



# DIVISION SCOPE OF SERVICE

<b>Division: MIDAMERICA</b>
<b>Classification: HOSPICE REPRESENTATIVE</b>
<b>Applicant Name:</b>

<p><b>Hospice Representative:</b> The Hospice Representative 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 Hospice Representative role is to promote positive patient and family centered care by serving as an advocate of patient rights and service excellence. Scope of service may include:</p> <ul style="list-style-type: none"> <li>• Using clinical knowledge, to assess quality of care</li> <li>• Collaborate with patient care team and nursing leadership.</li> <li>• Using critical thinking skills and clinical expertise to respond to and resolve patient and family complaints.</li> <li>• Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare 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, outpatient treatment facilities, imaging centers, and physician practices</li> </ul>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Direct supervision Assigned Director</li> </ul> <p><b>Evaluator:</b> Assigned Director</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High School Diploma/GED or higher</li> <li>• Training with emphasis in healthcare, nursing, psychology, sociology, public relations (Can be found on Letter of Compliance)</li> </ul> <p><b>NOTE:</b> 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.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience with patient advocacy, conflict resolution and customer relations in the health care area. (Can be found on Letter of Compliance)</li> </ul>
<p><b>Competencies:</b> The Hospice Representative will demonstrate:</p> <ul style="list-style-type: none"> <li>• Performs patient rounds to extend hospitality and to provide information.</li> <li>• Facilitates services for patients with special needs</li> <li>• Provides service recovery and VIP protocols as needed</li> </ul>



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- Serves as a resource and consultant for patient rights, including the patient grievance process
- Assists in resolution of lost patient valuables
- Assists in the provision of language services and interpreters
- Maintains documentation of complaints and monitors data for trends
- Uses critical thinking skills to determine best course of action to resolve complaints in collaboration with patient care team, leadership and administration.
- Assesses and identifies patient care concerns which may need to escalate for more in depth investigation.
- Supports service excellence initiatives through internal and interdepartmental strategies
- Maintains a safe environment
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE) when required
  - Required immunizations per Division requirements
  - Complies with Isolation precautions
  - Maintains sterile field

**References:**

**Document Control:**

- Revised 3/13/2020

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