pharmacies, dispatchers, and other persons or organizations. These contacts are required to help coordinate activities and perform reception, supply, and other responsibilities.
20. Performs other duties and responsibilities as may be required.
21. Coordinates Home staff meetings and 1:1 meetings with Medical Directors.
22. Assures Home Hemo water samples are completed and results available for review. Assures results are scanned into the medical record.
23. Supervises completion of Home staff patient education monthly calendars and packets.
24. Supervises the maintenance of On-call Home Program schedules for answering services.
25. Supervises the maintenance of the Home program PM status report Oversight of patient equipment, i.e., cyclers, centrifuges, and any other patient required equipment.

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, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a clinical dialysis unit. The Home Hemodialysis Services Coordinator may be exposed to cleaning chemicals, blood/effluent, and temperature changes.
4. Physical activities require the ability to stoop, sit for extended periods, reach, walk, push, pull, lift, use fingers to manipulate items, grasp, talk, hear, and perform repetitive motions of wrists, hands, and fingers.
5. Independent judgment is required to plan, prioritize and organize a diversified workload.

6. The physical requirements include the ability to lift/move up to 20 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently.
7. Visual acuity to read, inspects data, and performs other duties.

CUSTOMER SERVICE STANDARDS

All staff are 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

*The Home Program Operations Supervisor should have the equivalent of high school graduate level.

*Demonstrated training and experience with Microsoft Office products.

*Demonstrated office and communications and skills.

*Requires the equivalent of one year previous medical reception experience with responsibilities for public contacts and use of medical terminology.

Other qualifications include involvement in appropriate professional committees and willingness to work with hepatitis and HIV positive patients/employees following NKC recommended guidelines, and performance of continuing education responsibilities.

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



Vice President of Clinical Operations

8/1/2017

Date



Vice President of Human Resources

8/1/2017

Date