

Resume Evaluation Guide for Home-Based Medical Care

Purpose

This guide provides structured criteria for evaluating resumes across key roles in home-based medical care - including leadership, clinical providers, and administrative staff. It supports hiring teams in identifying candidates with demonstrated experience, strategic impact, and mission alignment. By focusing on role-specific competencies such as program development, interdisciplinary collaboration, autonomous care delivery, and operational oversight, the guide ensures a consistent and equitable review process that highlights both quantifiable achievements and soft skills essential to high-quality, patient-centered care in the home setting.

General:

Experience in Home-Based Care Settings

Prompt: Does the candidate have direct experience providing or supporting care in patient homes or community-based settings?

Checklist:

- ▢ Worked in home health, hospice, or mobile primary care.
- ▢ Delivered care independently in non-clinical environments.
- ▢ Managed logistics such as travel, scheduling, and supply transport.

Examples to Look For:

- "Provided solo care in rural homes"
- "Delivered hospice services in patient residences"
- "Managed home visit scheduling and logistics"

Familiarity with Mobile EHR Systems

Prompt: Has the candidate used mobile technology or EHR platforms in the field?

Checklist:

- Documented visits using mobile devices or tablets.
- Demonstrated proficiency with remote charting and care coordination.
- Experience with specific platforms (e.g., Epic, Homecare Homebase, PointClickCare).

Examples to Look For:

- “Documented visits using mobile EHR”
- “Used tablet-based systems for care planning”
- “Managed care plans using mobile devices”

Ability to Work Independently in Varied Environments

Prompt: Can the candidate operate autonomously in unpredictable or solo care settings?

Checklist:

- Experience making clinical decisions without direct supervision.
- Comfort navigating diverse home environments.
- Demonstrated adaptability and problem-solving in the field.

Examples to Look For:

- “Delivered care independently across multiple home settings”
- “Adapted care plans in non-clinical environments”
- “Responded to urgent needs in the field”

Evidence of Cultural Competence and Empathy

Prompt: Does the resume reflect emotional intelligence and sensitivity to diverse populations?

Checklist:

- Experience working with underserved or culturally diverse communities.
- Demonstrated empathy in patient or family interactions.
- Involvement in end-of-life care or emotionally complex situations.

Examples to Look For:

- “Led end-of-life care planning with diverse families”
- “Provided culturally sensitive care in underserved communities”
- “Supported patients through grief and transitions”

Quantifiable Achievements and Interdisciplinary Collaboration

Prompt: Has the candidate contributed to measurable outcomes or worked effectively in team-based care?

Checklist:

- ❑ Reduced hospital readmissions or improved patient satisfaction.
- ❑ Participated in interdisciplinary team meetings or care planning.
- ❑ Led or contributed to quality improvement initiatives.

Examples to Look For:

- “Reduced ER visits by 20% through proactive home care”
- “Collaborated with physicians and social workers on care plans”
- “Led QI project to improve symptom management in home hospice”

Role Specific:

Leadership Roles (Executive Directors, Clinical Directors, Program Leaders)

Strategic Vision & Program Development

Prompt: Has the candidate led or scaled home-based care programs with strategic impact?

- ❑ Experience launching or scaling home-based care programs.
- ❑ Ability to align clinical, operational, and financial goals.
- ❑ Demonstrated success in strategic planning and execution.

Examples:

- “Led expansion of home-based primary care across three counties”
- “Developed strategic plan for interdisciplinary hospice program”

Team Leadership & Culture Building

Prompt: Has the candidate built and supported high-performing, mission-driven teams?

- ❑ Fostered a culture of empathy, autonomy, and collaboration.
- ❑ Implemented staff development or wellness initiatives.

Examples:

- “Built a high-performing team of APNs for home-based care”
- “Implemented peer support and reflective practice groups”

Quality & Innovation

Prompt: Has the candidate led initiatives that improved care quality or system performance?

- Experience with QI projects, value-based care, or performance tracking.
- Experience with data-driven decision-making and performance tracking.
- Led innovation in care delivery or operational models.

Examples:

- “Reduced hospital readmissions by 25% through home-based interventions”
- “Implemented KPI dashboard for mobile care team performance”

Stakeholder Engagement & Advocacy

Prompt: Has the candidate influenced policy, partnerships, or community engagement?

- Experience working with payers, policymakers, or community organizations.
- Advocated for HBPC at local, state, or national levels.
- Built strategic partnerships to support program growth.

Examples:

- “Presented Home-based medical care outcomes to state Medicaid task force”
- “Partnered with local health systems to expand home-based services”

Medical Care Providers (MD, APN,PA)

Clinical Experience in Home-Based Settings

Prompt: Does the candidate have direct experience providing care in patient homes or community-based settings?

- Experience in providing home-based primary care, palliative, or hospice services.
- Evidence of solo care delivery and autonomous decision-making.
- Familiarity with interdisciplinary care planning.

Examples:

- “Delivered home-based medical care in patient homes across rural counties”
- “Managed symptom control and end-of-life care independently”
- “Participated in interdisciplinary team meetings for home hospice patients”

Technology & Documentation

Prompt: Has the candidate used mobile technology or EHR platforms in the field?

- ❑ Documented visits using mobile devices or tablets.
- ❑ Demonstrated proficiency with remote charting and care coordination.
- ❑ Proficiency with mobile EHR systems and remote documentation.
- ❑ Experience with telehealth or mobile care coordination tools.

Examples:

- “Used mobile EHR for real-time documentation during home visits”
- “Coordinated care using secure messaging and remote platforms”
- “Managed care plans using mobile devices”

Ability to Work Independently in Varied Environments

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- ❑ Experience making clinical decisions without direct supervision.
- ❑ Comfort navigating diverse home environments.
- ❑ Demonstrated adaptability and problem-solving in the field.

Examples:

- “Delivered care independently across multiple home settings”
- “Adapted care plans in non-clinical environments”
- “Responded to urgent needs in the field”

Soft Skills & Cultural Competence

Prompt: Does the resume reflect emotional intelligence and sensitivity to diverse populations?

- ❑ Emotional intelligence and communication with families.
- ❑ Experience navigating complex family dynamics and diverse populations.
- ❑ Demonstrated empathy in patient or family interactions.

Examples:

- “Led end-of-life care planning with diverse families”
- “Provided culturally sensitive care in underserved communities”
- “Supported patients through grief and transitions”

Quantifiable Achievements and Interdisciplinary Collaboration

Prompt: Has the candidate contributed to measurable outcomes or worked effectively in team-based care?

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Practice Managers & Administrative Staff (Including Revenue Cycle Management)

Operational Oversight

Prompt: Has the candidate managed operations for mobile or decentralized care teams?

- ❑ Experience managing mobile or decentralized care teams.
- ❑ Familiarity with scheduling, logistics, and compliance in home-based care.
- ❑ Oversight of supply chain, staffing, and visit coordination.
- ❑ Familiarity with regulatory requirements for home-based care.

Examples:

- “Oversaw scheduling and logistics for mobile palliative care team”
- “Implemented compliance protocols for home-based documentation”

Revenue Cycle & Financial Management

Prompt: Does the candidate have experience managing billing and reimbursement for home-based services?

- ❑ Knowledge of billing for home visits, hospice, and palliative services.
- ❑ Experience with payer relations, coding, and reimbursement optimization.
- ❑ Holds nationally certified certifications ([American Academy of Professional Coders \(AAPC\)](#), [American Health Information Management Association \(AHIMA\)](#))

Examples:

- “Managed billing workflows for home-based primary care, palliative, hospice services, or home health”
- “Improved reimbursement rates through accurate coding and documentation audits”

Technology & Systems

Prompt: Has the candidate implemented or optimized tech systems for field operations?

- Proficiency with scheduling platforms, EHRs, and billing software.
- Experience implementing or optimizing operational systems.
- Led transitions to cloud-based or mobile platforms.

Examples:

- “Led transition to cloud-based scheduling for field staff”
- “Integrated billing software with mobile EHR platform”
- “Led rollout of scheduling app for field clinicians”


Process Improvement & Efficiency

Prompt: Has the candidate improved workflows or reduced operational bottlenecks?

- Experience with workflow redesign or process mapping.
- Demonstrated impact on efficiency, cost savings, or staff satisfaction.
- Familiarity with Lean, Six Sigma, or similar methodologies.

Examples:


- “Reduced scheduling errors by 40% through workflow redesign”
- “Streamlined intake process for home-based referrals”



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