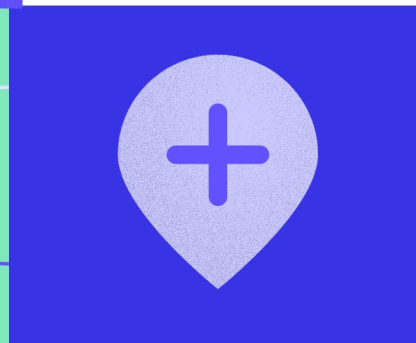
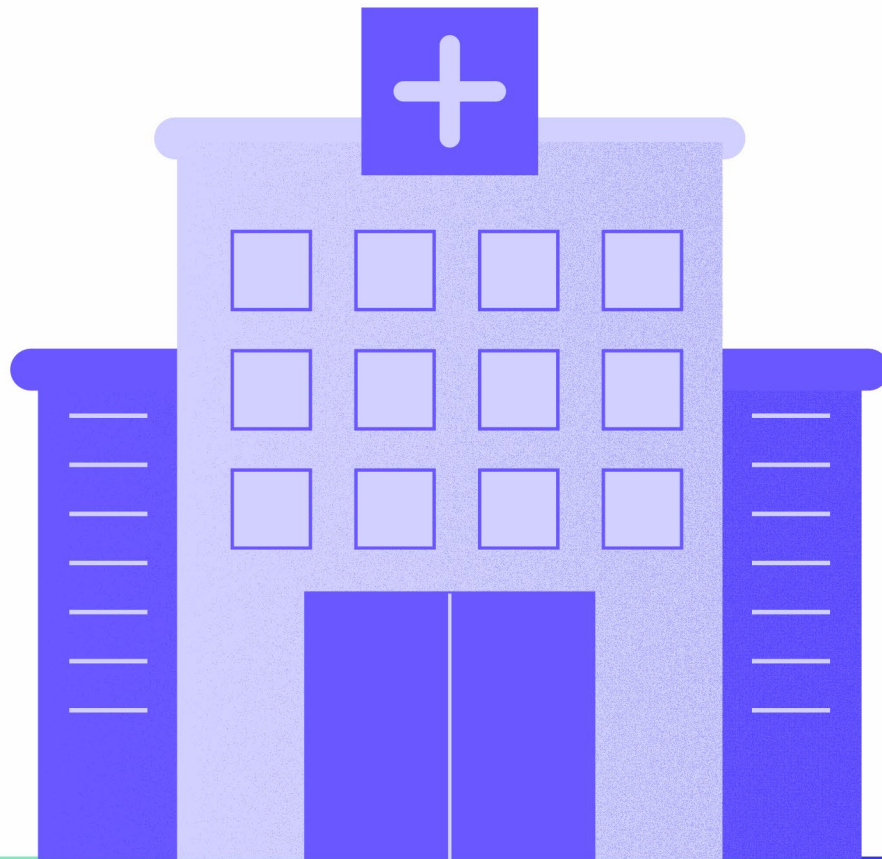




Job Description Management

Essential Considerations for Healthcare Service Providers



Introduction

The healthcare field faces some of the most monumental challenges of any industry in meeting its goals. In a system stretched to its limit, attracting, recruiting, and retaining the right employees often means the difference between success and failure.

And while [fiscal responsibility](#) plays a significant role, much more is at stake. The healthcare industry requires meticulous adherence to compliance standards of practice. Without efficient job description management, patient lives are at risk, as is business continuity.

Job descriptions must be accurate, up-to-date, and well-written to ensure the highest possible standards of care and compliance in healthcare environments. Failing to hire the right talent, offering inadequate compensation, or dropping the ball in any step of the talent acquisition/retention cycle could impede progress toward corporate goals. Extensive long-term vacancies can lead to a breakdown in the organizational structure and negatively impact growth, profitability and health outcomes

Job description management software has become an essential tool for HR, helping healthcare organizations transform cumbersome processes, reduce litigation risk, achieve results faster, meet talent acquisition goals, and satisfy some of the most stringent compliance mandates.



Compliance Concerns in Healthcare HR

In healthcare, Joint Commission surveys are conducted once every two to three years. The frequency of their largely unannounced visits depends on the type of facility, but they are mandatory to ensure [compliance standards](#) are being met.

While Joint Commission accreditation is not mandatory, many healthcare organizations seek it out because it builds public confidence in the quality and consistency of service delivery. A Joint Commission accreditation can help organizations [fulfill regulatory requirements](#) in some states.

Often, during a Joint Commission survey or Department of Health audit, the first piece of documentation requested by the surveyor is a signed job description. Such documents are an essential requirement for most hospitals, and as such, they must be updated, maintained, and made available for review when needed.

Auditors also want to see that employees meet the qualifications of the job, which may include education, licenses, certifications, competencies, essential functions, and physical requirements. The job description is a dynamic document that articulates these details to management, HR, and the employee themselves.

The Joint Commission requires that all employees know and understand their roles and responsibilities. The organization must also have a system in place for training and competency assessment to ensure quality control and reduce risk.

Detailed, accurate job descriptions demonstrate that the organization meets these requirements. Similarly, in the case of the Department of Health (DOH), job descriptions can be used to verify that employees are adequately trained and fully aware of their obligations within the realm of the job.



The Risk of Non-Compliance or Non-Acknowledgement

Healthcare organizations that do not meet the Joint Commission or DOH standards may be subject to [penalties or sanctions](#). These can range from a few thousand dollars to tens of thousands of dollars, depending on the severity and risk posed.

Additionally, if the violation is severe enough, the organization could lose its accreditation status, which can seriously affect the organization and the patients in its care. Still, in the overall scheme of things, the cost is only one consideration.

Non-compliance will almost certainly affect the organization's public image and reputation, eroding patient trust, restricting future funding opportunities, and impacting the continuity of the facility in question.

The solution is to maintain job descriptions accurately, ensure all industry compliance mandates are satisfied and provide relevant parties (including the employee) with a detailed accounting of job requirements, competencies, and expectations. And while this may seem elementary, many organizations continue to struggle with the task, especially when multiple stakeholders are involved.

A [job description management solution](#) like JDXpert supports HR by keeping job descriptions up-to-date, consistent, and compliant. Job data and job descriptions are maintained securely in the cloud, enabling real-time collaboration and ensuring job information is readily available when needed or requested.





Always On: 24/7/365

Healthcare organizations rely on licensed professionals around the clock, which requires a high level of regulation from state and other agencies.

In an industry facing a dire shortage of clinical professionals, job descriptions must be created, developed, and maintained quickly to ensure no opportunities are missed. New responsibilities and entire roles are constantly being added to meet patient needs and satisfy changing expectations ranging from telehealth to payer structures, financial management, leadership, digital healthcare, new technology, remote healthcare, business expansion, scale, and more.

In healthcare it's not unusual for managers to have 50-100 or more direct reports. This can make managing job descriptions efficiently and effectively very difficult, not only because of the sheer number of job descriptions, but their complexity as well. Technology causes rapid changes in skills and competencies required by incumbents making the process even more unmanageable.

Job description management software helps healthcare organizations respond quickly and gain agility, even in the face of constant change. Without reliable tools to simplify processes and support transformation, many facilities would face challenges in meeting patient needs in the short term and moving into a sustainable future.

The Time is Right for Job Description Management Transformation

HR's job is complex and fraught with constant change. And while this is true for every industry, healthcare carries added risk due to a high-compliance environment, intense competition, and rapid innovation. Let's also not forget that human lives hang in the balance—a significant detail that informs every decision throughout the organization.

Manual job description management has long been viewed as one of the [most inefficient and cumbersome functions](#) in HR. Some of the biggest companies in the world still keep their job descriptions in Word documents, on shared drives, or siloed in an employee's computer. Workflows like this lead to oversights, mistakes, omissions, and delays, and often put the company at significant risk of non-compliance.

Additionally, most companies are stretched thin in every department, so it's essential to optimize daily processes, automate where possible, and reduce the potential for errors, delays, and backtracking.

With so much riding on this task, it's critical to have the right tools to ensure efficiency.



JDXpert is a comprehensive job description creation and management tool that solves many of the issues we've outlined today. JDXpert provides hierarchical structures that allow you to dramatically simplify your job library by defining common responsibilities, skills, qualifications and competencies in one place. This capability allows you to update nursing requirements for your entire job catalog in minutes. Many of our customers [report a 50% reduction](#) in time dedicated to creating, reviewing, and updating job descriptions—and that's valuable time that can be allocated elsewhere to grow the business, improve the employee and patient experience, or drive healthcare innovation.

On the compliance side, JDXpert provides Job Description Acknowledgements -- a way for your organization to easily create, track, and store employee job description signoffs; something that comes in handy for those [Joint Commission visits](#).

Typically, an HR department uses several tools to manage benefits, inform compensation, collect employee data, and manage recruitment. Accurate job descriptions are essential to ensure success for all these processes, and when up-to-date job descriptions are integrated into these workflows, the results are immediate and impactful.

A job description maintenance and management tool like JDXpert is essential for today's healthcare HR departments as it accelerates timelines, enables scale, and improves organizational agility. Once deployed, JDXpert improves some of the most critical and fundamental tasks HR faces, not the least of which is the ongoing battle for talent.

As individuals, we are often counseled to address the root of our health concerns if we want to achieve optimum results. Healthcare facilities are no different. Job description management transformation is the remedy, helping them uphold their commitments to patients, their families, and the greater healthcare community.

Contact the JDXpert team to learn about job description management solutions built for HR professionals in the healthcare industry.

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