

Hospice Brazos Valley, Inc.
Access Specialist, Access and Marketing
Job Description 1310

Job Title: Access Specialist, Access and Marketing
Reports To: Director of Access and Marketing
FLSA Status: nonexempt
Prepared By: Director of Access and Marketing
Prepared Date: May 17, 2017
Approved By: CEO
Approved Date: May 17, 2017

JOB SUMMARY

Ensures admissions systems and processes meet regulatory and customer needs. Responsible for leading the coordination and prioritization referral, preadmission and admission visits under the supervision of the Access Team Lead and Director of Access and Marketing. Exemplifies internal and external customer service skills. Understands departmental goals and objectives and assists in achieving them.

COMPLIANCE FUNCTIONS

The employee will adhere to all local, state, national, and industry codes, laws, rules, guidelines and mandates while performing their duties. The employee will work with and report to the agency Compliance Officer any concerns, indications or behavior related to potential Fraud, Waste and/or Abuse.

QUALIFICATIONS

1. Licensed as a Vocational Nurse by the Texas Board of Nurse Examiners required.
2. 2-3 years nursing experience required.
3. Valid Texas driver's license, auto liability insurance, safe driving record and reliable transportation required.
4. Knowledge of Microsoft suite; ability to pull reports and track information

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prioritizes and schedules hospice referrals, preadmission and admission visits with the patient and family at the center of all decisions
- Receive and facilitate referrals to Brazos Valley Palliative Care personnel
- Participates in the development of best practices for Access and Marketing to promote a culture of continuous improvement
- Updates (in real time) admissions board, electronic calendars, Netsmart, QLIQ and all other communication avenues related to referrals, preadmissions and admissions
- Ensures day to day referral, preadmissions, and admissions practice and systems reflect regulatory compliance

Classification: Internal Use

- Coordinates a smooth and efficient referral, preadmissions, and admissions process that meets external and internal customer needs
- Promotes a smooth communication process related to patient admission information received by or delivered to homecare, IPF, PC and IDT staff
- Collaborates with Director of Access and Marketing and Access Team Lead to ensure appropriate communication and cooperation between Access Team staff
- Provides clinical support to Access and Marketing department
- Develops and maintains relationships with referral sources; follows up as needed to support exceptional customer service
- Enters precise referral and admission information into Netsmart to promote accurate data
- Tracks and follows up with patients and families who do not admit; track and report findings on reasons for non-admission; assist with accurate departmental data tracking and record keeping
- Supports cost effective usage of resources to stay within budgetary constraints
- Delivers direct care to patients as needed
- Participates in “call” rotation
- Contributes to team effort by accomplishing assigned tasks as needed

SUPERVISORY RESPONSIBILITIES

None

LANGUAGE SKILLS

Ability to read and comprehend history and physicals and correspondence. Has ability to write simple correspondence, to effectively present information in one-to-one and small group situations to customers, clients, and other employees of the organizations.

MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Has the ability to perform these operations using units of American money and weight measurement, volume and distance.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must regularly lift and/or move more than; 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision.

WORK ENVIRONMENT

Classification: Internal Use

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

HBV reserves the right to revise or change job duties as the need arises. The job description does not constitute a written or implied contract of employment.