

This resource is a result of the collaborative efforts of NHPCO's Next Generation Leadership Council.

The Hospice Scheduler is responsible for scheduling visits for the interdisciplinary care team and assisting with the coordination of patient care. Working closely with clinical leadership, this position helps ensure resources are managed efficiently to optimize care delivery and staff satisfaction. The purpose of this document is to provide information on common skills that may be considered for the Hospice Scheduler role.\*

## Required Skills

The following skills are considered mandatory for the Hospice Scheduler:

### ■ Integrity / Ethical

- Do the right thing even when no one is watching.
- Can be relied on as honest and truthful; able to easily identify sensitive and confidential information and handle it as appropriate.

### ■ Interpersonal Skills

- Not everyone handles stress in the same manner. Knowing how to communicate with others, having strong EQ, patience, ability to observe, and show compassion are all part of interpersonal skills.
- Ease of communication and interaction with others; friendly and easy to talk to; warm presence.

### ■ Organized / Multitasker

- Able to keep communication, schedules, and other items in an easy to track and follow system.
- Able to complete multiple tasks concurrently, as needed.
- Completes assigned tasks and duties.

### ■ Problem Solver / Critical Thinking

- Able to network with internal personnel to obtain help for patients, families, and staff as needed.

### ■ Professional

- Able to maintain professional composure at all times, especially during challenging and stressful situations.
- Remains cool under pressure.
- Adapt to the situation at hand; be adaptable in a fast-changing environment or scenario; be dynamic to the needs of patients, staff and the business.

### ■ Service Focused

- Able to create a positive atmosphere for patients and families engaging with the organization as well as those coming into the office for meetings or other needs.
- Able to collaborate effectively with the interdisciplinary team.

### ■ Experience with Electronic Health Records (EHR)

- Has worked with EHR systems previously and is technologically inclined.

## Mid-Level Skills

Ideally, the Hospice Scheduler will have experience with the skills noted below but may not be expert in these areas.

### ■ Basic Tech and Troubleshooting

- Able to use equipment such as phone, office applications, copy machines, printers/faxes, etc.

### ■ Conflict Management

- The ability to handle and de-escalate situations.

### ■ Oral and Written Communication

- Phone skills; written skills for communications with patients/staff members as needed.

### ■ Patient Advocate

- Provide support to the clinical team to ensure the patient and their family receive the care that they desire and require.

### ■ Work with Data in a Variety of Forms

- Able to complete data analysis, create reporting and visualizations.

### ■ Empathetic

- Able to emotionally understand what other people are feeling and relate to that feeling or imagine yourself in their position.

### ■ Efficiency

- Able to complete tasks timely and accurately.

## Preferred Skills

These skills are those that the Hospice Scheduler may have experience with; however, they are not required for this position.

### ■ Project Management

- Able to lead a project from start to finish, managing all details.

### ■ Accountable / Take Ownership

- Take responsibility for actions; see a problem and address it.
- Take charge and get things done when they need to get done, without being asked or told to do so.
- Anticipate the needs of the business and solve for them.