POSITION: RN - Hospice Nurse - After Hours

POSITION SUMMARY: The Hospice After Hours Nurse responds to calls from patients, families, caregivers, and referral sources. The nurse assesses, utilizes critical thinking and gives advice or delivers care to patients utilizing the nursing process of assessment, planning, interventions, implementation, and evaluation; and effectively interacts with patients, significant others, and other interdisciplinary team members while maintaining standards of professional nursing and clinical competency.

QUALIFICATIONS:

- Graduate of an accredited school of nursing.
- Valid license as a Registered Nurse in the State of California
- Hospice, oncology or Home Health experience is preferred
- Current Basic Life Support Certification
- Minimum one year recent professional nursing experience
- Valid California Driver’s License
- Able to cope with emotional stress and be tolerant of individual lifestyles
- Sensitive to the needs of patients with advanced illness and families and one's own feelings about dying and death.
- Computer skills including Microsoft word and e-mail

PHYSICAL DEMANDS:

- Intermittent physical activity including walking, standing, sitting, lifting and supporting patients.
- Staff may be exposed to virus, disease and infection from patients and specimens in working environment.
- Staff will be required to work in patient's homes and be responsible for own transportation.
- Staff may experience traumatic situations in the family setting.

DUTIES AND RESPONSIBILITIES:

Operates under the supervision of the after hours supervisor and under physician orders.

Operating within the framework of policies and procedures, state and federal regulations and the patients plan of care the on-call nurse is responsible for the management and care of Hospice of the Valley patients after business hours. The on-call nurse will be available by phone or pager to meet the needs of the patients, as assigned, from 5PM-9:00AM Mondays through Fridays and for the 24 hour period beginning at 9AM on Saturdays and Sundays. S/he is responsible for identifying and coordinating patient/family care to support patients with advanced illness and families in home, skilled nursing facility or residential care facility. Communication related to on call interventions will be documented and communicated to the Case Manager with his/her assessment, plan of care changes and on going need. The On call Nurse endeavors to utilize
teaching, assessment, and intervention skills to provide comfort care and maximize the quality of life for the patients and families by:

- Assessing home care needs, being aware of the physical, emotional, and spiritual aspects and gather data on social, economic and cultural factors which may influence health, well-being and quality of life.
- Receiving report from nursing staff.
- Responding to calls from answering service and voice mail system in a timely manner.
- Triage patient related calls by determining the needs of the caller and then responding in an appropriate manner either by phone or with a visit.
- Perform blood draws if required.
- Implementing changes to the plan of care as needed with interdisciplinary collaboration with the support of the hospice medical director and / or the attending physician.
- Documenting and communicating all calls, interventions, care plan changes, physician contacts in a manner consistent with policy and procedure. Documenting accurate assessment of patient status and updating the plan of care utilizing appropriate communication (verbal, electronic, written, email documents and databases). Document patient care reflecting nursing interventions, patient response to care, focusing on the patient’s goals. Documentation includes evidence of appropriate patient/significant other teaching, and the understanding of these instructions is noted in the medical record.
- Assisting patients, family members or caregivers with concern and empathy; respect confidentiality and privacy and communicate in a courteous and respectful manner.
- Coordinating services with contracted vendors, outside agencies and interdisciplinary team as needed. Investigate and follow through on orders or requests for service or information.
- Attending patient deaths to provide support to the patient’s family, contact the mortuary, advise on disposal of narcotics, notify the IDT as well as contracted vendors providing services to the patient.
- Provide bereavement resources to the family as appropriate.
- Responding to referrals calls, providing the caller with information regarding hospice care, screening calls for appropriateness, taking patient information and coordinating with the on-call supervisor to schedule the admission visit.
- Minimize non-productive time and fill slow periods with activities that assist in meeting the current and future needs of the agency. These activities include auditing charts and learning other associated nursing roles.
- Gain knowledge of and availability to perform patient intakes and information visits as needed including explanation of the hospice benefit/Medicare, complete physical assessment, completion of all pertinent paperwork, and communication of new patient status to the HOV team.
- Performing patient admission visits as assigned by supervisor.
- Reporting concerns to the hospice supervisor on-call.
- Performing other duties within scope of practice and as training permits.
- Participate in the agency’s on-call rotation as prescribed by the needs of the agency to provide nursing service to clients when required outside of regular office hours including covering continuous care hours when assigned by on-call supervisor.
- Performing as a member of the Hospice of the Valley team as a whole and participates in the Total Quality Management philosophy of the agency.
- The RN/LVN is required to provide point of service electronic charting and documentation at time of patient visit or admission. Ability to operate a computer and / or a tablet PC, and proficiency with Windows-based software programs, is required.

**SUPERVISION:** Works under the supervision of the After Hours Supervisor.