

Glossary of Positions:

Accounts Receivable/Billing: Handles the billings from Bethany Home. Accounts Receivable also deals with billing Medicare, Medical Assistance, and other insurances. They also handle Resident Accounts. If there is a question on a private pay account, please direct those questions to the Director of the Business Office.

Administrator: The Campus Administrator is responsible for the overall operations of all the services on Bethany's campus. Develops and oversees the annual operations budget. Develop a strategic plan and action steps to assure it is accomplished. Establish policies and procedures to assure compliance with regulations. Assure quality of care and quality of life establishes Bethany Community as provider of choice in our community.

Campus Housing Director: Campus Housing Directors' main duties are to oversee the managers of Bethel Manor I, II and Winona Shores and Adult Day Services. Also, oversees home care program/RN Manager. Handle marketing of the buildings, fund raising, all aspects of compliance, supervision of staff, preparation of 3 housing budgets, home care budget and ADS budget, HUD housing contract renewals, management reviews, HUD building inspections, tours for prospective tenants, Lifestyle Covenants, AP's, AR, resident activities, and attend various meetings in the community as well as on campus.

Chaplain: Chaplaincy coordinator develops, directs and coordinates Bethany's spiritual care program to assure we meet the spiritual care needs of those we serve. The Chaplain provides worship services for residents at Bethany Community.

Clinical Manager: This is an RN position and they are the Manager of a household or station. They work with residents, family, staff – all departments, and outside resources to assess, implement and evaluate the plan of care for all residents. They are accountable to the Medical Director & Director of Nursing for all of the clinical care of the residents & they are supervisors of all the staff on their households/stations – making decisions on hiring, discipline, promotion or termination of their staff.

Certified Nurses Aides (CNA): CNA's provide the hour to hour care of the residents. They assist in feeding, bathing, changing and dressing the residents.

Director of Adult Day Services: Responsible for developing, planning, coordinating and implementing all aspects of Day Services Program for Adult Day Care.

Director of Business Office: Assures the functions of the business office department run smoothly and efficiently - this includes billing, collections,

accounts payable, payroll and reception. Responsible for all financial functions and reporting for Bethany Community. Director of Business Office also helps patients and families with financial and insurance questions. For questions regarding your bill, please call 320-763-1138. A business office staff member is available to assist you Monday through Friday, 8:00 a.m. to 4:00 p.m.

Director of Community Dining: Performing all clinical tasks with the supervision of a Registered Dietician. The Director of Community Dining establishes standards, policies and procedures for food preparation and department operations that meet long term care regulations. The Director of Community Dining facilitates each household's abilities to promote the nutritional well being and positive dining experience of all residents; facilitates the effective completion of care plans and RAI (Resident Assessment Instrument) documentation with regards to nutritional needs and attends care conferences of residents.

Director of Nursing (DON): Responsible for organization and administration of the Nursing Service Department. Plans, directs, observes and evaluates all activities/functions within the department including supplies, staff recruitment, retention, education, quality, budget and safety. The DON is ultimately responsible for all care given to clients. Before directing any questions to the DON, confront your loved ones Clinical Coordinator.

Director of Resident Services: Resident Services includes activities, social services, volunteers, chaplain, wellness center and adult day services. Assure there is on-going programming which is designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psycho social well-being of each resident.

Director of Social Services: Performs job functions related to preadmission work, actual admission work, social service planning and implementation, and discharge planning. The Director of Social Services is responsible for Transitions Coordinators and Lifestyles Coordinators duties.

Director of Support Services: The Director of Support Services is responsible for the overall coordination and supervision of all Maintenance, laundry and housekeeping and technology activities to provide residents and staff with a physical environment that is safe, clean, attractive and operates without interruption.

Lifestyles Coordinator: The Lifestyles Coordinator is a blended role with primary responsibilities in social services and activities. The primary purpose of the position is to enhance the resident's quality of life working closely with the RN Clinical Coordinator (RNCC) or the Nurse Manager to effectively create home. The Lifestyles Coordinators are each assigned to a household where they can have a smaller and more individualized relationship with each resident. They are

first contact for questions including your loved ones activity record and daily routine.

LPN: In addition to doing the same work as the NAR & TMA the LPN assists the physician to see patients, process doctor's orders, informs the RN if a resident need further assessment, orders medications, monitors the work of the NAR & TMA, does medical charting and oversees the basic operations of the household.

Medical Director: The Medical Director is a physician charged with the responsibility for the assurance of quality medical care in the facility.

Medical Records Coordinator: Responsible for organizing and managing the health records of all resident in facility and upon discharge. Facilitate paperwork for admissions, return from the hospital, obtaining necessary information from the hospital. Maintain current Doctor's orders on computer, schedule physician visits, coordinating papers for MA, MC, QAR, readmissions, discharges, death, LOC changes.

Nursing Assistant/Registered (NAR): Works with residents 1:1 on a daily basis; cares for the basic needs of the resident including dressing, grooming, bathing, toileting, and eating.

Nursing Supply: Responsible for requisitioning, stocking and monitoring use of all supplies for resident care within the nursing department.

Occupational Therapist (OT): The occupational therapist teaches residents/patients how to perform daily activities.

Productions Supervisor (Dietary): Supervises all kitchen staff; oversees the cooking, serving, dietary changes and kitchen cleaning and equipment maintenance. He/she also orders foods, beverages, and supplies for kitchen and maintains all kitchen equipment in good working order.

Reimbursement/ Admission Manager: This position is an RN position and is responsible to take all calls relating to admission of residents and making the decision whether or not Bethany can accommodate and care for each patient. They also complete the majority of the MDS (Minimum Data Set). This is a computerized tool which is an assessment of each resident head to toe and is the way that the state & federal government decide what to charge for the residents care.

Restorative Nursing: This is a Nursing Assistant that has had special training in restorative care i.e. Range of Motion, Exercises, ambulating, splint application etc.

Registered Nurse/ RN: In addition to being accountable for the same job duties as the NAR, TMA, and LPN the RN does all the comprehensive physical assessment of the resident. The RN also does all monitoring of medications, restorative nursing, Medicare coverage, Care Plans, MDS's & paper assessments (this is how the resident's room rate is figured out. The floor RN is also in charge of the whole building for any emergencies after hours, weekends & holidays.

Speech Therapist (ST): The speech therapist helps anyone who has difficulty chewing, swallowing food or with speech.

Staffing Coordinator: Ensures that the nursing home has adequate nursing staff to care for our residents. They are responsible to monitor all discipline for attendance and ensure that the Nurse Manager has completed the discipline. They work with payroll to ensure accuracy in regards to what hours the nursing staff use for vacation, work, travel, and education.

Staff Development Coordinator: Ensures that all departments have required education completed, POC for all colleges and students, Co-Chair of the Safety Committee, Infection Control Nurse, Member of Employee Council, works with community experts on providing education for Bethany Community and works with all employees that have had injuries at work to include Work Comp Claims, Co-Advisor for Continuous Quality Improvement.

Trained Medication Assistant (TMA)/Certified Medication Aide (CMA): Responsible for administering medications to residents as ordered by the attending physician, under the direction of the attending physician, the nurse supervisor, charge nurse, and the Director of Nursing Services. They do this in addition to the same work as the NAR.

Transition Coordinator: The primary purpose of the position is to assure smooth transitions from hospital to sub acute and back to resident's home. While in sub acute, the transitions coordinator will assure the resident's quality of life is enhanced by working closely with the RN Clinical Coordinator (RNCC) or the Nurse Manager.

Volunteer Coordinator: Coordinates and recruits volunteers to provide services to residents of Bethany Community. Organizes and conducts volunteer meetings.