

**The Chambersburg Hospital
Competency Based Job Description**

| | |
|--|---------------------------------------|
| Position Title: Discharge Planner | Department: Discharge Services |
| Dept Approval: | HR Approval: |
| <p>Position Function: The Discharge Planner is a professional who coordinates with the interdisciplinary team, patient/family on complex aspects of the patients' care, and serves as the focal communication point for patients and staff. The Discharge Planner works closely with the attending physician(s), social services, nurses, and other members of the team throughout the continuum of care for identified complex inpatients and outpatients. The Discharge Planner is a clinician who in conjunction with the interdisciplinary team is accountable for assessing the complex discharge plan , effective and efficient utilization of resources, meeting established professional and regulatory standards, and who collaborates with the healthcare team and the patient/family to accomplish agreeable outcomes.</p> | |
| <p>Qualifications and Standards</p> | |
| <p>Education: Formal Education and Training - Graduate of state approved school of nursing; a Baccalaureate or Master's degree in nursing preferred. Informal or Continuing Education - As appropriate to maintain current knowledge and skill. Must show evidence of continuing education in management/leadership seminars, and workshops.</p> | |
| <p>Experience: Experience applying customer service behaviors and communication skills required. Minimum 2 years acute care experience required. Must demonstrate excellent clinical knowledge and be able to perform assessments and evaluate services, and display excellent interpersonal and leadership competence in order to interact effectively with the patient, the patient's family, community service providers/agencies, attending physician(s), other healthcare team members, payors, etc. Must demonstrate the ability to prioritize workload and manage time efficiently. Proficiency in MicroSoft Word, Groupwise, and Meditech applications; or other comparable word, email and electronic medical record applications required. Data analysis preferred.</p> | |
| <p>Certifications/Licensure: Current Pennsylvania licensure to practice professional nursing required; certification in specialty and/or case management field preferred. Current CPR Certification required.</p> | |
| <p>General Requirements</p> | |
| <p>The following requirements are expected of all employees: Core Values: Integrity, Compassion, Excellence, Service Annual Health Screening with Infection Control and Blood Borne Pathogens Education Safety Awareness: Hospital Fire, Safety, and Disaster Procedures Confidentiality: Maintains Employee and Patient Confidentiality Attendance: Regular attendance is an essential function of the position Leadership Standards:</p> | |

Character: Attitude, Integrity, Role Modeling

Job Performance: Results Orientation, Customer Focus, Decision Making, Awareness

Interpersonal Skills: Communication, Relationship-building, Team Player, Celebration

Innovation: Breakthrough Thinking, Knowledge-Building/Sharing, Coaching/Empowering, System Vision & Management

Physical and Mental Requirements: Physical Standards and Abilities—Classified as medium work by the Dictionary of Occupational Titles: May exert 20-50 pounds of force occasionally, and/or 10-20 pounds of force frequently, and/or greater than negligible (up to 10 pounds) force constantly to move objects.

- Stands occasionally on tile or carpet during a normal shift.
- Walks throughout hospital occasionally.
- Sits on a hard or cushioned chair frequently.
- Lifts up to 50 pounds to and from floor to waist level on an occasional basis.
- Carries up to 15 pounds occasionally for distances of up to 100 feet.
- Pushes/pulls up to 125 pounds from floor to floor occasionally.
- Occasionally bends and squats from higher to lower levels during normal shift.
- Occasionally twists and kneels.
- Reaches occasionally to heights of up to 2 feet overhead.
- Manual dexterity, digital sensitivity and flexibility (i.e. ability to program equipment, start IV's, give injections, check pulses and temperatures of patient, adjust flow rates, open medications and utilize a keyboard).
- Good hand/eye coordination.
- Ability to occasionally operate hand and foot controls on clinitron beds, stretchers, mediman lifts, wheelchairs and bed scales.
- Near-visual acuity with color perception in order to view computer screen, decipher fine print and detect changes in patients' skin color and colors of medications and solutions.
- Auditory acuity; able to hear telephone conversation, overhead pagers, alarms and call bells (i.e. IV pump alarm, bed check, respirator, fire alarm), heart and lung and bowel sounds (differentiating the quality of each), normal voice tones when not facing the individual, and able to hear (as well as see) blood pressure readings with accuracy.
- Ability to move rapidly in response to unpredictable emergencies that could happen one or more times per shift.

Mental Requirements: Must possess good general mental health; ability to work under pressure; ability to communicate effectively in both written and verbal form. Must establish priorities among essential functions of the job and coordinate these functions with others; ability to speak, read and write the English language.

Working Environment: Work is performed in a clean, well-ventilated, indoor area: possible exposure to patients with infectious diseases or to bodily fluids which may contain infectious agents. May have exposure to anxious patients or family members. Must be willing to work flexible hours as needed based upon size and care demands of patient caseload.

Reporting Structure: Formal Reporting and Chain of Command - Reports to Director, Discharge Services Department; in her absence, reports to the VP, Patient Services.

Informal Report and Relationships - Establishes and maintains positive working relationship with the medical staff, managers and staff of the various specialty and clinical areas, interdisciplinary and community health care members, third party payors, and the general public.

Disclaimer: These essential job functions are requirements of the position, which must be performed either with or without reasonable accommodation. The essential job function list is intended to be a guide rather than a limitation. The Chambersburg Hospital possesses the right to add new responsibilities to the list as business demands dictate. Some of the essential job functions may exclude individuals who pose a direct threat/significant risk to the health and safety of themselves or others.

By identifying essential job functions, we are in no way stating or implying that these required tasks are the only activities that are to be performed by the employee occupying this position. In addition, employees will also be expected to follow any other job-related instructions and to perform any other job-related duties that are included in the job description. The preceding requirements represent only the minimum acceptable levels of knowledge, skills, and/or abilities that a job incumbent must possess; in order to perform the job successfully, the incumbent will possess additional aptitudes so as to perform the other duties that the job description entails.

Revised Date: 10/17/2013

Essential Functions and Responsibilities Unit Based Essential Functions and Responsibilities

Core Values: Service, Integrity, Compassion

1. Demonstrates service excellence and patient and family centered care by showing respect, honesty, fairness and a positive attitude toward all customers.
2. Maintains confidentiality.
3. Demonstrates dependability, to include attendance and punctuality.
4. Is accountable - takes initiative and ownership of issues.
5. Displays a professional demeanor. Represents hospital in a positive way. Has a compassionate working relationship with patients and families.
6. Assumes personal responsibility for 2-way communication. Communicates and listens effectively with patients, families, coworkers, other departments, physicians/providers and community.
7. Supports coworkers, initiatives and a patient and family centered philosophy; pitches in; does own part and helps others.
8. Works to continuously improve work environment/processes (Performance Improvement). Demonstrates a patient and family centered focus when considering/developing improvement solutions.
9. Represents willingness/enthusiasm to create, embrace and facilitate change.
10. Develops self and others; supports a learning environment; leads by example. Encourages patients and families to give feedback and suggestions for improvement.
11. Develops working relationships critical to the organization including patients, families, coworkers, other departments, physicians/providers and community.
12. Encourages others by providing recognition and support.
13. Improves employee and organization's performance by removing roadblocks and empowering staff to take ownership and to be self-directed.
14. Ensures that a performance improvement plan and/or disciplinary action is initiated where needed to assist employees to achieve performance standards.

Technical Excellence

1. Thinks critically; utilizes sound judgment; promptly reports potential risks.
2. Maintains state of art knowledge of area of specialty and healthcare trends and practice.
3. Maintains a level of computer literacy appropriate to their role.
4. Meets and maintains current all unit specific and organizational skills/competencies, certifications/licensures, as required.
5. Completes hospital-required reviews, e.g. HIPAA, safety, health screening, care concerns, and others as assigned.
6. Adheres to National Patient Safety Goals.
7. Completes required reports (e.g. PI Dash Boards, benchmarks, etc.) on time.
8. Insures that 100% of all employees have current licenses, completed yearly health checks, CPR, orientation or re-orientation, where applicable.
9. Completes 100% of employee evaluations on time, in a thoughtful and constructive manner. For non-bargaining employees, follows established guidelines for recommended increases.
10. Displays ability and skill in budget development, monitoring, and remaining within budgetary limits. Flexes costs downward when necessary, especially when scheduling and monitoring hours worked.
11. Evaluates operations from a workflow perspective and responds appropriately, redesigns per customer needs and competitive benchmarks.

Job Class Specifics

1. Completes departmental-required competency.
2. Identifies system issues in the organization preventing achievement of departmental and unit goals. Assists in the communication and actions to decrease these barriers or problems. Actively engages with staff in performance improvement initiatives as designated by leadership.
3. Identifies needs of individuals as well as aggregate patient populations, and assists with actions to address these needs.
4. Identifies and reports occurrences of physical, emotional or sexual abuse and/or neglect.
5. Assists with the development, revision, and coordination of the Interdisciplinary Plan of Care for complex discharges through, communication with physician, social services, nurses, and other health care team members to meet the patients' needs effectively, efficiently and at the appropriate level of care required.
6. Works with physicians, staff from other departments, Utilization Management, third party payors, families, etc. to facilitate transition of the patient throughout the continuum at the appropriate level of care.
7. Coordinates complex discharge services throughout the continuum, communicating pertinent information of patients' progress and plan of care to appropriate referral sources, alternative levels of care, and community agencies.
8. With other team members and information from the chart, assesses the complex patients' needs, their support systems, and available community service providers, and assists with appropriate and cost-effective discharge planning. Documents actions appropriately.
9. Serves as a resource contact and information source to patients, families, significant others, and staff.
10. Provides suggestions and collaborates with the development of new programs and services, or revision of existing processes based on data analysis of length of stay variances, readmissions, scheduling and practice patterns, DRG and cost management data, and other sources.
11. Contributes to the formulation and updating of unit policies, procedures, and protocols, and adheres to these and other professional and regulatory standards.
12. Actively supports and participates in the development and future changes of the department, as well as, orientation and education of new staff members.
13. Through measurement and trending of patient outcomes and various data sources, identifies areas of performance improvement and opportunities

for improved effectiveness in utilization of resources, and actively collaborates with other departments in resolution of issues and enhancements of our organizational systems.

14. Attends and actively serves on various task forces, projects, etc., as required.
15. Notifies the appropriate staff member/disciplines if patient problems or outcomes occur.
16. Establishes links with various community agencies for communicating pertinent information related to patients' progress along the continuum.
17. Applies and effectively uses problem solving techniques and conflict resolution skills to coordinate care for the patient.
18. Uses advanced knowledge of health care and community resources to plan and implement new or revised services, as well as, to educate other health care team members.
19. Assists in the complex discharge planning process, assesses and recommends appropriate referrals, completes discharge phone calls for the complex discharges, etc. and provides feedback through monitoring of outcomes.
20. Attends other meetings (community-based, hospital-based, and unit-based) for professional and personal growth as available.
21. Observation Unit Specific: Monitor and follow-up for Low Risk Chest Pain Protocol
22. Observation Unit Specific: Constant Review of Medical Necessity status and provide assistance of real time change of status as appropriate
23. Observation Unit Specific: Provide education to patient/family related to observation status and potential financial impact
24. Observation Unit Specific: Coordination of care for the patient to assure timely throughput while looking at appropriateness of tests and interventions