



**MAKING MOMENTS COUNT
FOR KIDS & FAMILIES**

Position: RN Care Coordinator

Reports to: Director of Nursing/Operations

Crescent Cove

The mission of Crescent Cove is to offer care and support to children and young adults with a shortened life expectancy, and their families who love them. Crescent Cove is Minnesota's first residential children's respite and hospice home, which opened in May 2018 in Brooklyn Center. The Home provides short, 1-7 day respite breaks for children with life-threatening conditions, as well as sacred space beyond the hospital or home environment for compassionate care at the end-of-life. Crescent Cove provides support services such as massage, music, and art therapy, spiritual care and healing touch, and support groups for families caring for a child with a life-threatening condition.

Position Summary

Crescent Cove is looking for a passionate and skilled registered nurse to serve as a care coordinator. The primary role of the care coordinator is to plan and prepare for respite and hospice care of our patients, including communicating with families and community health care providers, scheduling care assessments, participating in the development of the child's care plan, reconciling medications, and arranging and leading admissions and discharges of children and families staying at Crescent Cove for respite or end-of-life care.

Primary Duties and Responsibilities

The RN Care Coordinator will perform the following duties:

- Coordinate planning for all clinical aspects of the child's and family's stay, including, but not limited to: writing care plan, medication list and patient summary;
- Collaborate/communicate with the child's primary provider healthcare team including, but not limited to: attending/specialty physicians, social worker, pharmacist, community care providers, and homecare nursing teams to ensure a smooth clinical transition in care to and from the Crescent Cove Respite & Hospice Home for Kids;
- Ensure timely progression of care with proactive identification and elimination of potential delays/barriers;
- Provide information and support activities related to palliative care and advance care planning to patients and families;
- Plan, prepare and lead admission and discharge processes with children and families;
- Ensure appropriate paperwork is completed relating to medication and transportation orders;
- Communicate and ensure all required documents are completed by the patients' families prior to admission, at admission and at discharge;
- Work in close collaboration with colleagues to plan anticipated admission and discharge;
- Ensure accurate and complete discharge orders for home transitions
- Support the delivery of effective, efficient care and assures continuity of care;
- Proactively identify patients and families with medically complex discharge issues to prepare appropriately for discharge;
- Coordinate transportation, if necessary, for admission and discharge;

- Ensure clinical care services are in place at time of admission;
- Demonstrate appropriate clinical resource management and adherence to commercial and regulatory requirements;
- In collaboration with social worker, identify trends, issues, concerns related to reimbursement and discharge planning, and communicate to Director of Nursing/Operations Director;
- Utilize electronic healthcare records software for admission and discharge processes;
- Assist with third party reimbursement process and billing;
- Provide information and education to patients/families and providers related to level of care rules and guidelines.

Qualifications

- MN RN license in good standing required
- **Certification in Case/Care Management: If not certified, achieve certification within the minimum time frame established by the certification agency from date of hire.**
- Three or more years of direct patient care experience as an RN required
- Two or more years of care coordinator management experience required
- Current knowledge to ensure compliance with regulations hospital, homecare and/or hospice or palliative care experience preferred

Knowledge, skills and abilities

- Excellent verbal and written communication skills
- Ability to work effectively on a one-to-one basis and in a team
- Positive role model and team member
- Demonstrates honesty and integrity, and has a self-awareness of personal, ethical, spiritual, cultural beliefs
- Leadership abilities
- Attention to detail and follow-through
- Ability to problem solve and make recommendations based on data and clinical knowledge
- Participates in shared decision-making
- Strong clinical thinking skills to work independently in ambiguous situations, establishing priorities, meeting deadlines, and maintaining effective caseload management of the work assignment.
- Knowledge of palliative, hospice and bereavement care
- Knowledge of and ability to use software
- Self-motivated, self-directed, enthusiastic, energetic, creative and highly organized
- Inspire trust and confidence and maintain a high degree of professionalism, integrity and confidentiality
- Active listening skills
- Fluency in English

To apply, please submit a cover letter and resume to Karla Vaughan, Office Manager, at Karla.Vaughan@CrescentCove.org. References and background check will be required following successful interview.