

Department Name / Number: <b>Environmental Services</b>	Position Title: <b>Floor Tech</b> Position Number:	Report To: <b>EVS Director</b>
Effective Date: <b>Oct-07</b>	Review/ Revision Date:	FSKA Status: <b>Nonexempt</b>
I have reviewed the job requirements and verify that I can perform the minimum requirement and essential job functions of this position.		
Employee Signature:		Date:

**POSITION SUMMARY:**

Skillfully operates all floor equipment and machines. Makes lower level production decisions based on occupancy and traffic on hospital floors. Must be skillful in all housekeeping production or show ability to perform skillfully within 90 days. Transports trash and linen (clean and soiled).

**MINIMUM REQUIREMENTS FOR THIS POSITIONS (Essential Job Functions):**

One (1) year of floor care experience required.

**POSITION RESPONSIBILITIES:**

- Standard I: Service Excellence (Communication / Interpersonal Skills)**  
Demonstrates adequate skills in all forms of communication. Works well with others in a spirit of teamwork and cooperation. Exhibits specific attitudes, sense of ownership, and ensures departmental commitment to service excellence.
- Standard II: Hospital / Department Standard**  
Adheres to established standards, policies, procedures, and protocols. Supports the philosophy of healthcare delivery and quality of care as identified through policy, as well as the mission and vision of the facility.
- Standard III: Education / Development / Initiative**  
Maintains knowledge and skills pertinent for department.
- Standard IV: Job Knowledge and Productivity**  
Completes position responsibilities by following established guidelines and protocols within the appropriate time frame.
- Standards V: Position Specific Performance Criteria / Essential Job Functions**  
Performs specific job functions at an acceptable level.

**POSITION (MINIMUM) REQUIREMENT CHECKLIST**

Position Title: Floor Tech

Department: Environmental Services

**EDUCATION REQUIREMENTS**

- High School or GED
- 2 year / Associate Degree (Preferred)
- 4 year / Bachelor's Degree (Preferred)
- Post Graduate Degree (Preferred)
- License:
- Certification:
- BLS  ACLS (Preferred)
- PALS  NRP
- Other: \_\_\_\_\_

**EXPERIENCE**

- None
- Less than one year
- 1-3 years clinical / management
- 3-5 years clinical / management
- More than 5 years (Preferred)
- Other: \_\_\_\_\_

**DEGREE OF SUPERVISION**

- Self Directed  Moderate
- Minimal  Direct

**SKILLS**

- Organizational
- Verbal
- Interpersonal
- Customer Relations
- Mathematical
- Analytical
- Grammar / Spelling
- Read / Comprehend Written
- Follow Verbal Instructions
- Transcription
- Computer (Specify): \_\_\_\_\_

**MENTAL AND EMOTIONAL REQUIREMENTS**

- Manage stress appropriately
- Make decisions under pressure
- Manage anger/fear/hostility/violence or other appropriately
- Work Alone
- Work in confined or crowded areas

**HAZARDS**

- Exposure to toxic/caustic/chemicals or detergents
- Exposure to extreme conditions hot or cold
- Exposure to dust/fumes/gases
- Exposure to moving mechanical parts
- Exposure to potential electric shock
- Exposure to high pitch noises
- Exposure to communicable diseases
- Exposure to blood and or body fluids
- Exposure to excessive sunlight or work outdoors
- Unprotected heights
- CRT/ Computer Monitor
- Operating Heavy Equipment
- Other: \_\_\_\_\_

**PERSONAL PROTECTIVE EQUIPMENT NEEDS**

- Gloves  Gowns
- Masks  Back Belts
- Goggles  Lead Aprons
- Decontamination Suits
- Respirator N95
- Respirator PAPR

**PHYSICAL REQUIREMENTS**

- Sedentary Work**-Prolonged periods sitting and exert up to 10lbs of force occasionally.
- Light Work**- Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs frequently.
- Medium Work**-Exert up to 50 lbs. of force occasionally, and/or up to 20 lbs frequently and/or up to 10 lbs. constantly.
- Heavy Work**- Exert up to 100 lbs. Of force occasionally, and/or to 50lbs. frequently and/or up to 20 lbs. constantly.
- Very Heavy Work**-Exert up to 100 lbs. of force occasionally, and/or 50 lbs frequently, and/or over 20 lbs. constantly.

**AGE OF PATIENTS SERVED**

- neonate (birth-one year)
- Pediatric (1 -12 years)
- Adolescent (13-18 years)
- Adult (19-65 years)
- Geriatric (More than 65 years)

**PHYSICAL REQUIREMENTS CONT.**

*The minimum requirements of this position include the following.*

- Stand for 1 hour(s) per day
- Sit for 2 hours per day
- Walk for 1/2 hour per day
- Perform repetitive tasks/motions
- Hear alarms/telephone/take/recorder/normal voice
- Have clarity of vision

**REQUIRED ACTIVITIES**

- 1 Never-Seldom, lifting less than once per hour
- 2 Occasional (0-33%) or < 1 hour, Lifting once per 30 minutes
- 3 Frequent (34-66%), 1-3 hours, Lifting once every 2 minutes.
- 4 Continuously (67-100%), greater than 3 hours, Lifting once every 15 sec.

1	2	3	4	Activity
<input checked="" type="checkbox"/>				Climbing
		<input checked="" type="checkbox"/>		Bending
		<input checked="" type="checkbox"/>		Crouching
<input checked="" type="checkbox"/>				Squatting
<input checked="" type="checkbox"/>				Crawling
		<input checked="" type="checkbox"/>		Kneeling
<input checked="" type="checkbox"/>				Balancing
		<input checked="" type="checkbox"/>		Pulling with force
<input checked="" type="checkbox"/>				Reaching above head
<input checked="" type="checkbox"/>				Reaching over shoulder
<input checked="" type="checkbox"/>				Twisting at the waist
		<input checked="" type="checkbox"/>		Push/Pull up to 100 lbs.
		<input checked="" type="checkbox"/>		Lift/carry up to 50 lbs.
	<input checked="" type="checkbox"/>			Lift from floor level
	<input checked="" type="checkbox"/>			Lift from waist level
<input checked="" type="checkbox"/>				Lift above shoulder/head

Texas Health Presbyterian Hospital Rockwall  
Job Description

<b>Department:</b>	<i>EVS</i>	<b>Job Title: EVS Floor Tech</b>
<b>Standard</b>	<b>Performance Dimension Competency</b>	<b>Key Actions / Job Activities</b>
<p><b>I. Service Excellence</b></p> <p>Demonstrates adequate skills in all forms of communication. Works well with others in the spirit of teamwork and cooperation. Exhibits specific attitudes, sense of ownership, and ensures departmental commitment to service excellence.</p>	<p><b>A. Ethics/Confidentiality/ Integrity</b></p> <p>Responsible to act with Integrity at all times when representing PHR. Integrity is the basis of every individual's and PHR's reputation.</p>	<p><b>1. Abides by ethical standards.</b> a. Adheres to standards as noted in PHR Standards of Behavior Handbook.</p> <p><b>2. Ensures customer confidentiality.</b> a. Does not discuss confidential information in public areas. b. Uses "you don't say" policy</p> <p><b>3. Demonstrates honesty.</b> a. Displays fairness, trustworthiness, and honesty b. Respects opinion of others.</p>
	<p><b>B. Ambassador</b></p> <p>Positive messenger or ambassador for PHR. Takes pride in the organization.</p>	<p><b>1. Takes pride.</b> a. Positively represents PHR. b. Actively participates in committees and activities.</p> <p><b>2. Demonstrates attention to cleanliness.</b> a. Picks up litter in hallways. b. Keeps workstation / area neat. c. Reports conditions that need attention/improvement.</p>
	<p><b>C. Safety Awareness</b></p> <p>Strives to provide an incident free environment.</p>	<p><b>1. Demonstrates safety awareness.</b> a. Reports all accidents and incidents promptly and documents completely. b. Recognizes, corrects, reports any safety hazard. c. Understands policies and procedures related to safety issues. d. Practices safety. e. Knows the definition and action to take for each drill.</p>
	<p><b>D. Communication</b></p> <p>Committed to listening attentively to customers to fully understand their needs. Close attention given to both verbal and nonverbal communications. Delivers messages to customers with courtesy clarity, and care.</p>	<p><b>1. Properly greets customers.</b> a. Greets customers by name/title with friendly attitude</p> <p><b>2. Demonstrates active listening.</b> a. Listens to customers without interruption. Gives undivided attention, maintains eye contact. b. Listens to customer's concerns showing caring. Gives positive feedback. c. Seeks out someone who can answer questions. d. Communicates problems/pertinent info to supervisor. e. Assists customers w/special communication needs.</p> <p><b>3. Demonstrates proper phone manners.</b> a. Addresses callers with appropriate title and name. b. Learns to operate the telephones. When transferring a call, provides caller w/ ext number and dept name c. Asks "May I help you?" d. Answers all calls within 3-5 rings. e. Answers all calls, identifies dept. and name. f. Gets callers' permission to place on hold. g. Thanks the caller for holding when returning. h. Acknowledges caller on hold.</p> <p><b>4. Uses pagers and/or wireless phones.</b> a. Makes effort to decrease overhead pages.</p>
	<p><b>E. Professionalism</b></p> <p>Exhibits a sense of ownership by taking pride in what one does, is responsible for outcomes, and recognizes work as a reflection of self. Reflects respect for customer through appearance.</p>	<p><b>1. Demonstrates a positive attitude.</b> a. Responds professionally to constructive criticism. b. Assumes responsibility. Does not say "it is not my job." c. Does not allow personal life to interfere with productivity. d. Does not allow external situations to affect mood, attitude, and actions while at work.</p>
	<p><b>F. Customer Care</b></p> <p>Committed to customers. Reflects commitment to highest quality of care for the customer.</p>	<p><b>1. Takes action to exceed customer expectations.</b> a. Proactively looks for ways to improve processes. b. Anticipates needs, offers assistance without being asked c. Offers assistance if someone needs directions. d. Addresses expectations promptly. e. Respects privacy (knocks, pulls drapes, allows confidential area for discussions, proper size gowns). f. "TACK" Thanks-Apologizes-Corrects and Takes Action</p>

Texas Health Presbyterian Hospital Rockwall  
Job Description

<b>Department:</b>	<i>EVS</i>	<b>Job Title: EVS Floor Tech</b>
<b>Standard</b>	<b>Performance Dimension Competency</b>	<b>Key Actions / Job Activities</b>
<b>I. Service Excellence</b> (continued)	<b>G. Commitment to Co-Workers</b>  Respects common purpose of team. Recognizes contributions of co-workers toward the healthcare team.	<b>1. Interpersonal relations.</b> a. Treats others with courtesy and respect. b. Shows consideration towards others. c. Does not undermine other's work. d. Utilizes proper chain of command e. Welcomes newcomers. <b>2. Punctuality / Attendance</b> a. Adheres to organization and department policies related to attendance, tardiness, breaks, time clocks.
<b>II. Hospital Standards</b>  Adheres to established standards, policies, procedures, and protocols. Supports the philosophy of healthcare delivery and quality of care as identified through policy, as well as, the mission and vision of the facility.	<b>A. Hospital Standards</b>  Abides by all hospital standards.	<b>1. Abides by ethical standards.</b> a. Adheres to standards as noted in PHR Ethical Conduct Handbook. b. Adheres to internal controls & ethical financial practices <b>2. Hospital Standards</b> a. Supports corporate and hospital philosophy, mission and vision. b. Supports corporate and hospital objectives. c. Accepts and supports change in facility policy and procedures. Adheres to all plans, policies and procedures d. Accepts and supports changes in work assignment as related to departmental and customer needs. e. Adheres to dress code and personnel policies.
	<b>B. Infection Control</b>  Demonstrates adherence to Infection Control Practices	<b>1. Infection Control</b> a. Demonstrates adherence to infection control policies and procedures. b. Follows appropriate hand washing techniques. c. Knows location and use of Personal protection equipment. d. Complies with OSHA regulations such as Blood borne pathogens e. Adheres to the Exposure Control Plan and TB Exposure Control Plan. f. Notifies Infection Control Practitioner of real or potential exposures. g. Complies with Hazardous Waste Mgt. Plan h. Completes annual employee required screening without management follow-up.
<b>III. Educational and Development</b>  Maintains appropriate skills	<b>A. Skills development</b>  Must maintain computer skill and customer service skills	<b>1. Skill Essential for position</b> a. Maintain training as updates occur with CPSI and other computer systems <b>2. Participates in mandatory in-services and continuing education.</b> a. Participates in all departmental and hospital wide education offerings to keep skills current. b. Attends minimum 75% of unit / departmental staff meetings. <b>3. Annual Education</b> a. Completes annual requirements by established timelines without the requirement of management follow-up. b. Ensures education and certifications are maintained to meet position requirements. c. Participates in CEUs and utilizes information in areas of practice.

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Job Description

<b>Department:</b>	EVS	<b>Job Title:</b> EVS Floor Tech
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Standard	Performance Dimension Competency	Key Actions / Job Activities
<b>IV. Job Knowledge and Productivity</b> Completes position responsibilities by following established guidelines and protocols within the appropriate time frame.	<b>A. Service Delivery</b>  Provides adequate environment.	<b>1. Service Delivery System</b> a. Participates as part of the service delivery team b. Interacts on a continuous basis with other depts by directing activities towards problem resolution c. Informs Supervisor of issues or concerns when appropriate
		<b>2. Provides for Service Delivery</b> a. Answers questions of hospital staff. b. Establishes delivery system that meets the needs of the units c. Possesses knowledge, experience and is competent to perform job duties. d. Follows policies, procedures, standards for area
	<b>B. Staff Accountability</b>  Accountable for environment of care standards.	<b>1. Accountabilities:</b> a. Checks the needs of the staff members and responds appropriately b. Timely delivery of services c. Timely processing of requests. d. Adherence to change of shift routines. e. Adherence to code procedures f. Maintaining assigned equipment.
	<b>C. Complaint Resolution</b> Addresses complaints	<b>1. Investigates and responds to complaints.</b> a. Promptly and fully responds to complaints from patients, visitors, physicians, staff. b. Acts on or appropriately refers all complaints

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<b>Department:</b>	EVS	<b>Job Title:</b> EVS Floor Tech
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Standard	Performance Dimension Competency	Key Actions / Job Activities
<b>V. Position Specific Performance</b> Performs specific job functions at an acceptable level.	<b>A. Job Related Tasks</b>	<b>1. Integrate department services into primary job related tasks (floor care).</b> a. Vacuums assigned carpets according to guideline: b. Keeps floors mopped and buffed according to guidelines c. Extracts carpets according to established guidelines. d. Strips floors and buffs/refinishes according to established procedures e. Clean stairwells as assigned to established protocols. f. Maintains outside areas and entrances. g. Clean elevators as assigned without disruption of service.
	<b>B. Operation of equipment</b>	<b>1. Uses equipment safely and to standards</b> a. Keeps equipment clear b. Demonstrates ability in the use of equipment c. Stores equipment in the proper location d. Never leaves equipment unattended e. Never uses equipment that has safety problem f. Reports any problems concerning equipment
	<b>C. Sanitation and Safety</b>	<b>1. Follows safety and sanitation procedures</b> a. Uses proper procedure when handling trash, medical waste and linen. b. Demonstrates proper use and storage of all chemicals. c. Demonstrates good safety practices involving wet floors. d. Keeps supplies stored in their proper location e. Understands sanitation standards for personal items in work area. f. Keeps work area clean and organized at all times g. Keeps utility areas clear of trash and linen

Department Name / Number: <b>Medical Telemetry / PSU</b>	Position Title: <b>Patient Care Technician</b>	Reports To: <b>Director</b>
Effective Date: April 2012	Position Number:	FLSA Status: <b>Non-exempt</b>
Review/ Revision Date:		
I have reviewed the job requirements and verify that I can perform the minimum requirement and essential job functions of this position.		
Employee Signature:		Date:

**POSITION SUMMARY:**

Provides a safe environment, assists with activities of daily living, gives emotional and social support and attends to the patients' physical comfort. Clinical knowledge to perform general interventions for the patient. Works directly under the direction, guidance and supervision of the Registered Nurses and LVNs. The Certified Nursing Assistant and/or Patient Care Tech is allowed to work independently when providing total care or assistance to the patient. Works tactfully and cooperatively with patients, families, visitors and staff. Provides for patient privacy and confidentiality at all times.

**MINIMUM REQUIREMENTS FOR THIS POSITIONS (Essential Job Functions):**

Requires High School or equivalent, current BLS certification and a minimum of one year of experience. Verbalize and document data and information both verbally and in writing required; as in the ability to express or exchange ideas by means of the spoken and written work. Maintains confidentiality at all times.

**POSITION RESPONSIBILITIES:**

- Standard I: Service Excellence (Communication / Interpersonal Skills)**  
Demonstrates adequate skills in all forms of communication. Works well with others in a spirit of teamwork and cooperation. Exhibits specific attitudes, sense of ownership, and ensures departmental commitment to service excellence.
- Standard II: Hospital / Department Standard**  
Adheres to established standards, policies, procedures, and protocols. Supports the philosophy of healthcare delivery and quality of care as identified through policy, as well as the mission and vision of the facility.
- Standard III: Education / Development / Initiative**  
Maintains education and development appropriate for position.
- Standard IV: Job Knowledge and Productivity**  
Completes position responsibilities by following established guidelines and protocols within the appropriate time frame.
- Standards V: Position Specific Performance Criteria / Essential Job Functions**  
Performs specific job functions at an acceptable level.

POSITION (MINIMUM) REQUIREMENT CHECKLIST

Position Title: Patient Care Tech

Department: Medical Telemetry / PSU

**REQUIREMENTS**

- High School or GED
- 2 year / Associate Degree (Preferred)
- 4 year / Bachelor's Degree (Preferred)
- Post Graduate Degree (Preferred)
- License:
- Certification: (Preferred)  BLS  ACLS (Preferred)  PALS  NRP
- Other: \_\_\_\_\_

**EXPERIENCE**

- None
- 6-12 months
- 1-3 years clinical / management
- 3-5 years clinical / management
- More than 5 years (Preferred)
- Other: \_\_\_\_\_

**DEGREE OF SUPERVISION**

- Self Directed  Moderate
- Minimal  Direct

**SKILLS**

- Organizational
- Verbal
- Interpersonal
- Customer Relations
- Mathematical
- Analytical
- Grammar / Spelling
- Read / Comprehend Written
- Follow Verbal Instructions
- Transcription
- Computer (Specify): Basic word processing, order entry spreadsheets and email

- Clerical (Specify): Document Management, etc.

- Department Specific: Pyxis Mgt, Order Entry

**AGE OF PATIENTS SERVED**

- neonate (birth-one year)
- Pediatric (1 -12 years)
- Adolescent (13-18 years)
- Adult (19-65 years)
- Geriatric (More than 65 years)

**MENTAL AND EMOTIONAL REQUIREMENTS**

- Manage stress appropriately
- Make decisions under pressure
- Manage anger/fear/hostility/violence or other appropriately
- Work Alone
- Work in confined or crowded areas

**HAZARDS**

- Exposure to toxic/caustic/chemicals or detergents CHEMO
- Exposure to extreme conditions hot or cold
- Exposure to dust/fumes/gases
- Exposure to moving mechanical parts
- Exposure to potential electric shock
- Exposure to high pitch noises
- Exposure to communicable diseases
- Exposure to blood and or body fluids
- Exposure to excessive sunlight or work outdoors
- Unprotected heights
- CRT/ Computer Monitor
- Operating Heavy Equipment
- Other: \_\_\_\_\_

**PERSONAL PROTECTIVE EQUIPMENT NEEDS**

- Gloves  Gowns
- Masks  Back Belts
- Goggles  Lead Aprons
- Decontamination Suits
- Respirator N95
- Respirator PAPR

**PHYSICAL REQUIREMENTS**

- Sedentary Work**-Prolonged periods sitting and exert up to 10lbs of force occasionally
- Light Work**- Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs frequently.
- Medium Work**-Exert up to 50 lbs. of force occasionally, and/or up to 20 lbs frequently and/or up to 10 lbs. constantly.
- Heavy Work**- Exert up to 100 lbs. Of force occasionally, and/or to 50lbs. frequently and/or up to 20 lbs. constantly.
- Very Heavy Work**-Exert up to 100 lbs. of force occasionally, and/or 50 lbs frequently, and/or over 20 lbs. constantly.

**PHYSICAL REQUIREMENTS CONT.**

The minimum requirements of this position include the following.

- Stand for 1 hour(s) per day
- Sit for 2 hours per day
- Walk for 1/2 hour per day
- Perform repetitive tasks/motions
- Hear alarms/telephone/take/recorder/normal voice
- Have clarity of vision

**REQUIRED ACTIVITIES**

- 1 Never-Seldom, lifting less than once per hour
- 2 Occasional (0-33%) or < 1 hour, Lifting once per 30 minutes
- 3 Frequent (34-66%), 1-3 hours, Lifting once every 2 minutes.
- 4 Continuously (67-100%), greater than 3 hours, Lifting once every 15 sec.

1	2	3	4	Activity
<input checked="" type="checkbox"/>				Climbing
	<input checked="" type="checkbox"/>			Bending
	<input checked="" type="checkbox"/>			Crouching
	<input checked="" type="checkbox"/>			Squatting
<input checked="" type="checkbox"/>				Crawling
	<input checked="" type="checkbox"/>			Kneeling
<input checked="" type="checkbox"/>				Balancing
	<input checked="" type="checkbox"/>			Pulling with force
	<input checked="" type="checkbox"/>			Reaching above head
	<input checked="" type="checkbox"/>			Reaching over shoulder
		<input checked="" type="checkbox"/>		Twisting at the waist
	<input checked="" type="checkbox"/>			Push/Pull up to 5 lbs.
	<input checked="" type="checkbox"/>			Lift/carry up to 5 lbs.
	<input checked="" type="checkbox"/>			Lift from floor level
	<input checked="" type="checkbox"/>			Lift from waist level
	<input checked="" type="checkbox"/>			Lift above shoulder/head



Texas Health Presbyterian Hospital Rockwall  
Job Description

<b>Department / (#):</b>	<i>Medical Telemetry/PSU</i>	<b>Job Title: Patient Care Technician</b>
	<b>Performance Dimension</b>	
<b>Standard</b>	<b>Competency</b>	<b>Key Actions / Job Activities</b>
<b>I. Service Excellence</b>  Demonstrates adequate skills in all forms of communication. Works well with others in the spirit of teamwork and cooperation. Exhibits specific attitudes, sense of ownership, and ensures departmental commitment to service excellence.	<b>A. Ethics/Confidentiality/Integrity</b> Responsible to act with Integrity at all times when representing PHR. Integrity is the basis of every individual's and PHR's reputation.	<b>1. Abides by ethical standards.</b> a. Adheres to standards as noted in PHR Standards of Behavior Handbook.  <b>2. Ensures customer confidentiality.</b> a. Does not discuss confidential info in public areas. b. Uses "you don't say" policy <b>3. Demonstrates honesty.</b> a. Displays fairness, trustworthiness, and honesty. b. Respects opinion of others.
	<b>B. Ambassador</b>  Positive messenger or ambassador for PHR. Takes pride in the organization.	<b>1. Takes pride.</b> a. Positively represents PHR. b. Actively participates in committees and activities. <b>2. Demonstrates attention to cleanliness.</b> a. Picks up litter in hallways. b. Keeps workstation / area neat. c. Reports conditions that need attention/improvement.
	<b>C. Safety Awareness</b>  Strives to provide an incident free environment.	<b>1. Demonstrates safety awareness.</b> a. Reports all accidents and incidents promptly and documents completely. b. Recognizes, corrects, reports any safety hazard. c. Understands policies and procedures related to safety issues. d. Practices safety. e. Knows the definition and action to take for each drill.
	<b>D. Communication</b>  Committed to listening attentively to customers to fully understand their needs. Close attention given to both verbal and nonverbal communications. Delivers messages to customers with courtesy clarity, and care.	<b>1. Properly greets customers.</b> a. Greets customers by name/title with friendly attitude. <b>2. Demonstrates active listening.</b> a. Listens to customers without interruption. Gives undivided attention, maintains eye contact. b. Listens to customer's concerns showing caring. Gives positive feedback. c. Seeks out someone who can answer questions. d. Communicates problems/pertinent info to supervisor. e. Assists customers w/special communication needs.  <b>3. Demonstrates proper phone manners.</b> a. Addresses callers with appropriate title and name. b. Learns to operate the telephones. When transferring a call, provides caller with extension number and department name. c. Asks "May I help you?" d. Answers all calls within 3-5 rings. e. Answers all calls, identifies dept. and name. f. Gets callers' permission to place on hold. g. Thanks the caller for holding when returning. h. Acknowledges caller on hold. <b>4. Uses pagers and/or wireless phones.</b> a. Makes effort to decrease overhead pages.
	<b>E. Professionalism</b> Exhibits a sense of ownership by taking pride in what one does, is responsible for outcomes, and recognizes work as a reflection of self. Reflects respect for customer through appearance.	<b>1. Demonstrates a positive attitude.</b> a. Responds professionally to constructive criticism. b. Assumes responsibility. Does not say "it is not my job."  c. Does not allow personal life to interfere with productivity.  d. Does not allow external situations to affect mood, attitude, and actions while at work.
	<b>F. Customer Care</b>  Committed to customers. Reflects commitment to highest quality of care for the customer.	<b>1. Takes action to exceed customer expectations.</b> a. Proactively looks for ways to improve processes. b. Anticipates needs, offers assistance without being asked.  c. Offers assistance if someone needs directions. d. Addresses expectations promptly. e. Respects privacy (knocks, pulls drapes, allows confidential area for discussions, proper size gowns). f. "TACK" Thanks-Apologizes-Corrects and Takes Action

Texas Health Presbyterian Hospital Rockwall  
Job Description

<b>Department / (#):</b>	<i>Medical Telemetry/PSU</i>	<b>Job Title: Patient Care Technician</b>
<b>Standard</b>	<b>Performance Dimension Competency</b>	<b>Key Actions / Job Activities</b>
<b>I. Service Excellence</b> (continued)	<b>G. Commitment to Co-Workers</b>  Respects common purpose of team. Recognizes contributions of co-workers toward the healthcare team.	<b>1. Interpersonal relations.</b> a. Treats others with courtesy and respect. b. Shows consideration towards others. c. Does not undermine other's work. d. Utilizes proper chain of command e. Welcomes newcomers.
		<b>2. Punctuality / Attendance</b> a. Adheres to organization and department policies related to attendance, tardiness, breaks, time clocks.
<b>II. Hospital Standards</b>  Adheres to established standards, policies, procedures, and protocols. Supports the philosophy of healthcare delivery and quality of care as identified through policy, as well as, the mission and vision of the facility.	<b>A. Hospital Standards</b>  Abides by all hospital standards.	<b>1. Abides by ethical standards.</b> a. Adheres to standards as noted in PHR Ethical Conduct Handbook. b. Adheres to internal controls & ethical financial practices.
		<b>2. Hospital Standards</b> a. Supports corporate and hospital philosophy, mission and vision. b. Supports corporate and hospital objectives. c. Accepts and supports change in facility policy and procedures. Adheres to all plans, policies and procedures. d. Accepts and supports changes in work assignment as related to departmental and customer needs. e. Adheres to dress code and personnel policies.
	<b>B. Infection Control</b> Demonstrates adherence to Infection Control Practices	<b>1. Infection Control</b> a. Demonstrates adherence to infection control policies and procedures. b. Follows appropriate hand washing techniques. c. Knows location and use of personal protection equip. d. Complies with OSHA regulations such as blood borne pathogens. e. Adheres to the Exposure Control Plan and TB Exposure Control Plan. f. Notifies Infection Control Practitioner of real of potential exposures. g. Complies with Hazardous Waste Management Plan. h. Completes annual employee required screening without management follow-up.
<b>III. Educational and Development</b>  Maintains appropriate skills	<b>a. Skills development</b> Must maintain competent skills & customer service skills	<b>1. Certification</b> a. Maintains all necessary training & skills without management follow-up.
		<b>2. Participates in mandatory in-services and continuing education.</b> a. Participates in all departmental and hospital wide education offerings to keep skills current. b. Attends minimum of 75% of unit / departmental staff meetings.
		<b>3. Annual Education</b> a. Completes annual requirements by established timelines without the requirement of management

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<b>Department:</b>	<i>Medical Telemetry/PSU</i>	<b>Job Title: Patient Care Technician</b>
<b>Standard</b>	<b>Performance Dimension Competency</b>	<b>Key Actions / Job Activities</b>
<b>IV. Job Knowledge and Productivity</b> Provides technical assistance and supportive patient care	<b>A. Care Delivery</b>  <b>Provides Direct Support Care to Assigned Patient Population</b>	<b>1. General Functions</b> a. Assists with activities of daily living. b. Gives emotional support and social support to patients, caregivers and / or significant other. c. Provides for patient's personal hygiene: performs oral suctioning and superficial wound care, assist with chronic wound care, provides skin care for patient with TED hose, cares for the incontinent patient. d. Assists with feeding. e. Provides and maintains a clean, safe environment and performs and / or assists others to perform aseptic techniques, insolation procedures and Infection Control.
	<b>2. Responsibilities</b>	<b>2. Responsibilities</b> a. Assists with activities of daily living. b. Assists with patient safety related to age and condition. c. Assists with patient specific safety precautions. d. Report and documents data related to patient's needs/emergencies and usual patient and family behavior and cares for the patient from a correctional environment <b>e. Back-up &amp; relief for HUC and unit secretary as needed!</b> i. Answers telephone & call lights according to established policies. ii. Able to assist with completing order entry as required. iii. Assists with coordinating patient admission, discharge and transfer as requested.
	<b>B. Patient Rights Legal Issues</b>	<b>1. Adheres to system requirements</b> a. Patient confidentiality of all patient information. b. Adheres to regulation and or / policy as staff being a witness to legal actions c. Adheres to the knowledge of hospital patient bill of rights. d. Protects patient's privacy (physically and psychologically). e. Protects patient's valuables as specified by hospital policy.
	<b>C. Safety/Emergency situations</b>	<b>1. Completes incident reports</b> a. Reports and completes all information for all patients and employees. b. Adheres to all safety regulation policies/procedures. <b>2. Providing Continuity of Care</b> a. Responds to the following unit / patient crisis or situations as outlined in performance standards and policies and procedures.
	<b>D. Age Specific Care</b>  <b>Demonstrates the knowledge and skills necessary to provide care appropriate to the age of the patient population in the service unit(s)</b>	<b>1. Ensures care delivery system is adapted for populations served.</b> a. Demonstrates knowledge of growth and development over the life span, assesses and interprets data considering developmental and age status and plans an approach based on each patient;s requirement relative to age-specific needs. b. Safely and properly delivers age and specialty appropriate care to identified patient group c. Competently plans and prioritizes age and specialty appropriate care for identified patient gorup. d. Demostrates competence in carrying out established procedures for all ages.

Texas Health Presbyterian Hospital Rockwall  
Job Description

<b>Department:</b>	<i>Medical Telemetry/PSU</i>	<b>Job Title: Patient Care Technician</b>
<b>Standard</b>	<b>Performance Dimension Competency</b>	<b>Key Actions / Job Activities</b>
<b>V. Functions Competently to provide the basic care</b>	<b>A. Patient Care Delivery</b>	<b>1. Patient Care Duties</b> a. Assists with direct/indirect patient care under direct supervision of licensed nurse b. Responds to codes as directed by licensed personnel. c. Maintains working knowledge of unit level structure standards / policy / procedure d. Maintains competency for skill level e. Provides patient's with daily activities knowledgeable.
	<b>B. Knowledge</b>  Competency in the basic skills delivered in patient care	<b>1. Basic delivery performance skills</b> a. Maintains patient care areas with appropriate supplies. b. Assist in keeping the patient's area clean and comfortable for the patient / family. d. Orients new personnel to the service area.
	<b>C. Staffing Policies</b>	<b>1. Follows Policies / Procedures</b> a. Follows policies, procedures, standards, and programs to meet standard of quality and regulatory agency guidelines b. Coordinates and integrates services with other departments, services, organization and the community. c. Practices under the standards; policies and procedure designed by PHR. d. Maintains appropriate quality control programs and assess / improves department performance continuously. e. Develops innovative, unique idea and solutions.
	<b>D. Personnel accountabilities and documentation</b>	<b>1. Personnel Accountabilities</b> a. Demonstrate the ability to identify patient's / family's spiritual needs. b. Recognizes and intervenes to be respectful of the patient's values and / or state, related to health and treatment. c. Demonstrates ability to incorporate the psychosocial aspect of patient/family needs. d. Attends at least 75% of staff meetings and reads all minutes. <b>2. Documentation</b> a. Documents care given

Dept. / Number: Post Surgical Unit	Position Title: <b>Registered Nurse</b>	Reports To: Director
Effective Date: December 2007	Position Number:	FLSA Status: <b>Non-exempt</b>
Review/ Revision Date: 7/9/2011		
I have reviewed the job requirements and verify that I can perform the minimum requirement and essential job functions of this position.		
Employee Signature:		Date:

**POSITION SUMMARY:**

Responsible for providing professional nursing skills in assessing, planning, implementing and evaluating the nursing care for assigned patients. Demonstrates the ability to perform a concise nursing assessment and reassesses and documents the proposed revision of interventions and desired outcomes. Responsible to document all nursing care in all assigned patient records. Demonstrates ability to assess patient's and/or significant other's understanding of and compliance with instructions and health care teaching. Maintains patient's privacy and confidentiality of information and records at all times. Notifies appropriate nursing and medical staff to changes in the patient status. Provides direct care to assigned patients.

**MINIMUM REQUIREMENTS FOR THIS POSITIONS (Essential Job Functions):**

Requires knowledge of Federal and State regulatory agency standards related to health care organizations. Cognitive and technical knowledge and ability to progressively manage care delivery across the continuum of care. The ability to retrieve, communicate and present data and information both verbally and in writing required; as is the ability to express or exchange ideas by means of spoken and written work. Must be flexible with work scheduling. Involves discretion and independent actions within prescribed limits

**POSITION RESPONSIBILITIES:**

- Standard I: Service Excellence (Communication / Interpersonal Skills)**  
Demonstrates adequate skills in all forms of communication. Works well with others in a spirit of teamwork and cooperation. Exhibits specific attitudes, sense of ownership, and ensures departmental commitment to service excellence.
- Standard II: Hospital / Department Standard**  
Adheres to established standards, policies, procedures, and protocols. Supports the philosophy of healthcare delivery and quality of care as identified through policy, as well as the mission and vision of the facility.
- Standard III: Education / Development / Initiative**  
Maintains education and development appropriate for position.
- Standard IV: Job Knowledge and Productivity**  
Completes position responsibilities by following established guidelines and protocols within the appropriate time frame.
- Standards V: Position Specific Performance Criteria / Essential Job Functions**  
Performs specific job functions at an acceptable level.

POSITION (MINIMUM) REQUIREMENT CHECKLIST

Position Title: Registered Nurse

Department: Post Surgical Unit

Dept. # 660

**EDUCATION REQUIREMENTS**

- High School or GED
- 2 year / Associate Degree (Required)
- 4 year / Bachelor's Degree (Preferred)
- Post Graduate Degree (Preferred)
- License: RN
- Certification:
- BLS  NRP
- PALS (Preferred)
- ACLS (Req within 3 mos of hire or transfer)

**EXPERIENCE**

- None
- Less than one year
- 1-3 years clinical
- 3-5 years clinical / management
- More than 5 years (Preferred)
- Other: \_\_\_\_\_

**DEGREE OF SUPERVISION**

- Self Directed  Moderate
- Minimal  Direct

**SKILLS**

- Organizational
- Verbal
- Interpersonal
- Customer Relations
- Mathematical
- Analytical
- Grammar / Spelling
- Read / Comprehend Written
- Follow Verbal Instructions
- Transcription
- Computer (Specify):  
Basic word processing, order entry spreadsheets and email

- Clerical (Specify):  
Document Management, etc.

- Department Specific:  
Pyxis Mgt, Order Entry

**AGE OF PATIENTS SERVED**

- neonate (birth-one year)
- Pediatric (1 -12 years)
- Adolescent (13-18 years)
- Adult (19-65 years)
- Geriatric (More than 65 years)

**MENTAL AND EMOTIONAL REQUIREMENTS**

- Manage stress appropriately
- Make decisions under pressure
- Manage anger/fear/hostility/violence or other appropriately
- Work Alone
- Work in confined or crowded areas

**HAZARDS**

- Exposure to toxic/caustic/chemicals or detergents CHEMO
- Exposure to extreme conditions hot or cold
- Exposure to dust/fumes/gases
- Exposure to moving mechanical parts
- Exposure to potential electric shock
- Exposure to high pitch noises
- Exposure to communicable diseases
- Exposure to blood and or body fluids
- Exposure to excessive sunlight or work outdoors
- Unprotected heights
- CRT/ Computer Monitor
- Operating Heavy Equipment
- Other: \_\_\_\_\_

**PERSONAL PROTECTIVE EQUIPMENT NEEDS**

- Gloves  Gowns
- Masks  Back Belts
- Goggles  Lead Aprons
- Decontamination Suits
- Respirator N95
- Respirator PAPR

**PHYSICAL REQUIREMENTS**

- Sedentary Work**-Prolonged periods sitting and exert up to 10lbs of force occasionally
- Light Work**- Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs frequently.
- Medium Work**-Exert up to 50 lbs. of force occasionally, and/or up to 20 lbs frequently and/or up to 10 lbs. constantly.
- Heavy Work**- Exert up to 100 lbs. Of force occasionally, and/or to 50lbs. frequently and/or up to 20 lbs. constantly.
- Very Heavy Work**-Exert up to 100 lbs. of force occasionally, and/or 50 lbs frequently, and/or over 20 lbs. constantly.

**PHYSICAL REQUIREMENTS CONT.**

*The minimum requirements of this position include the following.*

- Stand for 10 hour(s) per day
- Sit for 2 hours per day
- Walk for 8-10 hour per day
- Perform repetitive tasks/motions
- Hear alarms/telephone/take/recorder/normal voice
- Have clarity of vision

**REQUIRED ACTIVITIES**

- 1 Never-Seldom, lifting less than once per hour
- 2 Occasional (0-33%) or < 1 hour, Lifting once per 30 minutes
- 3 Frequent (34-66%), 1-3 hours, Lifting once every 2 minutes.
- 4 Continuously (67-100%), greater than 3 hours, Lifting once every 15 sec.

1	2	3	4	Activity
<input checked="" type="checkbox"/>				Climbing
	<input checked="" type="checkbox"/>			Bending
	<input checked="" type="checkbox"/>			Crouching
	<input checked="" type="checkbox"/>			Squatting
<input checked="" type="checkbox"/>				Crawling
	<input checked="" type="checkbox"/>			Kneeling
<input checked="" type="checkbox"/>				Balancing
	<input checked="" type="checkbox"/>			Pulling with force
	<input checked="" type="checkbox"/>			Reaching above head
	<input checked="" type="checkbox"/>			Reaching over shoulder
		<input checked="" type="checkbox"/>		Twisting at the waist
	<input checked="" type="checkbox"/>			Push/Pull up to 5 lbs.
	<input checked="" type="checkbox"/>			Lift/carry up to 5 lbs.
	<input checked="" type="checkbox"/>			Lift from floor level
	<input checked="" type="checkbox"/>			Lift from waist level
	<input checked="" type="checkbox"/>			Lift above shoulder/head

Texas Health Presbyterian Hospital Rockwall  
Performance Description

<b>Employee:</b>		
<b>Department:</b>	<i>Post Surgical Unit</i>	<b>Job Title:</b> Registered Nurse

Standard	Performance Dimension Competency	Key Actions / Job Activities
<b>I. Service Excellence</b>  Demonstrates adequate skills in all forms of communication. Works well with others in the spirit of teamwork and cooperation. Exhibits specific attitudes, sense of ownership, and ensures departmental commitment to service excellence.	<b>A. Ethics/Confidentiality/ Integrity</b>  Responsible to act with integrity at all times when representing PHR. Integrity is the basis of every individual's and PHR's reputation.	<b>1. Abides by ethical standards.</b> a. Adheres to standards as noted in PHR Standards of Behavior Handbook.  <b>2. Ensures customer confidentiality.</b> a. Does not discuss confidential info in public areas. b. Uses "you don't say" policy  <b>3. Demonstrates honesty.</b> a. Displays fairness, trustworthiness, and honesty. b. Respects opinion of others.
	<b>B. Ambassador</b>  Positive messenger or ambassador for PHR. Takes pride in the organization.	<b>1. Takes pride.</b> a. Positively represents PHR. b. Actively participates in committees and activities.  <b>2. Demonstrates attention to cleanliness.</b> a. Picks up litter in hallways. b. Keeps workstation / area neat. c. Reports conditions that need attention/improvement.
	<b>C. Safety Awareness</b>  Strives to provide an incident free environment.	<b>1. Demonstrates safety awareness.</b> a. Reports all accidents and incidents promptly and documents completely. b. Recognizes, corrects, reports any safety hazard. c. Understands Policies and Procedures related to safety issues. d. Practices safety. e. Knows the definition and action to take for each drill.
	<b>D. Communication</b>  Committed to listening attentively to customers to fully understand their needs. Close attention given to both verbal and nonverbal communications. Delivers messages to customers with courtesy clarity, and care.	<b>1. Properly greets customers.</b> a. Greets customers by name/title with friendly attitude.  <b>2. Demonstrates active listening.</b> a. Listens to customers without interruption. Gives undivided attention, maintains eye contact. b. Listens to customer's concerns showing caring. Gives positive feedback. c. Seeks out someone who can answer questions. d. Communicates problems/pertinent info to supervisor. e. Assists customers with special communication needs.  <b>3. Demonstrates proper phone manners.</b> a. Addresses callers with appropriate title and name. b. Learns to operate the telephones. When transferring a call, provides caller with extension number and department name. c. Asks "May I help you?" d. Answers all calls within 3-5 rings. e. Answers all calls, identifies department and name. f. Gets caller's permission to place on hold. g. Thanks the caller for holding when returning. h. Acknowledges caller on hold.  <b>4. Uses pagers and/or wireless phones.</b> a. Makes effort to decrease overhead pages.
	<b>E. Professionalism</b>  Exhibits a sense of ownership by taking pride in what one does, is responsible for outcomes, and recognizes work as a reflection of self. Reflects respect for customer through appearance.	<b>1. Demonstrates a positive attitude.</b> a. Responds professionally to constructive criticism. b. Assumes responsibility. Does not say "it is not my job". c. Does not allow personal life to interfere with Productivity. d. Does not allow external situations to affect mood, attitude, and actions while at work.
	<b>F. Customer Care</b>  Committed to customers. Reflects commitment to highest quality of care for the customer.	<b>1. Takes action to exceed customer expectations.</b> a. Proactively looks for ways to improve processes. b. Anticipates needs, offers assistance without being asked. c. Offers assistance if someone needs directions. d. Addresses expectations promptly. e. Respects privacy (knocks, pulls drapes, allows confidential area for discussions, proper size gowns). f. "TACK" Thanks-Apologizes-Corrects and Takes Action

Texas Health Presbyterian Hospital Rockwall  
Performance Description

<b>Employee:</b>		
<b>Department / (#):</b> Post Surgical Unit		<b>Job Title:</b> Registered Nurse
Standard	Performance Dimension Competency	Key Actions / Job Activities
<b>I. Service Excellence</b> (continued)	<b>G. Commitment to Co-Workers</b> Respects common purpose of team. Recognizes contributions of co-workers toward the healthcare team.	<b>1. Interpersonal relations.</b> a. Treats others with courtesy and respect. b. Shows consideration towards others. c. Does not undermine other's work. d. Utilizes proper chain of command. e. Welcomes newcomers.
		<b>2. Punctuality / Attendance</b> a. Adheres to organization and department policies related to attendance, tardiness, breaks, time clocks.
<b>II. Hospital Standards</b> Adheres to established standards, policies, procedures, and protocols. Supports the philosophy of healthcare delivery and quality of care as identified through policy, as well as, the mission and vision of the facility.	<b>A. Hospital Standards</b> Abides by all hospital standards.	<b>1. Abides by ethical standards.</b> a. Adheres to standards as noted in PHR Ethical Conduct Handbook. b. Adheres to internal controls & ethical financial practices.
		<b>2. Hospital Standards</b> a. Supports corporate and hospital philosophy, mission and vision. b. Supports corporate and hospital objectives. c. Accepts and supports change in facility policy and procedures. Adheres to all plans, policies and procedures. d. Accepts and supports changes in work assignment as related to departmental and customer needs. e. Adheres to dress code and personnel policies.
	<b>B. Infection Control</b> Demonstrates adherence to Infection Control Practices	<b>1. Infection Control</b> a. Demonstrates adherence to infection control policies and procedures. b. Follows appropriate hand washing techniques. c. Knows location and use of personal protection equip. d. Complies with OSHA regulations such as blood borne pathogens e. Adheres to the Exposure Control Plan and TB Exposure Control Plan. f. Notifies Infection Control Practitioner of real or potential exposures. g. Complies with Hazardous Waste Management Plan. h. Completes annual employee required screening without management follow-up.
<b>III. Educational and Development</b> Maintains Education and Development appropriate for position.	<b>A. Education and Development</b> Ensures education and certifications are maintained to meet position requirements.	<b>1. Maintains licensure and certifications.</b> a. Maintains all necessary licensures and certifications without management follow-up.
		<b>2. Participates in mandatory in-services and continuing education.</b> a. Participates in all departmental and hospital wide education offerings, mandatory for position. b. Attends unit / departmental staff meetings.
		<b>3. Continuing Education</b> a. Participates in CEUs and utilizes information in areas of practice.
		<b>4. Annual Education</b> a. Completes annual requirements by established timelines without the requirement of management follow-up.
<b>Sectional Comments:</b>		



Texas Health Presbyterian Hospital Rockwall  
Performance Description

<b>Department:</b>	<i>Post Surgical Unit</i>	<b>Job Title:</b> Registered Nurse
Standard	Performance Dimension Competency	Key Actions / Job Activities
<b>V. Functions</b> <b>Competently to provide the nursing process of assessment, diagnosis, planning, implementation, and evaluation</b>	<b>A. Competently and accurately assesses patient and identifies actual and potential diagnosis/patient care need(s)</b>	<b>1. Assessment</b> a. Systematically employs the nursing process b. Assesses patients based on Standards c. Evaluates on a continuous basis <b>2. Intervention</b> a. Prioritizes patient care based on acuity or Urgency of patient's need patient's preferences or choice; available resources; and other department needs for patient availability b. Demonstrates competence in carrying out established nursing process <b>3. Evaluation</b> a. Evaluation of interventions b. Implement plans based on outcomes of evaluations of patient specific intervention
	<b>B. Skills</b> Accountability for own growth and competency and provides opportunities that contribute to the growth and competency of others:	<b>1. Technical Skills</b> a. Competent in performing technical skill as defined in the performance standard b. Performs skills as per policies and procedures c. Documentation of skills applicable to the care of the patient d. Participates in annual skills and competencies as per policy and procedure
	<b>C. Education Competently communicates educational needs to the patient/family/significant other</b>	<b>1. Patient Education</b> a. Assesses the educational needs of the patient/family/significant other b. Documents the education provided c. Assesses the ability of the patient's response to the education provided d. Notify appropriate interdisciplinary staff for resources needed for the patient
	<b>D. Documentation</b> Monitors documentation under the guidance of the Performance Improvement Council	<b>1. Documentation</b> a. Complete the department's and unit tools according to established guidelines b. Complete any designated department check-off-list (refrigerator, logs, monitor) c. Complete documentation of all orders for the patient d. Completes all order entry and chart checks as per policy
	<b>E. Legal/Risk Issues Facilitates Risk Management Plan Implementation</b>	<b>1. Patient Rights/Legal Issues</b> a. Adheres to the policies and procedures in regard to risk management b. Ensures compliance with the Risk Management plan through nursing practice c. Completes incidence reports according to plan
	<b>F. Safety/Emergency Response Manages crisis situations</b>	<b>1. Emergency Situations</b> a. Knowledgeable of policies and procedures for Environment of Care b. Follows all protocols in response to emergency and / or safety issue c. Completes annual safety / emergency competency as per policies and procedure d. Knowledgeable of where the policies and procedures are for the unit

Texas Health Presbyterian Hospital ockwall  
Performance Description

<b>Employee:</b>		
<b>Department:</b> <i>Post Surgical Unit</i>		<b>Job Title:</b> Registered Nurse
Standard	Performance Dimension Competency	Key Actions / Job Activities
<b>IV. Job Knowledge and Productivity</b> Uses specialized knowledge and skill proficiently assess patients and identifies actual and potential nursing patient care needs.	<b>A. Care Delivery</b> To provide direct nursing care to an assigned group of patients and performs nursing duties.	<b>1. Patient Care Delivery System</b> a. Provides direct nursing care to assigned patients b. Participates in assessing, planning, implementing and evaluating the nursing care to the appropriate plan of care c. Performs admission, discharge and transfer procedures d. Participates in assessing, planning, implementing and evaluating the nursing care given. e. Demonstrates ability to observe and record signs, symptoms and behavior including the physiological status of patients, presents proposed revision interventions, and desired outcomes f. Executes written physician's order for assigned patient g. Documents nursing care in assigned records
	Problem solving skills and application of the critical thinking process	<b>2. Provides Resources for Care Delivery</b> a. Communicates in a clear and articulate manner with colleagues, management and staff. b. Able and willing to make decisions c. Develops innovative, unique ideas and solutions d. Evaluates the patient / family responses and outcome(s) to implement care and modifies the plan of care accordingly e. Assists in maintaining a positive learning environment
	<b>B. Delivers safe and therapeutic and compassionate patient care.</b>	<b>1. Delivery of Professional Standards of Practice</b> a. Practices nursing based on standard of professional practice b. Systematically employs the nursing process c. Demonstrates competence in carrying out established nursing procedure d. Prioritizes patient care based on acuity or urgency of patient's needs; patient preferences or choice; available resources; and other department's needs e. Monitors the health status of patients and their response to intervention
	Clinical application of the nursing processes.	<b>2. Ensures adequate preparation for invasive procedures</b> a. Prepares patients according to medical orders b. Ensures pre-op teaching is performed c. Ensures pre-op checklists are complete
	<b>C. Demonstrates accountability for the effectiveness of the care provided to the patient / family</b>	<b>1. Accountability</b> a. Manages patient care through appropriate delegation and resource management including time management b. Communicates effectively with individuals and groups
	<b>D. Age Specific Care</b>  <b>Demonstrates the knowledge and skills necessary to provide care appropriate to the age of the patient population in the service unit(s)</b>	<b>1. Ensures care delivery system is adapted for populations served</b> a. Demonstrates knowledge of growth and development over the life span assesses and interprets data considering development and age status and plans an approach based on each patient's requirement relative to age-specific needs b. Safely and properly delivers age and specialty appropriate care for identified patient group c. Competently plans and prioritizes age and specialty appropriate care for identified patient group d. Demonstrates competence in carrying out established nursing procedures for all ages.
	<b>E. Medication Administration</b> Provides for the safe administration of all medications within department	<b>1. Safe Medication Administration</b> a. Reviews unit specific medication administration practices to ensure safe techniques b. Ensures appropriate control of all medications c. Reviews staff performance in compliance with administration practices d. Randomly reviews all narcotic administration