
**TITLE: POSITION DESCRIPTION FOR NURSE SPECIALIST/PATIENT CARE
COORDINATOR, SERVICE LINE, MILITARY OR CIVILIAN**

INTRODUCTION

This position is that of a Nurse Specialist/Patient Care Coordinator, specific service line, Naval Medical Center, San Diego, California. The employee is responsible for coordinating nursing care and related administrative activities pertaining to the health care needs of patients cared for on multiple units or clinics. These units are designed and equipped to provide a high degree of complex, pre and postoperative surgical care, and specialized medical care for the patient population serviced by the service line.

The employee is assigned to a permanent shift, (8, 10, or 12 hours) but duties, clinical activities, or patient care needs may require him/her to be available at other times. Weekend and holiday work will be scheduled as necessary.

The implementation of case management principles and modalities are pivotal aspects of professional duties of the Nurse Specialist/Patient Care Coordinator. As such, he/she is responsible for a collaborative approach to the health care needs of the high-risk patient(s) in the hospital and after discharge. Interfacing with Case Managers, the health care team and community resources, he/she will ensure preventative, therapeutic, rehabilitative, and psychosocial interventions to ensure continuity of care towards the goal of optimal wellness for the family and patient.

MAJOR DUTIES AND RESPONSIBILITIES:

- Collaborates with the multi-disciplinary team in creating an effective plan of care for each patient. Serves as a liaison between specialties to coordinate care for complex patients, and when appropriate, is the coordinator of that health care plan. Consults and works collaboratively with all health care disciplines at NMCS D to include social Work, Case Management, and Utilization Review.
- Consults with insurance and other agencies in the community as needed to meet all requirements of the patient's health care plan.
- Collaborates with primary medical providers to identify high risk and/or socially fragile patients, for the initiation of a multi-discipline plan of care. Consults and collaborates with already existing departments, command and community programs to ensure appropriate resource utilization to meet the immediate and long term health care needs of the patient and the family.
- Conducts and participates in multi-disciplinary team meetings as nursing consultant and primary patient care coordinator. Monitors patient progression through established clinical paths.
- Assesses and monitors variances from established and accepted parameter, interviews independently or works with primary providers to initiate corrective actions as indicated.
- Promotes cost containment/cost avoidance through collaboration with the command's Case Management program.
- Serves as patient advocate and customer service representative.

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- Identifies nursing and allied health needs of service line patients. Discriminates between normal and abnormal findings to recognize early physical and/or psychosocial problems. Identifies subtle changes in patient's condition and provides insight information to physicians in the diagnosis and treatment of patients.
- Assesses educational needs of patients and families. Ensures the education of patient and family members in health care, nutrition, treatment options, community referrals. Provides verbal and written instructions to the family on matters pertaining to procedures and treatments including potential risks and side effects versus the health benefit.
- Develops staff, patient and family education programs that comply with all regulatory and JCAHO requirements with a focus on Continuous Improvement and family education.
- Educational resource to staff assigned to inpatient and outpatient service line units. Collaborates with all echelons of staff personnel to identify continuing education needs and participates in staff training programs important to the delivery of superior care to all service line patients.
- Reviews, revises, plan, develops and implements policies and procedures necessary for the delivery of quality care to patients and their families.
- Ensures that components of the command's Case Management Program adhere to establish standards of practice and are in keeping with Strategic Goals.
- Designs and implements service line processes to increase staff awareness and involvement with case management.
- Effective change agent; able to influence policy, procedures, and new approaches to nursing practice.
- Directs and guides staff in providing both physical care and psychological support of patients and families. In situations requiring a high degree of skill the incumbent will perform the nursing duties, as well as, closely supervise and guide the staff assigned.
- Provides input into ordering of supplies and new/replacement equipment. Collaborates with other ancillary support departments in troubleshooting problems with specialty equipment.
- Responsible for ongoing service line Continuous Improvement Program.
- Evaluates the clinical performance and competency of assigned nursing staff.
- Performs all other duties, procedures, and assignments as directed by the Advanced Practice Nurse (NP or CNS), Business Manager or Medical Director.
- Plans and coordinates the training and development of service line staff.
- Evaluates employee(s) work performance and clinical competency.
- Plans, schedules, and coordinates work operation in the department.
- Solves problems related to work and personnel supervised.
- Defines and determines material, equipment, and facilities necessary for the service line.

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- Conducts staff meetings for the purpose of explaining policies, procedures and goals of the department to obtain the support of employees in the implementation.
- Effectively interfaces with employees and union representatives on employee suggestions, complaints, grievances and other matters involved in day-to-day administration of labor-management agreement.

FACTOR LEVEL DESCRIPTIONS:

FACTOR 1. Knowledge Required:

- Registered Nurse with current license. Certificate in Case Management from professional organization preferred.
- Fully qualified RN with a BSN or its equivalent with five years clinical experience in specialty nursing.
- One or more years of supervisory experience required.
- Knowledge and ability to react appropriately in emergent situations and initiate emergency procedures.
- Knowledge and skill to develop teaching plans and teach staff and families about the disease process, changes in life style and the availability of community resources.
- Must maintain current venipuncture, blood and BLS certifications.
- Knowledge of safety and infection control procedures.
- Skill and knowledge of the operation of specialized unit equipment, monitors and computer systems.
- Knowledge of staff development and adult learning techniques.
- Skill in personnel management and competency assessment.
- Keeps current in nursing practice by attending inservice programs, seminars and workshops and reading current literature.

FACTOR 2. Supervisory Controls:

Supervision is by the Advanced Practice Nurse, Business Manager, or Medical Director, Service Line for administrative matters pertaining to all levels of care delivered to patients and their families. The incumbent works independently and is self-directed. There is regular and ongoing consultation between the incumbent and the physician staff to review clinical concerns such as fulfillment of treatment objective(s), the effect of advice and teaching given to patients and families, and staff competency. Results of clinical work are considered as authoritative and are normally accepted without question or change.

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FACTOR 3. Guidelines:

Guidelines used include, but are not limited to, NAVMEDCEN SDIEGO instructions and notices, BUMED instructions and notices, Plan of the Day, Unit SOPs, Navy and JCACHO nursing Standards, and professional standards endorsed by national nursing organizations. Medical guidelines come directly from physicians.

The incumbent is self-directed in the clinical application of guidelines while conforming to care standards and protocols. Work requires independent judgement for interpreting and adapting guidelines to meet patient care and staff /patient/family educational needs. Initiates revisions of guidelines for the specialty, keeping pace with new technology, research, and advances in practice for the delivery of state-of-the-art care to service line patients. The incumbent is an authority in the development, application and interpretation of guidelines for the specialty.

FACTOR 4. Complexity:

Functions as an important communication and management interface to ensure that the complicated support required of specialty patients is optimized by utilization of all appropriately available medical and nursing resources both within and outside of the organization. The duties require that the incumbent have emotional maturity, organizational ability to pursue issues and/or assignments concurrently or sequentially, and professional commitment. The nature of the position involves advanced familiarity with surgical techniques, expert supervisory skills and extensive nursing care capabilities. At times, because of the complicated technical aspects of the job, the nurse may be placed in situations, where there may be no conventionally accepted methods of handling problems that develop. Decisions regarding what needs to be done include largely undefined issues and elements, requiring extensive probing and analysis to determine the nature, scope and approach to the problem. Alternatively, the rapidly changing field of nursing, requires that the nurse maintain and continually update his/her knowledge.

FACTOR 5. Scope and Effect:

The purpose of the work is to establish criteria, define treatment programs, develop new approaches to patient care and staff/patient/family education, and assess effectiveness of treatment regimens for surgical patients. The incumbent's performance affects a wide range of services throughout the organization and the local community, and directly impacts on how the agency is regarded by its civilian counterparts. Performance also affects the overall function and success of the Service Line from an operational and learning aspect. The performance of the work affects the safety, comfort and attitudes of patients and their families.

FACTOR 6. Personnel Contacts:

Contacts are with the patients, families, visitors, all levels of Nursing Service personnel, Surgery Department staff, Respiratory Therapists, Social Workers, Case Managers, Physical Therapists, Occupational Therapists, Dietary personnel, Pharmacy staff, Health Benefits Advisor, CQI, Utilization Management, representatives from other command directorates, DOD and DON staff, community medical personnel and services, and specialty equipment sales personnel and repairmen.

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FACTOR 7. Purpose of Contacts:

The variety of contacts will be to enhance or improve patient care by having a focal person responsible for coordinating nursing care, equipment management and patient and staff education as related to the acute and/or chronic surgical patient. The nurse will act as the interface between the patients and the physicians and resources, and between the technicians and the physicians, in order to insure efficient patient care and a defined chain of command.

FACTOR 8. Physical Demands:

The position as outlined will be demanding from physical standpoint in that it will require completing and demonstrating bedside nursing skills in addition to the need of personally communicating and collaborating with hospital wide areas of support. Walking, standing, crouching, stooping and reaching with occasional lifting of objects over 50 pounds will be a routine of the job. More demanding will be the emotional and mental stress with associated with the responsibility of managing all available resources to the best advantage of the patients and service line.

FACTOR 9. Work Environment:

Work environment is that of an inpatient unit or ambulatory clinic. The position may entail frequent trips to any and all other areas of the hospital. The employee is regularly exposed to contagious disease, radiation, infection and contact with emotionally disturbed/anxious family members. Work may require the use of special protective equipment such as gloves, gowns, mask, etc.
