

THOMASTON HOSPICE, INC,  
512 SOUTH CENTER STREET  
THOMASTON, GEORGIA 30286

Reviewed/revise 11/09/2023 dcm

**JOB DESCRIPTION:** Clinical Administrator

**DEFINITION:**

The Administrator shall be designated by the CEO to be responsible for the management of the hospice program in matters of overall operation. The Administrator will ensure the delivery of quality patient care through professional assessment, planning, intervention, evaluation and supervision of the patient care team and plan of care. He/she must be qualified by education and experience to function in accordance with appropriate local, state, and federal laws, regulations, and standards of practice.

**OUR MISSION:**

To provide professional, personal, unique care and compassion individuals and their families need while facing a life limiting illness.

**OUR VISION:**

To assist those in our area to understand that death is a natural part of life and that it can be experienced with dignity, comfort and support from family and friends.

**REQUIRED QUALIFICATIONS:**

- Minimum of 3 years in end-of-life care/hospice/palliative care experience
- Minimum of 3 years management experience
- Preferably 3 years direct patient care nursing experience in an acute care clinical environment
- Able to communicate well with others both written and verbally.
- Thorough knowledge of hospice philosophy and concepts of care
- Thorough knowledge of all local, state, and federal regulations impacting the delivery of hospice care.
- Thorough knowledge of the techniques of pain and symptom control.
- Knowledge of the process of grief and its effect on patients, families and staff and knowledge of family and group dynamics.
- Ability to plan, organize and direct patient care activities.
- Ability to build professional relationships with all hospice staff, volunteers, and other health providers.
- Ability to teach hospice concepts and philosophy as required.
- Lead and share educational material regarding hospice trends and hospice skills to staff.
- Ability to coordinate an interdisciplinary team into a smooth and healthy functioning team.
- Knowledge and experience with Windows computer applications.
- Physically able to provide care for patients such as turning, transfer from bed to chair and assist with ambulation.

- Valid Georgia Driver's License

#### FUNCTIONS:

- Provides overall management of the hospice program.
- Assures all program activities meet local, state, and federal requirements and keep abreast of changes in rules and regulations governing the delivery of hospice services.
- Assures all professional services are delivered according to accepted standards of practice.
- Coordinates all aspects of the program into a smoothly functioning organization dedicated to excellence in care and support of the dying patient and his/her family.
- Develops, implements, and regularly evaluates the policies and procedures for hospice operations.
- Plans, organizes, directs, and controls the day-to-day operations of the hospice.
- Assists the CEO in strategic planning and budgeting for the Hospice Operations
- Establishes an organizational structure, for organizing daily administrative functions and reevaluating the structure, as necessary.
- Recruits, hires, supervises, and fires, when necessary, appropriate staff for the effective operation of the agency, with input from CEO/Owner
- Implements all applicable policies and procedures as set by the Governing Body
- Submits timely and accurate reports to the Governing Body, keeping them informed of operations.
- Acts as liaison between the Governing Body, medical staff, and other hospice staff
- Implements a program of reliable information management.
- Promotes an environment of safety for hospice staff and the patients and families.
- Organizes, directs, and implements a continuous quality improvement mechanism to assess the overall hospice program.
- Reprioritizes performance improvement goals during times of crisis or unusual events
- Assures smooth functioning of all ancillary services in the Hospice.
- Negotiates, supervises, and evaluates contacts with outside agencies and services.
- Assures timely response to daily patient care inquires with uncontrolled symptoms requiring immediate admission or attention regardless of time or day.
- Assures timely response to referrals to the program and determines appropriateness of admissions.
- Assures timely response to patient regarding hospice provided services.
- Assures timely admission process regarding assessment and development of the interdisciplinary plan of care.
- Participates with the rest of the management team in program review, continuing Quality Assurance activities as appropriate and problem solving.
- Provides clinical and administrative support to the patient care staff.
- Provides appropriate support at the time of death.
- Stays up to date on new methods, products, trends in hospice care and management and communicates this information to personnel.
- Attends and participates in Thomaston Hospice functions, including but not limited to the Thomaston Hospice Memorial Service, after regular hours (ex. Fall festival, Taste of Thomaston, Health Fairs, when needed).

- Is advocate in community for Thomaston Hospice.
- Serves on any committees as appropriate and as requested.
- Other duties as assigned.
- More specific duties include, but are not limited to (electronically in EMR system):
  - 1) Submit ALL HIS admission & discharge (complete & submit/repair if rejected)
  - 2) Upon admission of patient, assigns RN & CNA schedule & Care Team.
  - 3) Create & oversee all Face-to-Face certifications & recertifications.
  - 4) Add new care plans, complete (w/ new schedules & assignments) & submit Face-to-Face narrative to Medical Director/Assistant Medical Director for completion.
  - 5) Assign weekly schedules for RNs & CNAs (changing visit frequency for all disciplines if necessary). If the patient refuses/cancels visit, cancellation & visit must be completed.
  - 6) Audit, approve & sign (for Medical Director/Assistant Medical Directors) all orders for each patient. Submit paper copies to Office Manager for hard copy signatures from Physicians.
  - 7) IDTs must be approved weekly. Sign electronically for Medical Director & Assistant Medical Directors. Then, mark each IDT as “no signature needed” when all disciplines have signed for each patient. New IDT must be in “saved setting”. If there is no IDT, add it.
  - 8) Responsible for providing monthly cancer report to Department of Public Health.
  - 9) Responsible for all wound care orders, communication & weekly report to SNF regarding wound measurements & condition.
  - 10) Assign face-to-face patient visits to Nurse Practitioner & assist her with documentation.
  - 11) Responsible for auditing RN charting/documentation.
  - 12) Creates & maintains monthly log of infections & patient falls.

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Clinical Administrator

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Date

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CEO

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Date