

**WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION**

JOB TITLE: Director of Acute Care

DEPARTMENT: Acute Care

IMMEDIATE SUPERVISOR: Chief Clinical Officer

JOB SUMMARY:

To lead and manage department clinical and administrative operations.

To lead and manage department human resources, financial resources and hospital mission and goals.

To collaborate with other hospital departments, teams and functions in order to coordinate quality, cost effective care and hospital wide systems.

To supervise, coordinate, and direct the activities of the Acute Care Unit and Critical Care Unit in the performance of consistently high quality patient care. The Director of Acute Care must be able to serve on his/her assigned unit. The individual must demonstrate knowledge of the principles of growth and development over the life span and possess the ability to assess data reflective of the patient's status; and interpret the appropriate information needed to identify each patient's requirements relative to his/her age-specific needs; and to provide the care needed as described in the unit's/ area's/ department's policies and procedures.

Patients served are Medical, Surgical, Swingbed, Psychiatric, Critical Care, and Pediatric – both Inpatient and Observations.

AGES SPECIFIC TO ACUTE CARE UNIT:

Newborn-	Birth through 1 month	Adolescent/Teenager-	13 years through 17 years
Infant-	1 month through 1 year	Young Adult-	18 years through 34 years
Toddler-	2 years through 3 years	Middle Adult-	35 years through 50 years
Preschool-	4 years through 5 years	Mature Adult-	51 years through 69 years
School Age-	6 years through 12 years	Geriatric Adult-	70 years +

CULTURE/RELIGIOUS ASPECTS:

Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE:

Employee performs within the prescribed limits of the hospital's/department's Ethics and Compliance program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or, upward through the chain of command, the Compliance Office or hospital hotline.

ESSENTIAL FUNCTIONS:

DEPARTMENT OPERATIONS – ADMINISTRATIVE AND CLINICAL DIRECTION. To develop/implement/enhance systems for optimal patient care/department operations based on up-to-date knowledge of customers, suppliers, current standards of clinical practice/service or production, and regulatory requirements. Department operations are integrated with the hospital's primary functions through coordination with other departments and services.

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1. Clinical resource for knowledge and skills
2. Evaluate agencies used for referrals.
3. Facility documentation systems.
4. Support organization's systems and processes and participate in design and improvement activities.
5. Network with customers/health care industry.
6. P&P development/revision/update that guides and supports patient care and/or department operations.
7. Maintain appropriate quality control programs.
8. Evaluate and select outside sources for needed services.
9. Maintain effective working relationship with Chairman of Acute Care/Critical Care, Chief of Staff and Medical Staff.
10. Continually assess and improve department performance.
11. Compliance with State and Federal requirements.

HUMAN RESOURCE MANAGEMENT

1. To organize and provide for qualified/competent/cost effective staffing of department services using mechanisms for mix, ratios, productivity, standards, schedule, work design, and personnel actions.
2. Establish/revise competency standards and program.
3. Establish/communicate/revise performance STDs, job descriptions and qualifications.
4. Participate in productivity monitoring system.
5. Establish scheduling system.
6. Provide appropriate staff mix, ratios, work redesign.
7. Documents personnel transactions and uses proper systems for same – EDS, PTO/EIB, etc.
8. Assume responsibility for staffing of the department.
9. Perform job description of Acute Care Unit-Critical Care Unit RN as necessary, and workload permits. Evaluate work assignments to assure full utilization of personnel.
10. Assume time card duties. Approve vacations, overtime, excused absences, personal days and PTO/EIB use. Assist in payroll information regarding new employees, change in employee rate or positions, and hours worked.
11. To manage the individual performance cycle including hiring, orientation, coaching, mentoring, training/education/in-service, performance evaluation, competency assessment, and disciplinary action using effective communication skills, tools, methods, and appropriate documentation systems.
12. Interview, hire, supervise, orient, and coach staff in performance.
13. Mentor, develop, train, oversee orientation and preceptorships and in-service staff.
14. Evaluate performance (manage performance cycle).
15. Evaluate the employee performance at intervals specified in the personnel policy, or as necessary. Determine employee's professional goals and recommend ways to attain them; discuss evaluation with employee.
16. Provide timely and effective disciplinary actions.
17. Coach staff performance improvement process (CQI-FOCUS DCA).

Take action in situations requiring disciplinary action. Issue verbal and written warning in accordance with the personnel policy, settle disputes, send an employee home (if necessary) pending joint evaluation with Director of Patient Care Services. Make recommendation as to further employment of staff; may terminate an employee (if warranted) after review with DPCS, HR and Administration.

To manage/lead the group/team performance by establishing a positive work environment through application of the principles of shared governance, CQI, effective group dynamic skills and communication structures.

1. Provide team development, group staff development/in-service.
2. Promote collaborative governance.
3. Utilize effective communication structures and systems. Hold unit meetings on a monthly basis and submit minutes to Director of Patient Care Services.
4. Establish CQI work environment, apply FOCUS-DCA tools and methods.

FINANCIAL & PHYSICAL RESOURCE MANAGEMENT

To develop departmental budget for Acute Care Unit and Critical Care Unit and analyze the operational performance of the department using a financial/statistical database and to take action to reduce waste/cost, adhere to department budget, improve patient care, meet hospital goals.

To plan for and/or organize, acquire and maintain the supplies, equipment, space and other physical resources of the department to reduce waste/cost, achieve budget, improve patient care, meet hospital goals.

SAFETY OF PATIENT, EMPLOYEE AND PUBLIC

For department compliance with both department and hospital-wide systems for infection control, risk management, quality control, emergency preparedness, equipment management and government regulation for the protection of and response to patient/public and occupational safety;

AND

For participating in hospital-wide systems for same.

1. Assist staff with incident, accident and error forms, as necessary. Do Incident Follow-Up form. Analyze reason for all incidents and errors, discuss with personnel involved, and make written recommendations to Risk Director of Acute Care for prevention.
2. Supervise professional staff in documenting medications and nursing care on medical records. Assure that nursing documentation on medical records is complete.
3. Work with staff to develop plans of care and Standards of Care for patients. Discuss care of specific patients or problems during staff meetings.
4. Supervise staff in keeping equipment clean and in good repair. Orient staff to safety procedures in the units.
5. Implement and coordinate the infection control policies as they relate to the Acute Care Unit, Critical Care Unit staff. Educate and orient new employees to proper infection control techniques.

6. Supervise cardiac monitoring and nursing care of patients on Telemetry and cardiac monitors. Assure adequate orientation of staff to cardiac arrhythmias and their treatment. Assist in establishment of standing orders and policies and procedures regarding patients that require telemetry. Assure BLS Certification of staff and promote ACLS Certification of RNs.
7. Oversee responsibility for checking and stocking crash carts. Develop a system for regular checks and documentation of medication and supply inventory and function of equipment. Assure that Acute Care Unit, ICU staff are oriented to the crash cart and its use.
8. Assure that supply and medication stocks are rotated and replaced as used. Oversee requisitioning and supply charge procedures for Acute Care Unit, Critical Care Unit.
9. Assure that all rooms are kept clean, stocked and ready for use. Monitor turnover time.
10. Develop a plan to keep resuscitation skills of staff current and staff attend mandatory meetings such as Education Day.

TEAMWORK/CQI MANAGEMENT PHILOSOPHY

To integrate inter- and intra- department systems and goals for patient care and/or operations to meet the hospital's goals and mission.

By being an effective team leader of the department using customer/supplier systems view, CQI philosophy and methods, interpersonal and group skills.

Continually assess and improve department performance, by being an effective team member of hospital management using customer/supplier systems view, CQI philosophy and methods, interpersonal and group skills.

- Maintain positive working relationships.
- Customer/supplier oriented approach – internal and external.
- Use effective interpersonal communication skills.
- Maintain confidentiality of patient/physician/employee/hospital issues.
- Participate in hospital-wide teams/activities.
- Facilitate leadership and membership roles.
- Maintain positive attitude, image, work environment.
- Use good judgement/styles of decision making.
- Be a willing resource to others for area of expertise/sharing knowledge.
- Be a role model with leadership, people skills.
- Participate in hospital/community activities.
- Use CQI principles, methods, tools, philosophy in management/leadership.
- Be an effective (hospital) team member, department team leader/facilitator.
- Be process focused (not people focused).

Attend and participate in Nurse Director of Acute Care Meetings, other management meetings, department head meetings, classes, committees, or workshops as requested by Director of Patient Care Services and/or hospital Administrator.

Participate in community activities designed to promote WPH, community health and education, with approval of Director of Patient Care Services and/or Administrator.

Assist with teaching Medical, Surgical, ICU, Psychiatric and Pediatric care nursing principles, as necessary. Evaluate students as requested by clinical faculty. Provide student experience as requested.

Participate in inservice programs as both student and teacher. Attend workshops as possible and apply knowledge, as applicable, to nursing practice. Take primary responsibility for keeping own knowledge and skills up to date. Assess education needs of staff and plan, organize and promote programs to meet those needs.

EDUCATION: Graduate of an accredited school of nursing with current Wyoming licensure as a Registered Professional Nurse. Prefer Bachelor of Science in Nursing. Certification as RNC (Medical/Surgical) or CRRN or CCRN is desired. BLS, PALS and ACLS certification is required. NRP and TNCC is preferred.

EXPERIENCE: Experience in managing personnel. Should have at least 5 years experience in Acute Care Services and two years critical care services.

SKILLS: Knowledge of Medical, Surgical, ICU, Psychiatric and Pediatric care nursing principles. Able to perform effectively in highly stressful situations. Must be able to write policies and procedures, and interact effectively with a wide variety of people. Excellent communication skills. Able to assume a leadership role and serve as an example to other employees.

WORKING CONDITIONS: Works in a clean, well-lighted, heated and air conditioned area. Exposure to unpleasant sights, smells and infectious diseases possible. Work schedule is normally 80 hours every two weeks. Exposure to stressful situations involving patients, physicians and staff.

PHYSICAL DEMANDS: Extensive standing and walking. May require lifting of heavy instrument trays (30+ pounds) and moving patients under anesthesia. Will require frequent hand washing. (See Physical Demand addendum)

My job requires that I lift:

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A. Up to 10 lbs.			X	
B. 11 - 24 lbs.			X	
C. 25 - 34 lbs.			X	
D. 35 - 50 lbs.			X	
E. 51 - 74 lbs.		X		
F. 75 - 100 lbs.		X		
G. Above 100 lbs. STATE WEIGHT		X		
H. STANDING			X	
I. WALKING			X	
J. SITTING			X	

Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY

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1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

Employee Signature

Date

Reviewed: 12/08, 12/10

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