

PALS PERSONAL CARE ASSISTANT



In this position, the **Personal Care Assistant** is responsible for the personal care assistance and light housekeeping for clients in the PALS program, as delegated by the PALS Manager.

This is a part-time position 10-15 hours per week (estimate) and coverage for vacation hours of other PALS Care Assistants. The Personal Care Assistant will be working in the homes of community members assisting with meals, bathing, exercise, and shopping.

Education, Experience and Licensure/Certification Requirements:

- High School Graduate or equivalent.
- Certified Nursing Assistant preferred but not essential.
- Training provided.
- Montana State Driver's License required with excellent driving record.
- Must be able to use personal vehicle if needed. Mileage will be reimbursed.

Reporting Relationship: PALS Social Services Coordinator

Employees Supervised: None



IN-HOUSE POSITION CLOSES THURSDAY - MARCH 14, 2019 5:00 PM.

ESSENTIAL JOB FUNCTIONS, DUTIES & RESPONSIBILITIES:

Care Management

1. Utilizing MCG, coordinates interdisciplinary care for hospital and observation patients.
2. Identifies obstacles to efficiency and goal outcomes and intervenes to overcome or eliminate these, when possible.
3. Identifies possible situations of abuse, neglect or exploitation utilizing knowledge of physical and psychosocial indicators of abuse.
4. Negotiates with healthcare agencies for services and identifies internal and/or external resources and refers appropriately to meet patient needs.
5. Identifies patients that may benefit from conversations regarding end-of-life decision making, and as a trained Advance Care Plan (ACP) facilitator, begins the process of assisting with End of Life and Advance Care Planning.
6. Continuously assesses, develops, and implements discharge patient/family needs and works with appropriate healthcare provider to procure necessary services.
7. Effectively communicates and involves patient/family in hospital discharge planning and coordinates finalization of all discharge related recommendations.
8. Monitors hospital in-patient and observation admissions for those that are admitted under private insurance that require clinical concurrent reviews.
9. Monitors potential denials of acute days, documents and communicates to the appropriate chain of command.
10. Coordinates the flow of information to outside agencies to assure medical necessity for admission and continued stay are documented.
11. Initiates and follows through for denials of hospital stays.
12. Reviews observation admission status to verify order and clinical criteria for in-patient admission.
13. May assist with clinical information to help with appeal of denied insurance claims.
14. Assists in medical screening process by utilizing MCG to determine appropriateness of patient admission.
15. May review clinical documentation, lab results, diagnostic information and treatment plans, utilizing clinical skills, to identify severity of illness, acuity and resource consumption.
16. Communicates with providers to ensure documentation opportunities are clarified, as well as ancillary personnel, to clarify potential documentation opportunities.
17. Works with coders to determine appropriate ICD10/CPT codes.

18. Coordinates patient admissions to optimize patient flow by collaboration with healthcare team members involved in process through daily written and verbal communication.
19. Identifies obstacles to efficiency and goal outcomes and intervenes to overcome or eliminate these, when possible.
20. Serves as a resource to the healthcare team in the continuum of care.
21. Coordinates with community resources and agencies to arrange necessary care, equipment, and services for discharge.
22. Maintains identified follow-up as needed with patient/family or community agencies to decrease unnecessary re-admissions and facilitates a seamless transition to next level of care.
23. Contacts agencies regarding bed availability and accessibility, and procedures for admission, schedules visits pertinent to the plan for the continuum of care.
24. Assists with the Medicare letter notification process.
25. Reviews patient charts and makes insurance notifications to payer's reviewing organization, providing clinical information for payment purposes/approved days.
26. Documents insurance feedback in episode notes.
27. Investigates third party payer information as needed. Develops focused assessment and critical thinking skills and utilizes evidence-based research to guide practice and enhance positive patient outcomes.
28. Acts as an advocate on behalf of the patient in coordination of ACP and assesses participant readiness for and understanding of the ACP process and provides guidance, as appropriate.
29. Acts as an advocate and liaison for patients, families, and staff, regarding questions related to ACP.
30. Provides education and guidance to patients and health care team members regarding financial issues related to end of life planning. When needed, provides staff and community education regarding ACP.
31. Collaborates and networks with appropriate venues to support, expand, and educate others regarding self- advocacy regarding end-of-life conversations and plan documentation.

PALS Manager

1. Manages, organizes, supervises and directs compliance of client care provided by the PALS aides.
2. Assists in interpretation of regulatory statutes and standards of regulatory agencies; systematically determines compliance and provides direction to correct deviations. Communicates with State surveyors and provides necessary documentation requested.

3. Interviews and hires personnel as needed to fill vacancies. Coordinates staff orientation and new employee orientation to both the facility and to the needs of each client served.
4. Schedules staff to ensure coverage of all shifts required by individual clients. Approves time sheets. Provides employee job counseling to staff and initiates disciplinary action, if needed. Conducts annual and 6-month staff evaluations of employees supervised.
5. Provides fiscal oversight of allocated resources to optimize the provision of quality, cost-effective care. Assists with the development and management of the PALS budget.
6. Oversees and reviews all paperwork submitted by PALS aides to ensure accuracy and that hours are being properly reported and utilized. Initiates and verifies all consumer billing for private pay and Medicaid payment.
7. Demonstrates positive, supportive, and caring behaviors in communication with patients/residents, families, visitors, physician, staff and others. Considers and bases care appropriately on the age and cultural background of the patient/resident.
8. Develops policies and procedures for the PALS department. Ensures that both department and facility policies and procedures are followed.
9. Works toward expanding the PALS program and making it an integral part of the facility and the community. Works through a variety of venues and avenues to ensure outreach to the communities served and to expand to other communities, as appropriate or needed.
10. Works with a variety of outside community resources to ensure the best care and provision of services to the clients served.
11. **Education, Experience and Licensure/Certification Requirements:** Requirements are representative of the minimum level of knowledge, skills and/or abilities necessary to perform the essential functions of the position.
- 12.
13. **Reporting Relationship:** Director of Nurses
- 14.
15. **Employees Supervised:** PALS Personal Care Assistants, PALS Social Services Coordinator

1. Current Montana State RN license.
2. Two years management experience or ability to demonstrate leadership skills.
3. BLS certifications.
4. Ability to learn and understand detail, complex concepts and problems.
5. Ability to collect and review data and advise others as to the opportunity to improve.
6. Ability to use software for preparation of reports and accurately present data. Ability to understand and learn new computer programs.

Reporting Relationship: Director of Nurses