

Referral Source Liaison - Hospice (191984)

Hennepin Healthcare is an integrated system of care that includes HCMC, a nationally recognized Level I Adult and Pediatric Trauma Center and acute care hospital. The comprehensive healthcare system includes a 484 bed academic medical center, a large outpatient Clinic & Specialty Center, and a network of primary and specialty care clinics in Minneapolis and in suburban communities. Hennepin Healthcare has a large psychiatric program, home care and hospice, and operates a research institute, innovation center and philanthropic foundation.

SUMMARY

The primary role of the Referral Source Liaison is to enhance and manage referral source relationships through formal and informal network development. This individual will leverage opportunities to bind referral source loyalty by creating a positive experience between the referral provider, Hospice team and HHS. This position is responsible for identifying new referral sources and developing successful relationships to secure a mutual referral relationship that supports all entities with quality and value for the patient.

RESPONSIBILITIES

- Strategy and Business Development Planning
 - Work closely with service line leadership, faculty and staff of assigned clinical service areas to facilitate hospice referrals and admission
 - Gain internal support for appropriate Hospice referrals and admissions
 - Prepare reports to identify trends, opportunities and barriers to Hospice referrals and admissions
- Provide Hospice education internally and externally
 - Referral Business Retention/Stabilization
 - Identifies and tracks metrics related to referral and admission activity
 - Coordinates referrals and inquiries to build and maintain relationships
 - Provides triage, in collaboration with Intake and the Hospice Supervisor, ensuring a smooth transition to Hospice care
- Referral Source Enhancement
 - Support retention efforts in coordination with Clinical Support Liaison dyad to engage referral sources in relationship building events and activities that have the potential to strengthen organization allegiance and maintain referrals
 - Work with the Care Coordinators and patient care unit staff to ensure appropriate patients receive Hospice care
 - Manage ongoing contact with referral sources
- Referral Source Expansion
 - Manage and update appropriate Hospice marketing materials as needed
 - Build community relationships in an effort to increase referrals
 - Performs other related duties as assigned, after appropriate training

QUALIFICATIONS

Minimum Education/ Work Experience:

- Bachelor's Degree
- RN
- 3 -5 years of clinical experience

Preferred Qualifications:

- BSN
- Additional education or experience with business, marketing or healthcare development
- Hospice experience

Knowledge/ Skills/ Abilities:

- Strong public speaking and interpersonal skills
- Strong business writing skills
- Understanding of customer service standards and expectations with a desire to exceed expectations
- Highly motivated, self-disciplined and goal oriented
- Possess creative thinking skill to navigate complicated situations with a strong ability to problem solve
- Ability to work autonomously in a fast pace environment while being able to prioritize multiple activities and respond in a timely manner to numerous requests
- Ability to identify new referral opportunities through various methods and then turn opportunities into consistent mutually beneficial referral relationships
- Commitment to document each provider encounter, including open requests or needs and follow up plans in the HER
- Ability to produce results measured by increased referral volumes, increased hospice census and market share increases.

License/Certifications:

- Current Minnesota RN license

You've made the right choice in considering Hennepin Healthcare for your employment. We offer a wealth of opportunities for individuals who want to make an impact in our patients' lives. We are dedicated to providing Equal Employment Opportunities to both current and prospective employees. We are driven to connect talented individuals with life-changing career opportunities, enabling you to provide exceptional care without exception. Thank you for considering Hennepin Healthcare as a future employer.

Please Note: Offers of employment from Hennepin Healthcare are conditional and contingent upon successful clearance of all background checks and pre-employment requirements.

Department: Hospice

Primary Location

: MN-Minneapolis-Downtown Campus

Standard Hours/FTE Status: FTE = 1.00 (80 hours per pay period)

Shift Detail: Day, On-call

Job Level

: Staff

Employee Status

: Regular

Eligible for Benefits: Yes

Union/Non Union: Non-Union

Job Posting

: Nov-20-2019