



ResolutionCare

JOB DESCRIPTION: Clinical Director

The Clinical Director works as part of a transdisciplinary team and is supported by the Chief Medical Officer

POSITION SUMMARY

The Clinical Director at ResolutionCare provides leadership for the Clinical Team, with a focus on ensuring that the Clinical Team is operating efficiently and effectively. The Clinical Director is responsible for the appropriate staffing and well-being of the Clinical Team, ensuring that they have the means to effectively perform their jobs. The Director is responsible for clinical scheduling, clinical quality and compliance, program development and continuing education. The Clinical Director will provide patient care when needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Leadership:

- Partners with ResolutionCare Physicians, Nurse Practitioners, and Physician Assistants to ensure quality of care
- Partners with Operations Team to ensure effective operations support for the Clinical Team
- Facilitates a team culture of self-directed and autonomous decision-making and continuous improvement in response to strategic and operational goals
- Partners with nursing, chaplaincy, social work, community health workers, and care coordinators to advance discipline-specific best practices
- Ensures regulatory compliance and partners in performance improvement activities
- Ensures quality through regular chart auditing, training, shadowing, mentoring and support of the Clinical Team
- Supports and encourages clinical use of telemedicine
- Ensures that licensed staff are working within their scope of practice
- Ensures that clinical staff are trained in ResolutionCare clinical policies and procedures
- Ensures appropriate staffing; managing and balancing Care Team case loads
- Facilitates ongoing development and revision of Clinical Policies & Procedures in collaboration with the clinical team
- Facilitates Palliative Care education and credentialing of the clinical staff

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- Promotes use of complementary health services
- Ensures timely processing of referrals and enrollment of applicable patients
- Assists the RN Case Managers and other clinical staff in patient care as needed
- Works with and supports when necessary the Admissions Team
- Promotes palliative care education and referral generation within the community through outreach and in-service presentations in collaboration with the Admissions Team.
- Attends conferences, webinars, or presentations in coordination with the current goals of ResolutionCare and under the discretion of the Operations Team and Leadership Team.

2. Direct patient care

- Manages patient medications
 - Implements medication orders and ensures that medication list is current
 - Proactively ensures adequate medication supply
 - Assists with refill ordering and filling medication boxes when needed
 - Provides appropriate patient follow-up when new medication orders are implemented
- Facilitates requisition of medical supplies and durable medical equipment
- Completes care coordination activities
 - Ensures that documentation is completed by the end of the next working day, including updates to the care plan
 - Ensures that the patient's primary care provider and other physicians are notified of new orders from ResolutionCare
 - Provides support, oversight, and mentorship to the LVN and CHW assigned to their Care Team
 - Refers, coordinates and communicates with the transdisciplinary team and others involved in the patient's care.
 - Facilitates advanced care planning in collaboration with the Care Team
 - Communicates with patients and families via phone, video conferencing and home visits when appropriate per care plan
 - Facilitates referrals to outside agencies when appropriate, including timely referral to hospice for patients meeting that criteria
- Teaches patients and caregivers about ResolutionCare services and palliative care, including provision of educational materials about specific disease processes and symptom management, as well as caregiver teaching and the importance of medication teaching/tracking



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3. Assumes other duties of a clinical nature in support of ResolutionCare's needs as directed by the Chief Medical Officer.

ORGANIZATIONAL REQUIREMENTS

- Works at all times within the policies and guidelines of the Company
- Willingness to use video conferencing as frequently as appropriate
- Ensures effective use of resources
- Plays an active part in the development and maintenance of good relationships with all who have business with the Company
- Respects at all times the confidentiality of information covering patients, staff and volunteers
- Promotes the Company's philosophy of compassionate communication towards all patients, relatives, visitors and staff

Environmental Conditions and Physical Requirements

- Occasionally performs procedures or other tasks that could involve exposure to blood, body fluids, or other potentially infectious materials
- Works with Palliative Care patients wherever they reside or are receiving care, including homes, skilled nursing facilities, hospitals and residential care facilities
- Provides own transportation
- Successfully performs the essential duties and responsibilities of the position through the use of physical activities as described below:
- Regularly requires sitting, standing, walking, talking, use of hands, listening, and observing
- Regularly requires travel, sometimes to remote areas
- Regularly requires working at a computer for 2-4 hours at a time
- Regularly requires use of telephone
- Requires use of video conferencing technology
- Occasionally requires reaching, stooping, bending, kneeling, and lifting items weighing 25 pounds or less
- Occasionally requires providing care for bed bound and chair bound patients, including pulling patients to the side of the bed on a draw sheet to a sitting position from the supine, or forward and up out of bed or a chair in preparation for performing a standing pivot transfer



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Minimum Qualifications:

- Current California Registered Nurse license
- Minimum of three years of experience as a professional nurse within the previous five years
- Current California driver's license, proof of acceptable automobile insurance coverage, and reliable transportation
- Excellent oral and written communication skills required.
- Positive interpersonal skills required
- Must have general computer skills and a working knowledge of MS Office and Google Suite
- Previous clinical leadership and management experience

Preferred Qualifications:

- Experience in hospice, palliative care, oncology or home health
- CHPN certification

Position Reports to:

Chief Medical Officer

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee(Print)_____

Date_____

Signature_____