

DIVISION SCOPE OF SERVICE

Division: SAN ANTONIO
Classification: HOSPITAL LIAISON (CENTER FOR HEALTH CARE SERVICES)
Applicant Name:

<p>Hospital Liaison (Center for Health Care Services) The Hospital Liaison (Center for Health Care Services) must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: The Hospital Liaison (Center for Health Care Services) serves as the primary role to provide aggressive referral, linkage, and transition into the next level of care, in partnership with PES providers, hospital staff, and Center for Health Care Services (CHCS). This individual will identify patients currently being treated by CHCS and provide connection back to assign CHCS case manager as appropriate. This individual will also facilitate expedited follow-up appointments with CHCS or the appropriate outpatient provider, monitor, and track progress of compliance with those appointments. In addition, this individual will identify patients who have been non-compliant in follow-up appointments and present details for case reviews. Scope of Services includes:</p> <ul style="list-style-type: none"> • Complete and maintain required training, credentialing, licenses, and background checks • Regularly report to work on days and times of approved schedule in order to accommodate client and business needs. • Provide direct individualized clinical services 60% of hours worked that may include Assessment, Recovery, Planning, Psychosocial Rehab Services, Skills Training and Development (Individual and/or Group), Medication Training and Support, Routine Case Management, Psychoeducation, Case Coordination, Community referrals, Crisis Services, Other clinical interventions as assigned, Case Transfers, and Discharge Planning • Complete all CHCS and contract specific required documents in timely manner and to standard • Participate in supervision and development opportunities Including Individual supervision, group supervision, and meetings/trainings as assigned. • Comply with and participate in Quality Assurance and Quality Improvement processes • Coordinate coverage for planned absences in advance with supervisor • Serves as a resource to patients, doctors, nurses, admitting, case management and all other hospital staff • Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals or outpatient treatment facilities
<p>Supervision:</p> <ul style="list-style-type: none"> • Indirect supervision by: CNO of the facility or Director of an appropriate department/service <p>Evaluator: CNO or Director of an appropriate department/service</p> <p>Tier Level: 2</p> <p>eSAF Access Required: No</p>

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Qualifications:

- Bachelor's degree or higher in a Behavioral Health field
- American Heart Association or Red Cross health care provider BLS Certification

NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

State Requirements:

- N/A

Experience:

- N/A

Preferred Experience:

- One (1) year experience providing similar services
- Prior working experience with or knowledge of trauma-informed services
- Bilingual (English/Spanish)

Competencies:

Hospital Liaison (Center for Health Care Services) will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients
 - Verifies that the requested services correlates with the patient's clinical history, presentation and physician order
 - accesses patient's medical record appropriately
- Job Specific Competencies:
 - Timely completion of discharge planning in accordance with hospital specific guidelines
 - Demonstrates ability to perform effective screening and intake, manage all information related to patient payment source and necessary clinical information for continued hospital stay, and utilize available resources to immediately establish an aftercare plan specific to the patient's needs
 - Knowledge of all related computer applications
 - Understanding of social services and hospital procedures and policies
- Maintains a safe environment
- Strict compliance with patient confidentiality
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions

References:

Behavioral Health fields: <https://explorehealthcareers.org/field/mental-health/>

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this



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Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____