

## Iowa River Hospice Job Description

**Title: On-Call Registered Nurse**

**Department: Nursing**

**Supervision Received: Nurse Manager**

**Status: PRN**

**Date: 3/1/2024**

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The Hospice On-Call Registered Nurse (RN) will provide our patients and families with telephone-based care management services after regular office hours. The On-Call RN will assess symptoms/concerns of callers to determine the urgency and type of care needed, make on-call visits and pronouncements as needed, communicate with clinical staff as appropriate, and provide support and care recommendations to callers. The goal of the telephone triage is to identify the necessity for on-call visits, provide information and support, symptom management, and to coordinate care across the hospice home care delivery system.

### **QUALIFICATIONS:**

- Graduate of an accredited school of nursing with a current RN license in the State of Iowa
- Bachelor's degree preferred.
- 2 years home care and hospice and palliative care experience OR 3-5 years of recent relevant clinical experience, with problem-solving and critical thinking skills
- Experience in an on-call, supervisory, or leadership position preferred.
- Able to thrive in a quiet, secure home office environment.
- Detailed-oriented, organized with the ability to work well in a fast-paced work environment.
- Effective communication skills, both written and verbal.
- Strong management and organizational skills.

### **JOB RESPONSIBILITIES**

Responsible for after-hours visits, pronouncements and communications from patients and families who are seeking information about symptoms or care concerns.

- Conduct outbound communications for follow-up and care coordination, including scheduling of on-call nurse, social work, or pastoral care providers.
- Consult and coordinate with internal and external team members to assess, plan, implement and evaluate patient care plans, make appropriate referrals, and provide follow-up.
- Assist with finding appropriate providers, community resources, and care solutions.
- Gives oversight to hospice on-call team members to achieve efficient quality patient-centered care, meet productivity standards, and best practice team utilization to meet patient/family, referral source and community expectations.
- Possesses strong problem-solving, decision-making and leadership skills in both typical and exceptional situations.

- Demonstration of appropriate communication skills to include ability to communicate with both internal and external customers and effectively present information one-on-one or in group settings.
- Record member data in the electronic medical record (EMR)
- Other care management activities as needed.
- Must comply with HIPAA rules and regulations and patient privacy requirements.

**Collaboration and Communication:**

- Collaborate with the interdisciplinary hospice team, including nurses, physicians, social workers, and administrators, to ensure accurate billing and documentation of services.
- Communicate effectively with internal stakeholders and external parties, including patients, families, insurance companies, and government agencies.
- Continuous Improvement:
- Identify opportunities for process improvement and efficiency in billing operations.
- Participate in training programs and continuing education to stay current on industry best practices and regulatory changes.

**Other duties as assigned by Executive Director or designee.**

## ACKNOWLEDGEMENT

*I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, Iowa River Hospice reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by The Iowa River Hospice Board of Directors. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at anytime and for any reason, per guidelines stated in the Iowa River Hospice "Termination of Employment Policy" and The Employer has a similar right.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

Iowa River Hospice is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Iowa River Hospice will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with Iowa River Hospice.

