Position Title: Palliative Care Coordinator  Exemption Status: Exempt

Job Classification:  
Department: Clinical Excellence
Reports to: Exec Director of Clinical Excellence
Last Update: 1/10/13, 4/24/14

Job Summary:
The Palliative Care Coordinator is a Masters prepared registered nurse who possesses additional educational preparation and skill in coordination of care for patients and families who require or are candidates for Palliative Care in the acute care setting. This person utilizes the nursing process based on an expanded knowledge base of pathophysiology and pharmacology to assist with comprehensive health care assessments, diagnosis, treatments, and management of acute and chronic health conditions. This person provides leadership and coordination in the planning, organization, communication, and evaluation of all activities of the palliative care program. This person proactively identifies patients who are appropriate for palliative care and hospice services; assesses all palliative care & hospice referrals based on patient/family goals to determine appropriate level and type of care for inpatient and outpatient palliative care or hospice services; provides information to patients/families regarding the palliative care/hospice benefit and insures continuity of care between settings, physicians & care team members; participates as a member of the interdisciplinary palliative care team; monitors and reports outcomes, assesses/identifies barriers to palliative care and hospice services and works with the interdisciplinary care teams to address such barriers; provides education to physicians, inpatient staff and the community on palliative care, hospice services and end of life care; provides culturally and socioeconomically appropriate palliative and end of life care.

Essential Values-Based Competencies: Demonstrates values-based competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the Mission of the St. Joseph Health System (see attached behavioral definitions of competencies):

Dignity: Demonstrates competence in communication and interpersonal relations.

Excellence: Demonstrates competence in continuous improvement, continuous learning, accountability, and teamwork.

Service: Demonstrates competence in customer/patient focus and adaptability.

Justice: Demonstrates competence in community orientation and stewardship.

Essential Functions: Describe the 5 - 10 duties / responsibilities that must be performed by this position.
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<th>Coordinates the development of the palliative care program at Mission Hospital as well as program modifications based on measurable outcomes and other continuous improvement activities</th>
<th>30%</th>
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<td>2.</td>
<td>Coordinates the development, implementation and revisions of medical regimens and symptom management based on established and approved protocols for the palliative care patient in Mission Hospital. Works as a member of the inpatient interdisciplinary patient care teams and consults with the Nurse Practitioner and Medical Director on complex patient care issues.</td>
<td>15%</td>
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<td>3.</td>
<td>Proactively identifies appropriate palliative and hospice referrals within the hospital setting, local SNFs/Assisted Living Facilities and physician offices (as requested), assesses all palliative and hospice referrals based on patient/family goals to determine which service and setting is most appropriate. Coordinates the initiation of palliative care for inpatient and home care settings. Informs patients/families about the hospice Medicare benefit and insures continuity of care between settings, physicians and care team members.</td>
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<td>4.</td>
<td>Provides education to physicians, inpatient clinical staff, patient caregivers, and the community on palliative care and hospice services, pain and symptom management and end of life care. This shall include, however, not be limited to palliative care protocols, pain &amp; symptom management, patient/family communication, cultural, psychosocial and spiritual concerns, Advanced Directives and community resources.</td>
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<td>15%</td>
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<td>5.</td>
<td>Mentors, develops, inspires, and leads staff members in patient care and procedures settings, maintaining and promoting standards of care and development of critical thinking skills and role modeling advanced practice. Demonstrates the ability to perform behavioral competencies</td>
<td>10%</td>
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| 6. | Professional Development Functions:  
   a. Assesses and recognizes own developmental needs  
   b. Participates in professional education activities  
   c. Participates as a member in a professional organization  
   d. Maintains and enhances current level of knowledge relative to professional practice, as well as, continuing education requirements necessary for licensure | 10% | 10% |
| 7. | Research Functions:  
   a. Participates in research studies as needed, adhering to all policies of the Institutional Review Board  
   b. Expands the scientific base specialty nursing practice utilizing nursing and medical research  
   c. Disseminates recent innovations and research findings relevant to specialty nursing practice and patient outcomes.  
   d. Initiates review of the literature to formulate or change unit policies. | 5% | 5% |
**Additional Responsibilities:** List infrequently performed and non-essential tasks.

1. Actively participates in the Performance Improvement Programs for Mission Hospital.

**Knowledge / Skills / Abilities:** List the knowledge, skills, and abilities required to perform the essential functions of this position.

- Must have knowledge and skills related to all clinical aspects of palliative care including, however, not limited to advanced pain and symptom management, infusions, Advanced Directives, end of life care, disease progression, community resources
- Must have knowledge of inpatient, hospice and Home health regulations and Joint Commission standards
- Must understand reimbursement for inpatient, hospice and home palliative care
- Must have the ability to communicate effectively with patients and families regarding goals, treatments and services available including palliative and hospice care
- Must have advanced verbal and written communication, counseling, collaboration, and interpersonal skills
- Ability to speak and understand English in a health related setting.
- Must be comfortable speaking in front of groups, and to individuals within all levels of the organization and patient care team, including patients and families
- Must be able to stay calm in high pressure situations and demonstrate creative problem solving
- Must have excellent organization and planning skills
- Must be able to educate others on complex issues
- Must have knowledge of regulatory requirements necessary to integrate into patient care delivery system.

**Age-Related Competencies:** List the knowledge, skills and abilities required to provide age-specific care, including:

- Human development knowledge / skills:

- Age-specific patient needs that employee is required to understand and meet:
  - Demonstrates the ability to meet the needs of the specific population served.

- Additional requirements:
  - Demonstrates the ability to perform behavioral competencies as indicated on the position specific competency assessment.

**Information Management:**

Treats all information and data within the scope of the position with appropriate confidentiality and security.

**Risk Management:**

Cooperates fully in all risk management activities and investigations.

**Additional Requirements (optional):**

**Minimum Position Qualifications:** List the minimum qualifications required for this position:

- **Education:** Master’s of Science Degree in Nursing or a Masters in Nursing Degree.

- **Experience:** Five years current RN experience in an acute care or palliative care setting. At least 2 years of working on an interdisciplinary team.

- **License / Certification:** Current CA RN license. Current Healthcare Provider BLS card. National Certification in specialty area and/or Professional Certification in Palliative care or related certification.
Preferred Position Qualifications: List the preferred qualifications required for this position:

◆ **Education:** Clinical Nurse Specialist or Nurse Practitioner

◆ **Experience:**

◆ **Training:** Professional certification in Palliative Care or related certification

◆ **License / Certification:**

Environmental Conditions: Describe the work environment including risk of exposure to blood-borne pathogens and other hazards.

Works alternatively in office, patient care areas, and classrooms with little exposure to excessive noise dust and temperature. Occasional exposure to communicable diseases and exposure to body fluids.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.