

Facility Master Social Worker (MSW) II - Waco West, TX

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Description

Provide your personal attention and kindness, professional insight, and a generosity of spirit. Offer expertise and encouragement. Enhance each patient's future—as well as your own.

Connect with your goals and change lives with Fresenius Medical Care North America.

Here, we make connections that empower patients, their families, and our team members. As the global leader in dialysis healthcare, we form bonds that enable the best possible outcomes and professional satisfaction. While our extensive organization continues to grow, so do opportunities for our professionals to learn, grow, and advance.

Why Join the Fresenius Team?

Passion. Dedication. Knowledge. Motivation. Experience. These are the impressive qualities you'll find in the Fresenius Leadership Team. Our strength in the North American market and extensive global network provide our employees with the best of both worlds—the friendliness of a local organization and the stability of a worldwide organization—for diverse experiences and challenging career opportunities. When you join the Fresenius Medical Care team, you'll be welcomed into a company that is built on the philosophy that our employees are our most important asset. Our career advantages include the following:

- Fresenius Medical Care is the nation's largest provider of renal care, meeting the needs of more than 135,000 patients at 1,800 clinics throughout the country.
- Our well-established, trusted organization fosters a spirit of camaraderie, emphasizing friendly collaboration, professional support, and career development.
- Superior training, UltraCare® quality control, and certification procedures ensure your potential to succeed and advance as a professional.
- Competitive compensation and exceptional benefits.
- Outstanding tuition reimbursement program.
- Recognized among Fortune's "World's Most Admired Companies" in 2011.
- National Safety Award from CNA insurance companies for 11 consecutive years.
- Opportunities to give back by participating in philanthropy and community outreach programs.

Social Worker

Make the most of this exceptional opportunity to help others with a leader in the healthcare industry. Following the Social Work Theory of Human Behavior and accepted methods of practice, the professional we select will provide psychosocial services and counseling to in-center and home dialysis patients. Working with patients, families, and our multidisciplinary team, this individual will assess psychosocial status, strengths and areas of need, and promote positive adjustment and rehabilitation to improve the quality of life.

FRESENIUS CORE VALUES:

Fresenius Medical Care is a people business. Our success depends on having the best and brightest employees, and helping them attain their personal and professional goals while delivering excellence in patient care and business results. Our employees embody our culture which is based on six core values: patients and partners first, honesty and integrity, quality and compliance, collaboration, no-limits mindset and results oriented. These values support our promise to improve the quality of life of every patient every day.

PURPOSE AND SCOPE:

Supports FMCNA's mission, core values, expected behaviors, and customer service philosophy. Adheres to the FMCNA Compliance Program, including following all regulatory and FMS policy and procedure requirements.

Provides psychosocial services to patients treated by the facility including in-center and home dialysis patients (if applicable) utilizing Social Work Theory of Human Behavior and accepted methods of social work practice. Works with the health care team to promote positive adjustment, rehabilitation and improved quality of life for our patients. In collaboration with the interdisciplinary team, informs, educates and supports staff in understanding the emotional, psychological and behavioral impact of Chronic Kidney Disease on the patient and family to ensure comprehensive quality care of our patients. Supports the FMCNA commitment to the Quality Indicators and Outcomes and Quality Assessment and Improvement (QAI) Activities, including those related to patient satisfaction and quality of life and actively participates in process improvement activities that enhance the likelihood that patients will achieve the FMCNA Quality Goals. Adheres to all requirements of the FMCNA Compliance Program, and all FMS policy requirements

PRINCIPAL DUTIES AND RESPONSIBILITIES:

CUSTOMER SERVICES:

- Responsible for driving the FMS culture through values and customer services standards.
- Accountable for outstanding customer service to all external and internal customers.
- Develops and maintains effective relationships through effective and timely communication.
- Takes initiative and action to respond, resolve, and follow up regarding customer services issues with all customers in a timely manner.

PRINCIPLE RESPONSIBILITIES AND DUTIES RELATED TO PATIENT CARE:

Patient Assessment/Care Planning Counseling:

- As a member of the interdisciplinary team, assesses patients' psychosocial status, strengths and areas of need that may affect rehabilitation and optimal treatment outcomes as part of the comprehensive patient assessment.
- Participates in care planning in collaboration with the patient and healthcare team to identify effective interventions that will help the patient meet rehabilitation, treatment goals, and improve quality of life.
- Utilizes FMS Ultra Care patient education programs, established social work theory and methods and quality of life measurement instruments as part of assessment and care planning to resolve barriers and meet patient treatment goals.
- Provides established outcomes driven psycho-educational counseling methods aimed at improving areas of need, treatment adherence, vocational/educational rehabilitation and/or quality of life.
- Provides supportive and goal directed counseling to patients who are seeking transplant.
- Assesses patient awareness of advance directives; assists with accessing advance directive forms/information and facilitates discussion of advance directive wishes, if necessary, with the healthcare team and the patient's family/support persons.
- Will provide general information about Do Not Resuscitate Orders and Advanced Directives
- Provides information and assists the team and patient with referral to community resources (home health services, vocational rehabilitation, etc.) to facilitate optimal treatment outcomes.
- In collaboration with the physician and nurse, participates in the discussion of patient DNR status in the facility to ensure patient understanding and informed decision making.
- Provides usual care and/or Social Work Intensive to address non-adherence and quality of life concerns for all patients
- Knowledgeable of and adheres to FMCNA Social Work Policy, including documentation

Patient Education:

- Assess patient knowledge of kidney disease for barriers that may affect adherence to treatment. Works with patient, family and health care team to provide education tailored to the patient's learning style and needs.
- With other members of the interdisciplinary team, provides appropriate information about all treatment modalities. Facilitates the transplant referral process and collaborates with interdisciplinary team, if delegated by Clinical Manager.
- Provides ongoing education to patient/family regarding psychosocial issues related to End Stage Renal Disease (ESRD) and all support services that are available.
- Reviewed patient rights and responsibilities, grievance information (company and network) and other facilities policies with patient and/or the patients' representative to ensure patients' understanding of the rights and expectations of them.
- Collaborates with the team on appropriate QAI activities.

Patient Admission:

- Understands the referral and admission process and supports the clinic in regard to the patient needs for scheduling to maximize adherence and adjustment

Insurance and Financial Assistance:

- Collaborates with facility management, Financial Coordinators and Billing Group staff to address patient issues related to insurance.
- In collaboration with Financial Coordinators, provides information and education to patients about payment to dialysis (federal, state, commercial insurance, state renal programs, AKF HIPP, and entitlement programs)
- Maintains current knowledge regarding local vocational/educational rehabilitation programs and assist patients with referral and access to vocational rehabilitation to enable them to remain employed, become employed or receive education.
- (Reassess patient demographic and insurance information changes every quarter. Notifies all appropriate departments of changes.
- Understands FMCNA financial policies and procedures as they related to patient services. Collaborate with Financial Coordinators to educate patients about programs that may be available to assist with uncovered services, how to resolve billing concerns, and understand financial responsibilities.

Staff Related:

- Assist with interview process and decision to hire new personnel if requested by CM or AM/DO.
- Works with the administrative support staff to maintain updated patient resource lists (e.g. maintain updated list of transportation resources).
- Develops and provides training to staff pertaining to psychosocial topics as needed. Trains staff in Ultra Care Programs as needed.
- Other duties as assigned.

Additional responsibilities may include focus on one or more departments or locations. See applicable addendum for department or location specific functions.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Travel required (if multiple facilities)

EDUCATION:

- Masters in Social Work

EXPERIENCE AND REQUIRED SKILLS:

- 2 – 5 years' related experience
- State Specific Licensure Required

EO/AA Employer: Minorities/Females/Veterans/Disability/Sexual Orientation/Gender Identity