



# DIVISION SCOPE OF SERVICE

<b>Division:</b> CAPITAL
<b>Classification:</b> CASE MANAGER-HOSPICE
<b>Applicant Name:</b>

<p><b>Case Manager – Hospice:</b> The Case Manager – Hospice must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p><b>Definition of Care or Service:</b> The Case Manager-Hospice gathers assessment information, plans, facilitates and advocates for options and services to meet an individual’s health needs. They also evaluate a patient's physical condition and develop a care plan that addresses any medical needs and social services. They coordinate the efforts of medical and nursing team members to provide appropriate care. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Provide support and counsel to clients who are facing terminal diseases and conditions</li> <li>• Address the psychological needs of patients and their families through counseling and education efforts</li> <li>• Evaluate a patient's physical condition and develop a care plan that addresses any medical needs and social service</li> <li>• Communicates with available resources to promote quality cost-effective outcomes</li> <li>• Interprets legal or medical documents</li> <li>• Writes reports and professional correspondence</li> <li>• Implements standards and regulations that govern the individual case</li> <li>• Demonstrates Clinical and Service excellence behaviors to include the HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• Healthcare facilities including but not limited to hospitals</li> <li>• Patient care areas, all settings</li> </ul>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Direct supervision by Facility Case Management Director or designee <ul style="list-style-type: none"> <li>○ Indirect daily supervision by the CM department leader</li> </ul> </li> </ul> <p><b>Evaluator:</b></p> <ul style="list-style-type: none"> <li>• Case Management Director or designee</li> </ul> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> No</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• One of the below education required: <ul style="list-style-type: none"> <li>○ Master’s degree of higher for Social Worker’s</li> <li>○ Associates degree or higher for RN’s</li> <li>○ High School diploma/GED or higher for LPN’s</li> </ul> </li> <li>• Licensed as <b>one</b> of the below: <ul style="list-style-type: none"> <li>○ RN</li> <li>○ LPN</li> </ul> </li> </ul>



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- Licensed Clinical Social Worker

**Preferred Qualifications:**

- Certified in Case Management, as recognized by Case Management Society of America (CMSA), or Accredited Case Manager (ACM)

**NOTE:** Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

**State Requirements:**

- Current RN, LPN, or Social Worker License in good standing in state of practice.

**Experience:**

- At least one year experience in Hospice

**Preferred Experience:**

- Prior clinical experience in acute care, utilization management, and discharge planning

**Competencies:**

The Case Manager-Hospice will demonstrate:

- Ability to work independently under general instructions
- Accurate patient information review and evaluation
  - Uses at least two ways to identify patients before meeting with the patient and family unit
  - Accesses the patient medical record appropriately
  - Documents in the medical record according to the facility standard / policy
- Appropriate case management activities for each of the following as it relates to hospice
  - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare
  - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions
  - Gathers and reviews information with attention to individual, family, and community resources
  - Respects patient and family preferences
  - Implements interventions appropriate for identified patient needs
  - Facilitates discharge when appropriate
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Required immunizations per Division requirements
  - Complies with Isolation precautions
  - Maintains sterile field

**References:**

Case Management Society of America (CMSA). (2008-2011). Retrieved from <http://www.cmsa.org/>

American Case Management Association (ACMA) [www.acmaweb.org](http://www.acmaweb.org)

Job Description for a Case Manager/eHow.com. (1999-2011). Demand Media, Inc. Retrieved from [http://www.ehow.com/about\\_5208008\\_job-description-case-manager.html](http://www.ehow.com/about_5208008_job-description-case-manager.html)

Ocean to Ocean Healthcare (2008-2011) Case Manager Description. Retrieved from [http://www.oceantoocean.net/pdfs/A\\_Website\\_-\\_JOB\\_Case\\_Manager.pdf](http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf)

Nursing Compact States & Nurse Licensure: <https://www.travelnursing.com/what-is-travel-nursing/nursing-compact-states/>

Nursys: <https://www.nursys.com/LQC/LQCTerms.aspx>



## DIVISION SCOPE OF SERVICE

Virginia License Lookup: <https://dhp.virginiainteractive.org/Lookup/Index>

Kentucky License Verification: <https://secure.kentucky.gov/formservices/BSW/LicenseVerification/search>

New Hampshire Verification: <https://nhlicenses.nh.gov/verification/Search.aspx>

Indiana License Verification: <https://www.in.gov/pla/3030.htm>

Social Worker License Verification: <https://www.aswb.org/public/look-up-a-license/> Kansas Behavioral Science

**Document Control:**

- Created 9/23/2020

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_