Admissions and Quality Assurance Coordinator

(Full-time)

Sisters, Servants of the Immaculate Heart of Mary (IHM Sisters) is a congregation of religious women headquartered in Monroe, Mich.

RESPONSIBILITIES:

- Receives patient referral when they are called directly into the facility and reviews referral with Administrator.
- Tracks admission referral activity daily/weekly.
- Assists with arrangements and confirmation of all admissions.
- Coordinates the assignment of attending physician.
- Ensures level of care approval obtained and or OBRA screen (PASSAR, MIMR) when indicated.
- Confirms financial approval with the central business office and ensures receipt of necessary documentation.
- Obtains prior approval number from payer on a per case basis when authorized.
- Notifies Departments of anticipated admission.
- Complete fact sheet, attach to clinical screen, copy and distribute to appropriate departments.
- Tracks and communicates acute hospital admissions to ensure readmission of patients.
- Coordinates weekend/holiday admissions.
- Welcomes patient on admission.
- Ensures receipt of all necessary documentation from referring institution.
- Assigns medical record number/enters patient in Admission Log Book.
- Initiates and completes specified components of the facility admission packet with patient and/or responsible party.
- Updates computerized census daily.
- Maintains Resident Roster, waiting list and inquiry list as specified per state regulations including receipts.
- Coordinates room assignment designation with Nursing Department.
- Ensures timely delivery of census report.
- Attends and participates in departmental/facility meetings as required.
- Promotes optimal communication among program staff members, facility staff, referral sources, physicians and patients.
• Demonstrates flexibility in adjusting to change, patient needs and customer expectations; meets organizational standards relating to deadlines and attendance.
• Establishes and maintains exemplary standards for department appearance and staff presentation; ensures compliance with organization’s policies and procedures.
• Adheres to all safety and risk management protocols and programs.
• Participates in quality improvement activities, which reduce cost and increase efficiency through improved systems and processes.
• Exhibits courtesy, compassion and respect to patients, families, visitors, physicians, administrators and coworkers.
• Maintains confidentiality regarding all information and administrative proceedings.
• Maintain resident room board for both Motherhouse and Health Services.
• Complete monthly reports including, but not limited to, hospice report, room occupancy report, resident occupancy report, distributing the reports as requested.
• Serve as customer service representative for the Health Services areas portraying a positive attitude toward residents and guest, receiving and directing visitors, providing Health Services information all while demonstrating excellent customer service principles.
• Performs health care center audits and works with audit teams to ensure compliance.
• Serve as a backup for Medical Records and Reporting.
• Attend in-service and education programs required for licensure.
• Maintains professional repertoire and works effectively with co-workers and others in performing job responsibilities.
• Perform other duties of this position or related positions as may become necessary or as directed.

QUALIFICATIONS:
• Bachelor degree in health services, business administration, BSW, LPN or equivalent experience preferred.
• One or two years of experience in an admissions role at a skilled nursing facility.
• Basic knowledge of medical terminology.
• Ability to learn, understand and support the IHM mission and values.
• Knowledge of regulatory standards and compliance requirements.
• Quality Assurance and auditing experience preferred.
• Strong organizational and analytical skills; oral and written communication skills.
• Demonstrated ability in independent functioning, critical thinking skills and strong leadership.
• Ability to define and solve problems, collect pertinent data to establish facts and draw valid conclusions.
• Ability to interpret an extensive variety of technical instructions in statistical or diagram form and deal with several abstract and concrete variables.
• Ability to maintain a high level of confidentiality.
• Proficient using Microsoft programs.
• Strong self-motivation and self-direction skills with demonstrated ability to organize areas of responsibility within time constraints.
• Ability to be productive using appropriate relational and technical skills, in a collaborative working environment, with multiple interruptions while coordinating multiple assignments simultaneously.
• Ability to read, analyze, and interpret business periodicals, professional and technical journals and government regulations.
• Ability to write reports, business correspondence and policy procedure manuals.
• Ability to effectively present information and respond to questions from leadership, managers, clients, customers and the public.
• Ability to work independently, making independent decisions when circumstances warrant such action.
• High level of attention to detail and ability to maintain consistent thoroughness and accuracy of work.
• Willingness and ability to abide by organization’s philosophy and policies.
• Ability and willingness to learn new technology and make recommendations regarding needs and necessary technology.
• Ability to be flexible and to adjust work hours, as needed to occasionally include evenings and weekends.
• Ability to sit, stand and walk up to eight (8) hours per day.
• Ability to carry approximately thirty-five (35) pounds.
• Ability to lift, pull, push, and move equipment, supplies, etc. throughout the day as necessary.
• Must pass criminal background investigation and physical.
• Ability to maintain good relationships with others, regardless

If you are interested in applying for this position, please submit a completed cover letter and resume to Human Resources at humanresources@ihmsisters.org, fax to 734-240-9793 or mail to Sisters, Servants of the Immaculate Heart of Mary, 610 West Elm Avenue, Monroe, Ml 48162, attention Human Resources.