

DIVISION SCOPE OF SERVICE

Division: MIDAMERICA
Classification: PATIENT SERVICES SUPERVISOR
Applicant Name:
<p>Patient Services Supervisor: The Patient Services Supervisor 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 Patient Services Supervisor is responsible for the supervision of patient services staff. Ensures proper assembly and service of food to patients. Ensures safe and efficient use of resources. Scope of Service may include:</p> <ul style="list-style-type: none"> • Overseeing systems and processes to ensure that the strategic and operational objectives of the facility's patient services program are accomplished. • Assisting in the selection, orientation and training of patient services staff. • Evaluating patient meal selection, tray completion, tray delivery, and tray retrieval process on a daily basis. • Responding to patient's needs at all times. Resolving patient concerns or complaints immediately and/or reports needed assistance to supervisor as appropriate. • Complying with dietary restrictions on special, modified diets to ensure optimal food preferences are met within guidelines of diet order limitations. • Communicating any patient related problems/concerns to appropriate personnel, in a timely manner following departmental procedures. • Ensuring proper staffing is scheduled and/or available to perform daily activities in patient services. • Coordinating and overseeing daily and weekly activities/tasks are performed by patient services staff. • Developing and posting employee schedules according to department policy. • Updating and communicating job-flow changes of patient services positions as applicable. • Assisting in training production staff on patient food service's production needs, portion control and timeliness in which food is delivered to workstation or tray line. • Ensuring that department is properly opened and closed per departmental security policies. • Evaluating, mentoring and disciplining patient services employees as applicable and according to departmental policy. • Ensuring that diet office or hospitality assistants assist dietitian with monitoring of patients who are NPO, on liquid diets or have calorie counts ordered. • Interacting with nursing to ensure patients' diet prescriptions are accurate and patient's food needs are met. • Visiting patients on an assigned nursing unit or area and helping ensure that every patient is visited by a member of the management or professional team at least once during their hospital stay.
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals
<p>Supervision:</p> <ul style="list-style-type: none"> • Direct supervision by the food service management company. <ul style="list-style-type: none"> ○ Indirect supervision by the hospital leader who is responsible for food and nutrition services.
Evaluator: Food & Nutrition Director

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Tier Level: 2
eSAF Access Required: YES
Qualifications: <ul style="list-style-type: none"> High School Diploma/GED or higher Certified Dietary Manager/Certified Food Protection Professional certification or Food Handler’s Permit required
Preferred Qualifications: <ul style="list-style-type: none"> N/A <p style="color: red; margin-left: 20px;">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.</p>
State Requirements: <ul style="list-style-type: none"> N/A
Experience: <ul style="list-style-type: none"> One to three months related experience and/or training; or equivalent combination of education and experience.
Competencies: The Patient Services Supervisor will: <ul style="list-style-type: none"> Maintains a clean, sanitary working environment. Complies with federal, state and local health and sanitation regulations and department sanitation procedures as evidenced through local health department and third-party audits. Adheres to facility confidentiality and patient’s rights policy as outlined in facility’s HIPAA policies and procedures. Complies with federal, state and local health and sanitation regulations. Infection Prevention <ul style="list-style-type: none"> Practices consistent hand hygiene Uses personal protective equipment (PPE) Required immunizations per Division requirements Complies with Isolation precaution
References: <ul style="list-style-type: none"> Food Handler Online Certificate Verification: https://www.statefoodsafety.com/Verify Certified Dietary Manager/Certified Food Protection Professional: https://nf.anfponline.org/eweb/DynamicPage.aspx?site=ANFP&webcode=CDMVerifySearch
Document Control: <ul style="list-style-type: none"> Created 5/6/2024

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____
Signature: _____

DIVISION SCOPE OF SERVICE

Date: _____