

JOB DESCRIPTION

| Department Name / Number: | | Position Title: | Floor Tech | Report To: | EVS Director |
|---|---------------------------|----------------------------|----------------------------|-------------|--------------|
| Environmental Services | | Position Number: | | | |
| Effective Date: | Oct-07 | Review/ Revision Date: | | FSKA Status | : Nonexempt |
| I have reviewed the job requireme functions of this position. | ents and verify that I ca | an perform the minimum red | uirement and essential job | | |
| 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 Service | ces | | | - | |
|---|---|---|---|----------------------------|---|---|--|--|
| EDUCATION REC X High School 2 year / Ass Degree (Pre 4 year / Bac Degree (Pre Post Gradua License: Certification BLS PALS Other: EXPERIENCE None X Less than of 1-3 years cli 3-5 years cli | DUIREMENTS or GED ociate ferred) helor's ferred) ate Degree (Preferred) ACLS (Preferred) NRP | MENTAL AND EMOTI REQUIREMENTS X Manage stress a X Make decisions u X Manage anger/fe or other appropria X Work Alone X Work in confined HAZARDS X Exposure to toxic or detergents Exposure to extre hot or cold X Exposure to dust X Exposure to mov X Exposure to high X Exposure to com X Exposure to bloo | ppropriately under pressure ar/hostility/violence ately or crowded areas c/caustic/chemicals eme conditions /fumes/gases ing mechanical parts ntial electric shock pitch noises municable diseases d and or body fluids | PHY The positi X X X X X 1 | Stand Stand Sit for Walk Perfor Hear record Have UIREI Neve per ho Occa Lifting Freque Lifting Conti | um reculude I for 1 I r 2 ho for 1/ rm re alarm der/nc clarit D ACI siona g once uent (i g once nuous | quireathe for the four the for hours petitive petitive petitive petitive petitive for the formal | |
| | Moderate X Direct al elations al Spelling prehend Written al Instructions | outdoors Unprotected heig CRT/ Computer I Operating Heavy Other: PERSONAL PROTEC NEEDS Gloves Masks Goggles Decontamination Respirator N95 Respirator PAPR PHYSICAL REQUIRES Sedentary Work | Monitor Equipment TIVE EQUIPMENT Gowns Back Belts Lead Aprons Suits | X X X X X X | 2 X X | X X X X X X | 4 | Activity Climbing Bending Crouching Squatting Crawling Kneeling Balancing Pulling with force Reaching above head Reaching over shoulder Twisting at the waist Push/Pull up to 100 lbs. Lift/carry up to 50 lbs. Lift from floor level Lift from waist level Lift above shoulder/head |
| X Adult (19-65 | Specific: TS SERVED th-one year) -12 years) (13-18 years) | occasionally. Light Work- Exe force occasionally. Medium Work-E force occasionally frequently and/or X Heavy Work- Exe force occasionally frequently and/or Very Heavy Wor of force occasion | rt up to 20 lbs. of y, and/or up to 10 lbs xert up to 50 lbs. of y, and/or up to 20 lbs up to 10 lbs. constantly. | | | | | |

| Department: | EVS | Job Title: EVS Floor Tech |
|--------------------------|--|--|
| | | |
| | Performance Dimension | |
| Standard | Competency | Key Actions / Job Activities |
| . Service Excellence | A. Ethics/Confidentiality/ | 1. Abides by ethical standards. |
| | Integrity | a. Adheres to standards as noted in PHR Standards of Behavior Handbook. |
| Demonstrates adequate | Responsible to act with | |
| kills in all forms of | Integrity at all times when | 2. Ensures customer confidentiality. |
| communication. Works | representing PHR. | a. Does not discuss confidential information in public areas. |
| vell with others in the | Integrity is the basis | b. Uses "you don't say" policy |
| pirit of teamwork and | of every individual's and | 3. Demonstrates honesty. |
| ooperation. Exhibits | PHR's reputation. | a. Displays fairness, trustworthiness, and honesty |
| pecific attitudes, sense | | b. Respects opinion of others. |
| f ownership, and ensures | B. Ambassador | 1. Takes pride. |
| epartmental commitment | | a. Positively represents PHR. |
| o service excellence. | Positive messenger or | b. Actively participates in committees and activities. |
| | ambassador for PHR. | 2. Demonstrates attention to cleanliness. |
| | Takes pride in the | a. Picks up litter in hallways. |
| | organization. | b. Keeps workstation / area neat. |
| | 0.0 () 4 | c. Reports conditions that need attention/improvement. |
| | C. Safety Awareness | Demonstrates safety awareness. |
| | Ctrives to provide an | a. Reports all accidents and incidents promptly and documents completely. |
| | Strives to provide an | b. Recognizes, corrects, reports any safety hazard. |
| | incident free environment. | c. Understands policies and procedures related to safety issues.d. Practices safety. |
| | | |
| | D. Communication | e. Knows the definition and action to take for each drill. |
| | D. Communication | Properly greets customers. a. Greets customers by name/title with friendly attitude |
| | Committed to listening | 2. Demonstrates active listening. |
| | attentively to customers to | a. Listens to customers without interruption. Gives undivided attention, |
| | fully understand their | maintains eye contact. |
| | needs. Close attention | b. Listens to customer's concerns showing caring. Gives positive feedback. |
| | given to both verbal and | c. Seeks out someone who can answer questions. |
| | nonverbal communications. | d. Communicates problems/pertinent info to supervisor. |
| | Delivers messages to | e. Assists customers w/special communication needs. |
| | customers with courtesy | 3. Demonstrates proper phone manners. |
| | clarity, and care. | 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. |
| | | 4. Uses pagers and/or wireless phones. |
| | | a. Makes effort to decrease overhead pages. |
| | E. Professionalism | Demonstrates a positive attitude. |
| | Exhibits a sense of owner- | a. Responds professionally to constructive criticism. |
| | ship by taking pride in | b. Assumes responsibility. Does not say "it is not my job." |
| | what one does, is | c. Does not allow personal life to interfere with productivity. |
| | responsible for outcomes, | d. Does not allow external situations to affect mood, attitude, and actions |
| | and recognizes work as a | while at work. |
| | reflection of self. Reflects | |
| | respect for customer | |
| | through appearance. | 1 Takes action to exceed quetemor expectations |
| | F. Customer Care | Takes action to exceed customer expectations. Proceedings for ways to improve processes. |
| | | a. Proactively looks for ways to improve processes. |
| | Committed to sustamore | |
| | Committed to customers. | b. Anticipates needs, offers assistance without being asked |
| | Reflects commitment to | b. Anticipates needs, offers assistance without being askedc. Offers assistance if someone needs directions. |
| | Reflects commitment to highest quality of care for | b. Anticipates needs, offers assistance without being askedc. Offers assistance if someone needs directions.d. Addresses expectations promptly. |
| | Reflects commitment to | 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 |
| | Reflects commitment to highest quality of care for | b. Anticipates needs, offers assistance without being askedc. Offers assistance if someone needs directions.d. Addresses expectations promptly. |

| Department: | EVS | Job Title: EVS Floor Tech |
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| | | |
| Standard | Performance Dimension Competency | Voy Astions / Joh Astivities |
| I. Service Excellence | G. Commitment to | Key Actions / Job Activities 1. Interpersonal relations. |
| (continued) | Co-Workers | a. Treats others with courtesy and respect. |
| (continued) | CO-WOIKEIS | b. Shows consideration towards others. |
| | Boonacta common | c. Does not undermine other's work. |
| | Respects common | |
| | purpose of team. | d. Utilizes proper chain of command e. Welcomes newcomers. |
| | Recognizes contributions | |
| | of co-workers toward the | 2. Punctuality / Attendance |
| | healthcare team. | a. Adheres to organization and department policies related to attendance, tardiness, breaks, time clocks. |
| II. Hospital Standards | A. Hospital Standards | 1. Abides by ethical standards. |
| | | a. Adheres to standards as noted in PHR Ethical Conduct Handbook. |
| Adheres to established | Abides by all hospital | b. Adheres to internal controls & ethical financial practices |
| standards, policies, | standards. | 2. Hospital Standards |
| procedures, and protocols. | | a. Supports corporate and hospital philosophy, mission and vision. |
| Supports the philosophy | | b. Supports corporate and hospital objectives. |
| of healthcare delivery | | c. Accepts and supports change in facility policy and procedures. Adheres to |
| and quality of care as | | all plans, policies and procedures |
| identified through | | d. Accepts and supports changes in work assignment as related to departmental |
| policy, as well as, the | | and customer needs. |
| mission and vision of the | | e. Adheres to dress code and personnel policies. |
| facility. | | |
| | B. Infection Control | 1. Infection Control |
| | | a. Demonstrates adherence to infection control policies and procedures. |
| | | b. Follows appropriate hand washing techniques. |
| | Demonstrates adherence | c. Knows location and use of Personal protection equipment. |
| | to Infection Control | d. Complies with OSHA regulations such as Blood borne pathogens |
| | Practices | 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. |
| III. Educational and | A. Skills development | 1. Skill Essential for position |
| Development | | a. Maintain training as updates occur with CPSI and other computer systems |
| | | 2. Participates in mandatory in-services and continuing education. |
| Maintains appropriate | Must maintain computer | a. Participates in all departmental and hospital wide education offerings |
| skills | skill and customer | to keep skills current. |
| | service skills | b. Attends minimum 75% of unit / departmental staff meetings. |
| | | 3. Annual Education |
| | | 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. |

Department: EVS Job Title: EVS Floor Tech

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

Department: EVS Job Title: EVS Floor Tech

| | Performance Dimension | | | |
|----------------------------|--------------------------|---|--|--|
| Standard | Competency | Key Actions / Job Activities | | |
| V. Position Specific | A. Job Related | Integrate department services into primary | | |
| Performance | Tasks | job related tasks (floor care). | | |
| Performs specific job | | a. Vacuums assigned carpets according to guidelines | | |
| functions at an acceptable | | b. Keeps floors mopped and buffed according to | | |
| level. | | 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 aras and entrances. | | |
| | | g. Clean elevators as assigned without disruption | | |
| | | of service. | | |
| | B. Operation of | Uses equipment safely and to standards | | |
| | equipment | a. Keeps equipment clear | | |
| | | b. Demonstrates ability in the use of equipmen | | |
| | | 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 | | |
| | C. Sanitation and Safety | Follows safety and sanitation procedures | | |
| | | 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 involvinç | | |
| | | wet floors. | | |
| | | d. Keeps supplies stored in their proper location | | |
| | | e. Understands sanitation standards for persona | | |
| | | items in work area. | | |
| | | f. Keeps work area clean and organized at all times | | |
| | | g. Keeps utility areas clear of trash and linen | | |



JOB DESCRIPTION

| Department Name / Number: | Position Title: | Reports To: Director |
|--|--|----------------------------|
| Medical Telemetry / PSU | Patient Care Technician | |
| | Position Number: | |
| Effective Date: | Review/ Revision Date: | FLSA Status: Non-exempt |
| April 2012 | | |
| I have reviewed the job requirements and verify that I c | an perform the minimum requirement and essential job | unctions 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 dcoument data and information both verbally and in writing requied; 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.

Patient Care Tech Medical Telemetry / PSU Position Title: Department: 665 REQUIREMENTS MENTAL AND EMOTIONAL PHYSICAL REQUIREMENTS CONT. X High School or GED REQUIREMENTS The minimum requirements of this 2 year / Associate X Manage stress appropriately position include the following. X Make decisions under pressure Degree (Preferred) Stand for 1 hour(s) per day 4 year / Bachelor's X Manage anger/fear/hostility/violence Sit for 2 hours per day Walk for 1/2 hour per day Degree (Preferred) or other appropriately X Perform repetitive tasks/motions Post Graduate Degree (Preferred) Work Alone X Work in confined or crowded areas X Hear alarms/telephone/take/ License: Certification: (Preferred) recorder/normal voice ACLS (Preferred) **HA7ARDS** X Have clarity of vision X BLS NRP X Exposure to toxic/caustic/chemicals **PALS** or detergents Other: **CHEMO** REQUIRED ACTIVITIES Exposure to extreme conditions Never-Seldom, lifting less than once hot or cold **EXPERIENCE** per hour Exposure to dust/fumes/gases 2 Occasional (0-33%) or < 1 hour, None 6-12 months Exposure to moving mechanical parts Lifting once per 30 minutes X 1-3 years clinical / management Exposure to potential electric shock 3 Frequent (34-66%), 1-3 hours, 3-5 years clinical / management Exposure to high pitch noises Lifting once every 2 minutes. More than 5 years (Preferred) Exposure to communicable diseases Continuously (67-100%), greater than 3 hours, Lifting once every 15 sec. Other: X Exposure to blood and or body fluids Exposure to excessive sunlight or work **DEGREE OF SUPERVISION** outdoors 1 3 Activity Self Directed Moderate Unprotected heights Χ Climbing Minimal Direct CRT/ Computer Monitor Bending Χ Operating Heavy Equipment Χ Crouching **SKILLS** Other: Χ Squatting X Organizational Crawling Χ X Verbal PERSONAL PROTECTIVE EQUIPMENT Χ Kneeling X Interpersonal **NFFDS** Χ Balancing X Customer Relations X Gloves Χ Pulling with force X Gowns X Mathematical Masks Back Belts Χ Reaching above head X Goggles Χ Reaching over shoulder X Analytical Lead Aprons X Grammar / Spelling X Decontamination Suits Χ Twisting at the waist X Read / Comprehend Written Χ Χ Push/Pull up to 5 lbs. Respirator N95 X Follow Verbal Instructions Respirator PAPR Χ Lift/carry up to 5 lbs. X Transcription Χ Lift from floor level Χ Computer (Specify): PHYSICAL REQUIREMENTS Lift from waist level Basic word processing, order entry Sedentary Work-Prolonged periods Χ Lift above shoulder/head sitting and exert up to 10lbs of force occasionally spreadsheets and email Light Work- Exert up to 20 lbs. of X Clerical (Specify): force occasionally, and/or up to 10 lbs Document Management, etc. frequently. Medium Work-Exert up to 50 lbs. of X Department Specific: force occasionally, and/or up to 20 lbs Pyxis Mgt, Order Entry frequently and/or up to 10 lbs. constantly. AGE OF PATIENTS SERVED Heavy Work- Exert up to 100 lbs. Of force occasionally, and/or to 50lbs. neonate (birth-one year) frequently and/or up to 20 lbs. constantly. X Pediatric (1 -12 years) X Adolescent (13-18 years) Very Heavy Work-Exert up to 100 lbs. X Adult (19-65 years) of force occasionally, and/or 50 lbs

frequently, and/or over 20 lbs. constantly.

X Geriatric (More than 65 years)

| Department / (#): | Medical Telemetry/PSU | Job Title: Patient Care Technician |
|---|--|--|
| | In | |
| 01 | Performance Dimension | Mary Antique I lab Antiquities |
| Standard Samina Evanuary | Competency | Key Actions / Job Activities |
| . Service Excellence | A. Ethics/Confidentiality/ | Adheres to standards as noted in PHR Standards of Behavior Handbook. |
| Domonotratos adequata | Integrity | a. Adheres to standards as noted in PHR Standards of Benavior Handbook. |
| Demonstrates adequate | Responsible to act with | 2 Encurse auctomor confidentiality |
| kills in all forms of | Integrity at all times when | 2. Ensures customer confidentiality. |
| ommunication. Works | representing PHR. Integrity is the basis | a. Does not discuss confidential info in public areas. |
| ell with others in the pirit of teamwork and | of every individual's and | b. Uses "you don't say" policy 3. Demonstrates honesty. |
| | PHR's reputation. | a. Displays fairness, trustworthiness, and honesty. |
| poperation. Exhibits | FIRS reputation. | · · · |
| pecific attitudes, sense | B. Ambassador | b. Respects opinion of others. 1. Takes pride. |
| f ownership, and ensures | B. Allibassaudi | a. Positively represents PHR. |
| epartmental commitment service excellence. | Positivo mossongor or | |
| service excellence. | Positive messenger or ambassador for PHR. | b. Actively participates in committees and activities. Demonstrates attention to cleanliness. |
| | | |
| | Takes pride in the | a. Picks up litter in hallways. |
| | organization. | b. Keeps workstation / area neat. |
| | C. Safatu Auguspanasa | c. Reports conditions that need attention/improvement. |
| | C. Safety Awareness | 1. Demonstrates safety awareness. |
| | 0 | Reports all accidents and incidents promptly and documents completely. |
| | Strives to provide an | b. Recognizes, corrects, reports any safety hazard. |
| | incident free environment. | c. Understands policies and procedures related to safety issues. |
| | | d. Practices safety. |
| | | e. Knows the definition and action to take for each drill. |
| | D. Communication | 1. Properly greets customers. |
| | | a. Greets customers by name/title with friendly attitude. |
| | Committed to listening | 2. Demonstrates active listening. |
| | attentively to customers to | a. Listens to customers without interruption. Gives undivided attention, maintains |
| | fully understand their | eye contact. |
| | needs. Close attention | b. Listens to customer's concerns showing caring. Gives positive feedback. |
| | given to both verbal and | c. Seeks out someone who can answer questions. |
| | nonverbal communications. | d. Communicates problems/pertinent info to supervisor. |
| | Delivers messages to | e. Assists customers w/special communication needs. |
| | customers with courtesy | |
| | clarity, and care. | 3. Demonstrates proper phone manners. |
| | | 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. |
| | | 4. Uses pagers and/or wireless phones. |
| | | a. Makes effort to decrease overhead pages. |
| | E. Professionalism | Demonstrates a positive attitude. |
| | Exhibits a sense of owner- | a. Responds professionally to constructive criticism. |
| | ship by taking pride in | b. Assumes responsibility. Does not say "it is not my job." |
| | what one does, is | |
| | responsible for outcomes, | c. Does not allow personal life to interfere with productivity. |
| | and recognizes work as a | |
| | reflection of self. Reflects | d. Does not allow external situations to affect mood, attitude, and actions while |
| | respect for customer | at work. |
| | through appearance. | |
| | F. Customer Care | 1. Takes action to exceed customer expectations. |
| | | a. Proactively looks for ways to improve processes. |
| | Committed to customers. | b. Anticipates needs, offers assistance without being asked. |
| | Reflects commitment to | and a state of the |
| | highest quality of care for | c. Offers assistance if someone needs directions. |
| | the customer. | d. Addresses expectations promptly. |
| | the custoffer. | e. Respects privacy (knocks, pulls drapes, allows confidential area for discussions, |
| | | e. Izespecis privacy (kilocks, pulis diapes, allows confidential area for discussions, |
| | | proper size gowns). |

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

| Department: | Medical Telemetry/PSU | Job Title: Patient Care Technician | | |
|--------------------|--------------------------|---|--|--|
| | Performance Dimension | | | |
| Standard | Competency | Key Actions / Job Activities | | |
| V. Job Knowledge | A. Care Delivery | · | | |
| and Productivity | , | a. Assists with activities of daily living. | | |
| Provides technical | | | | |
| assistance and | | and / or significant other. | | |
| supportive | Provides Direct | c. Provides for patient's personal hygiene: performs | | |
| atient care | Support Care to | oral suctioning and superficial wound care, assist with chronic | | |
| | Assigned Patient | wound care, provides skin care for patient with TED hose, cares for | | |
| | Population | the incontinent patient. | | |
| | | · · · · · · · · · · · · · · · · · · · | | |
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| | 2. Responsibilities | | | |
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| | | | | |
| | | as requested. | | |
| | B. Patient Rights | 1. Adheres to system requirements | | |
| | Legal Issues | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | C. Safety/Emergency | | | |
| | situations | a. Penerte and completes all information for all nations and ampleyees | | |
| | Situations | | | |
| | | | | |
| | | | | |
| | | 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. 2. Responsibilities 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 e. Back-up & relief for HUC and unit secretary as neededl 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. | | |
| | D. Age Specific Care | Ensures care delivery system is adapted for | | |
| | | | | |
| | Demonstrates the | · | | |
| | knowledge and skills | | | |
| | necessary to provide | | | |
| | care appropriate to | • ' | | |
| | the age of the patient | | | |
| | populationin the service | , , , | | |
| | unit(s) | | | |
| | | d. Demostrates competence in carrying out established | | |
| | | procedures for all ages. | | |

| Department: | Medical Telemetry/PSU | Job Title: Patient Care Technician | | |
|-----------------------------|----------------------------------|--|--|--|
| | | | | |
| | Performance Dimension | | | |
| Standard | Competency | Key Actions / Job Activities | | |
| /. Functions Competently to | A. Patient Care Delivery | | | |
| provide the basic care | | · | | |
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| | | ' ' | | |
| | | e. Provides patient's with daily activities knowledgeably. | | |
| | B. Knowledge | 1. Patient Care Duties 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 knowledgeably. 1. Basic delivery performance skills 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. 1. Follows Policies / Procedures 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 continuosly. e. Develops innovative, unique idea and solutions. 1. Personnel Accountabilities 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 incorporates the psychosocial aspect of patient/family needs. | | |
| | | a. Maintains patient care areas with appropriate supplies. | | |
| | Competency in the basic | | | |
| | skills delivered in patietn care | 1 ' | | |
| | | d. Orients new personnel to the service area. | | |
| | C. Staffing Policies | 1. Follows Policies / Procedures | | |
| | | a. Follows policies, procedures, standards, and programs to meet standard | | |
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| | D. Personnel | | | |
| | accountabilities | | | |
| | and documentation | · | | |
| | | · | | |
| | | | | |
| | | ' | | |
| | | d. Attends at least 75% of staff meetings and reads all minutes. 2. Documentation | | |
| | | | | |
| | | a. Documents care given | | |



JOB DESCRIPTION

| Dept. / Number: | Post Surgical Unit | Position Title: | Registered Nurse | Reports To: Director |
|-------------------|---|---------------------------|-------------------------------|----------------------------|
| | | Position Number: | | |
| | | Position number. | | |
| Effective Date: | December 2007 | Review/ Revision Date: | 7/9/2011 | FLSA Status: |
| | | | | Non-exempt |
| I have reviewed t | the job requirements and verify that I ca | an perform the minimum re | quirement and essential job f | unctions of this position. |
| | | | | |
| Employee Signa | ature: | | | 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 quidelines and protocols within the appropriate time frame.

Standards V: Position Specific Performance Criteria / Essential Job Functions

Performs specific job functions at an acceptable level.

Post Surgical Unit Position Title: Registered Nurse 660 Department: Dept. # **EDUCATION REQUIREMENTS** MENTAL AND EMOTIONAL PHYSICAL REQUIREMENTS CONT. X High School or GED REQUIREMENTS The minimum requirements of this X 2 year / Associate X Manage stress appropriately position include the following. X Make decisions under pressure Degree (Required) X Stand for 10 hour(s) per day X 4 year / Bachelor's X Manage anger/fear/hostility/violence Sit for 2 hours per day Walk for 8-10 hour per day Degree (Preferred) or other appropriately Post Graduate Degree (Preferred) Work Alone X Perform repetitive tasks/motions Work in confined or crowded areas X Hear alarms/telephone/take/ X License: RN Certification: recorder/normal voice X BLS NRP **HAZARDS** X Have clarity of vision X PALS (Preferred) X Exposure to toxic/caustic/chemicals ACLS (Reg within 3 mos of hire or transfer) or detergents **CHEMO** REQUIRED ACTIVITIES Exposure to extreme conditions 1 Never-Seldom, lifting less than once **EXPERIENCE** hot or cold per hour 2 Occasional (0-33%) or < 1 hour, None Exposure to dust/fumes/gases Less than one year Exposure to moving mechanical parts Lifting once per 30 minutes 1-3 years clinical Exposure to potential electric shock Frequent (34-66%), 1-3 hours, 3-5 years clinical / management Exposure to high pitch noises Lifting once every 2 minutes. Exposure to communicable diseases More than 5 years (Preferred) Continuously (67-100%), greater than Other: Exposure to blood and or body fluids 3 hours, Lifting once every 15 sec. Exposure to excessive sunlight or work **DEGREE OF SUPERVISION** outdoors 3 Activity 2 Χ X Self Directed Unprotected heights Climbina Moderate Minimal Direct CRT/ Computer Monitor Χ Bending Operating Heavy Equipment Χ Crouching **SKILLS** Χ Other: Squatting Χ X Organizational Crawling X Verbal PERSONAL PROTECTIVE EQUIPMENT Χ Kneeling X Interpersonal **NEEDS** Χ Balancing Pulling with force Χ X Customer Relations X Gowns Χ Gloves X Mathematical Χ Masks X Back Belts Χ Reaching above head X Analytical Goggles Lead Aprons Χ Reaching over shoulder Χ X Grammar / Spelling Decontamination Suits Twisting at the waist Χ X Read / Comprehend Written Χ Respirator N95 Χ Push/Pull up to 5 lbs. X Follow Verbal Instructions Respirator PAPR Χ Lift/carry up to 5 lbs. Lift from floor level X Transcription Χ Computer (Specify): PHYSICAL REQUIREMENTS Χ Lift from waist level Basic word processing, order entry Sedentary Work-Prolonged periods Χ Lift above shoulder/head spreadsheets and email sitting and exert up to 10lbs of force occasionally Light Work- Exert up to 20 lbs. of X Clerical (Specify): force occasionally, and/or up to 10 lbs Document Management, etc. frequently. Medium Work-Exert up to 50 lbs. of X Department Specific: force occasionally, and/or up to 20 lbs Pyxis Mgt, Order Entry frequently and/or up to 10 lbs. constantly. AGE OF PATIENTS SERVED Heavy Work- Exert up to 100 lbs. Of neonate (birth-one year) force occasionally, and/or to 50lbs. X Pediatric (1 -12 years) frequently and/or up to 20 lbs. constantly. X Adolescent (13-18 years) Very Heavy Work-Exert up to 100 lbs. X Adult (19-65 years) of force occasionally, and/or 50 lbs

frequently, and/or over 20 lbs. constantly.

X Geriatric (More than 65 years)

Texas Health Presbyterian Hospital Rockwall Performance Description

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

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

Texas Health Presbyterian Hospital Rockwall Performance Description

| Performance Dimension | |
|---------------------------------|---|
| Competency | Key Actions / Job Activities |
| | 1. Assessment |
| | a. Systematically employs the nursing process |
| • | b. Assesses patients based on Standards |
| • | c. Evaluates on a continuous basis |
| | 2. Intervention |
| need(s) | a. Prioritizes patient care based on acuity or Urgency of patient's need |
| | patient's preferences o rchoice; available resources; and other departmen |
| | needs for patient availabilit |
| | b. Demonstrates competence in carrying or established nursing process |
| | 3. Evaluation |
| | a. Evaluation of interventions |
| | b. Implement plans based on outcomes of evaluations of patient specific intervention |
| | b. Implement plans based on outcomes of evaluations of patient specific intervention |
| B. Skills | 1. Technical Skills |
| | a. Competent in performing technical skill as defined in the performance standarc |
| • | b. Performs skills as per policies and procedures |
| and provides opportunities tha | c. Documentation of skills applicable to the care of the patier |
| contribute to the growth | d. Participates in annual skills and competencies as per policy and procedur |
| and competency of others | |
| C. Education Competently | 1. Patient Education |
| communicates | a. Assesses the educational needs of the patient/family/significant othe |
| educational needs to the | b. Documents the education provided |
| patient/family/significant othe | c. Assesses the ability of the patient's response to the education provide |
| | d. Notify appropriate interdisciplinary staff for resources needed for the patie |
| D. Documentation | 1. Documentation |
| Monitors documenation | a. Complete the department's and unit tools according to established guideline |
| under the guidance of the | b. Complete any designated departmen tcheck-off-list (refrigerator, logs, monitor |
| Performance Improvemen | c. Complete documentation of all orders for the patier |
| Council | d. Completes all order entry and chart checks as per polic |
| E. Legal/Risk Issues | 1. Patient Rights/Legal Issues |
| Facilitates Risk | a. Adheres to the policies and procedures in regard to risk managemer |
| Management Plan | b. Ensures compliance with the Risk Management plan through nursing practic |
| Implementatior | c. Completes incidence reports according to plar |
| F. Safety/Emergency | 1. Emergency Situations |
| Response | a. Knowledgeable of policies and procedures for Environment of Car |
| Manages crisis | b. Follows all protocols in response to emergency and / or safety issue |
| situations | c. Completes annual safety / emergency competency as per policies and procedure |
| Situations | d. Knowledgeable of where the policies and procedures are for the ur |
| | A. Competency A. Competently and accurately assesses patient and identifies actual and potential diagnosis/patient care need(s) B. Skills Accountability for owr growth and competency and provides opportunities that contribute to the growth and competency of others C. Education Competently communicates educational needs to the patient/family/significant othe D. Documentation Monitors documenation under the guidance of the Performance Improvemen Council E. Legal/Risk Issues Facilitates Risk Management Plan Implementation F. Safety/Emergency Response Manages crisis |

Texas Health Presbyterian Hospital ockwall Performance Description

| Employee: | Doot Commissi Heli | Joh Title: Pagistared Nurse |
|------------------------------|---|--|
| Department: | Post Surgical Unit | Job Title: Registered Nurse |
| | Performance Dimension | |
| Ctondord | | Kay Astiona / Joh Astivities |
| Standard V. Job Knowledge | A. Care Delivery | Key Actions / Job Activities 1. Patient Care Delivery System |
| and Productivity | To provide direct nursing | a. Provides direct nursing care to assigned patient: |
| ses specialized | care to an assigned | b. Participates in assessing, planning, implementing and evaluating the nursing ca |
| nowledge and skil | group of patients and | to the appropriate plan of care |
| roficiently assess | performs nursing | c. Performs admission, discharge and transfer procedures |
| atients and identifies | duties. | d. Participates in assessing, planning, implementing and evaluating the nursing ca |
| ctual and potentia | | given. |
| ursing patient care | | e. Demonstrates ability to observe and record signs, symptoms and behavic |
| needs. | | 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 | 2. Provides Resources for Care Delivery |
| | and application of the | a. Communicates in a clear and articulate manner with colleagues, manageme |
| | critical thinking process | and staff. b. Able and willing to make decisions |
| | | c. Develops innovative, unique ideas and solution |
| | | d. Evaluates the patient / family responses and outcome(s) to implement care ar |
| | | modifies the plan of care accordingly |
| | | e. Assists in maintaining a positive learning environmer |
| | | 3 2 2 2 2 |
| | B. Delivers safe and | 1. Delivery of Professional Standards of Practice |
| | therapeutic and | a. Practices nursing based on standard of professional practice |
| | compassionate patient | b. Systematically employs the nursing process |
| | care. | 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 need |
| | | patient availability |
| | | e. Monitors the health status of patients and their response to interventior |
| | Clinical applicatior | 2. Ensures adequate preparation invasive Procedures |
| | of the nursing | a. Prepares patients according to medical orders |
| | processes. | b. Ensures pre-op teaching is performed |
| | | c. Ensures pre-op checklists are complete |
| | | |
| | C. Demonstrates | 1. Accountability |
| | accountability for the effectiveness of the | a. Manages patient care through appropriate delegation and resource manageme including time management |
| | care provided to the | b. Communicates effectively with individuals and group: |
| | patient / family | b. Communicates encouvery with marriadals and group |
| | D. Age Specific Care | Ensures care delivery system is adapted for Polulations served |
| | - · | a. Demonstrates knowledge of growth and development over the life spa |
| | Demonstrates the | assesses and interprets data considering development and age status and pla |
| | knowledge and skills | an approach based on each patient;s requrement relative to age-specific need |
| | necessary to provide | b. Safely and properly delivers age and specialty appropriate care for identific |
| | care appropriate to | patient group |
| | the age of the patient | c. Competently plans and prioritizes age and specialty appropriate care for |
| | population in the service | dentified patient group |
| | unit(s) | d. Demonstrates competence in carrying out established nursing procedures f |
| | | all ages. |
| | E. Medication | 1. Safe Medication Administration |
| | Administration | a. Reviews unit specific medication administration practices to ensure safe technique |
| | Provides for the safe | b. Ensures appropriate control of all medications |
| | administration of all | c. Reviews staff performance in compliance with administration practice |
| | medications within department | d. Randomly reviews all narcotic administration |