

XYZ HHA, INC.
Position Description
Supervisor: Clinical Quality Improvement

General Statement of Responsibilities:

Assures the development, implementation, and evaluation of agency programs and methods for the improvement of quality and service productivity

Acts in supervisory/*consultative* capacity for (all) clinical service programs as delegated by and in the absence of the Clinical Manager.

Distinguishing Features:

Under the general supervision of the Clinical Manager, and with consistent focus on XYZ's standards pertaining to organizational compliance and improvement, the Clinical Supervisor has the responsibility for the overall day-to-day oversight of clinical services to assure the delivery of safe, effective, efficient, reimbursed, coordinated, and comprehensive care in homes and/or other community facilities.

- Is knowledgeable of Medicare Conditions of Participation;
- Is knowledgeable of the CMS OASIS scoring guidelines, and;
- Maintains knowledge / current information with CMS regulations and accrediting bodies in regards to clinic operating standards for home health care

Potential exists for exposure to blood-borne disease.

Key Position Activities

- With 100% customer focus, serves as a resource for clinical and support staff
- Oversight quality of documentation and adherence to OASIS timelines
- Oversight utilization of services—establishing type, frequency and duration

Typical Position Activities:

1. Collaborating with the Clinical Manager and Director of Patient Services, assists in planning, implementing, coordinating and evaluating the clinical services program;
2. Is responsible for timely (within 48-72 hours from SOC) review ("QI") 485/ Plan of Care Certifications, Certification OASIS and initial progress note to determine consistency with supporting medical documentation, the referral document, and the Admission Case Conference.
Collaborates with admitting clinician to discuss findings and make recommendations, as appropriate.
3. In collaboration with the Clinical Manager, ensures compliance with professional standards and regulation;
4. Assists in general orientation and ongoing education of new staff/contractors to their activities and responsibilities, to include in-home orientation and supervisory visits for purposes of demonstrating and evaluating the delivery of patient care;
5. Ensures that referred cases are visited within 24 hours from referral, unless otherwise physician authorized;
6. Keeps abreast of assignments with consideration to clinician expertise, service utilization, cost of providing services, with consideration to caseload reasonableness per clinician, and; makes decisions regarding transfers of cases, as necessary;
7. Accepts and directs the coordination of referrals and care planning for nursing, physical therapy and other therapeutic services;
8. Assists clinicians in identifying alternative levels of care or referral to alternate community resources, as appropriate;

9. OASIS responsibility(ies):
 - Maintains OASIS binder following review of transmission reports to CMS, no less frequently than monthly-identifies patterns of error, staff performance issues/ recommended corrective action measures, and educational needs
 - Note errors, and coordinate with RN or PT to make necessary corrections
 - A resource to new and existing clinical staff who have responsibility for collection of OASIS survey data
 - Assist BTI / IS coordinator to ensure OASIS survey timeline compliance—monitor tracking report with coordinator and assist staff to understand and comply with timeline standards
 - Coordinates and serves as a preceptor in field for purposes of OASIS education and competency validation
 - Assist with coordinating in-house OASIS training programs
 - Monitors, actively participates in record review, and trends ADVERSE OUTCOME REPORT and ADJUSTED CASE MIX reports downloaded from CMS, minimally on a quarterly basis
 - Assists business office in interpretation of OASIS data, as necessary
10. Serves as a clinical consultant to the multidisciplinary home health care team providing professional guidance on agency clinical policy and procedure;
11. In collaboration with the Clinical Manager and Executive Director/Director of Patient Services, the Clinical Supervisor, assists in planning and conducting initial and ongoing educational programs for all clinical staff;
12. Is responsible for monitoring/ data collection and compiling results of clinical record audits, including case review with individual staff in regards to audit findings;
13. Uses leadership position to serve as a resource to all staff regarding performance improvement in all areas to include: customer service; adequacy of information referral/ supporting documentation; staff documentation, to include focus on OASIS accuracy and timeliness & Plan of Care development, and; overall conduct and job performance;
14. Is knowledgeable, instructs and implements standard precautions in accordance with agency policy and procedure;
15. Accepts and responds to “Quality Reports”/ Concerns. Immediately reports any accident, incident, lost articles, or unusual occurrence to the Clinical Manager, and; to the Executive Director/ Director of Patient Services if of risk management concern;
16. Maintains appropriate records and reports;
17. Assist in the development of process improvement activities with appropriate data collection, aggregation, analysis, taking action and reporting of results according to XYZ HHA's PI plan and as an active member of XYZ's Professional Advisory Committee (PAC);
18. Advises the Clinical Manager and Director of Patient Services/Executive Director on unmet health or service needs;
19. Serves as an active member on committees within and external to XYZ HHA.
20. From time-to-time, participates in the care of patients, as necessary, within the community.

POSITION REQUIREMENTS:

- Thorough knowledge of current home health care practice;
- Demonstrated skill and judgment in the application of home health clinical procedures and techniques of patient care, including provision of home infusion therapies;
- Understanding of home health care regulatory and compliance requirements;
- Working knowledge of the organizational function of community agencies;
- Ability to effectively plan and supervise the work of others;
- Ability to establish and maintain cooperative working relationships;
- Ability to provide, accept and utilize guidance;

- Ability to perform duties in accordance with generally accepted standards of clinical practice, the Medicare Conditions of Participation, Federal and NYS Department of Health regulations.

Minimum Qualifications:

Either:

- A. Bachelor's degree in Nursing and two years' experience in home health care, or;
- B. Education and experience that is equivalent to the following:
 - 4 years experience in home health care, and;
 - six credit hours, or the equivalent, of education/ training in public health and/or principles of management.

Special Requirements:

- Licensure and registration to practice as a Registered Professional Nurse in Florida
- Official documentation of personal health requirements as specified by regulatory bodies and/or XYZ HHA.
- Valid operator's license issued by the Florida Department of Motor Vehicles; possession of current license at the time of appointment

Accepted by: _____ Date: _____
Supervisor Clinical Program Quality & Integrity

cc: PERSONNEL FILE