



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-01-120-PCC-1230	Patient Care Coordinator, Acute/Ambulatory Care	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Acute and Ambulatory Care	Manager, Acute and Ambulatory Care	Hay River Health Center

PURPOSE OF THE POSITION

The Patient Care Coordinator (PCC) in collaboration with the Manager, Acute & Ambulatory Care, is responsible for coordinating and supervising all aspects of the day-to-day patient care on the Acute Care Unit, Hay River Health and Social Services Authority during normal working hours. The PCC is a member of the health care team who uses the Nursing Process (assessment, planning, implementation, and evaluation) in accordance with the Registered Nurses Association NT/NU Standards of Nursing Practice, the Canadian Nurses Association (CNA) Code of Ethics and the Hay River Health and Social Services Authority (HRHSSA) Policies to ensure the provision of competent physical, emotional, psychosocial, and spiritual care.

The PCC also develops, implements and evaluates the Infection/Communicable Disease Control for the Hay River Health & Social Services Authority. These programs are integral in preventing, treating and controlling infectious and communicable diseases and monitoring patient and resident health in accordance with the HRHSSA Policies and GNWT Legislation, Policies and Guidelines. The incumbent provides service reflective of the principles of primary health care and professional nursing standards.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community

Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

In collaboration with appropriate health team members the position is also responsible for developing, implementing, monitoring and evaluating infection control and communicable disease control programs for the HRHSSA. This includes monitoring the occurrence of nosocomial infections, identifying the source of infections, and advising department heads on the management of infections.

RESPONSIBILITIES

- 1. Provides, coordinates and supervises all day-to-day patient care activities on the Acute Care Unit to ensure efficient and competent patient care and assists the Manager Acute/Ambulatory Services in planning and administering the Unit to ensure efficient and client centered care.**

Main Activities:

- Maintains and monitors approved standards of practice to ensure that regular and special procedures are performed in a safe and competent manner;
- Monitors and evaluates nursing performance of RNs and LPNs, taking corrective action with nursing staff as required;
- Provides technical and nursing knowledge and skill to guide the provision of quality client care;
- Assists the manager with performance appraisals for nursing staff by providing input into their clinical nursing performance;
- Reviews incidents and assists the manager in appropriate follow-up of medication and nursing staff errors;
- Assists the manager in the hiring of nursing staff, when requested;
- Maintains current nursing policies, protocols, and guidelines;
- Collects, analyzes, and uses statistical data to plan nursing programs/services and prepares reports as required;
- Applies quality and risk management principles and practices;
- Promotes and supports continuing education and professional development;
- Contributes to the development of proposals and program planning;
- Fosters and facilitates a professional practice environment;
- Assists the manager in developing program/business plans;

- Promotes and enables patient involvement in care;
- Protects and promotes the privacy and confidentiality of patients;
- Ensures compliance with relevant legislation, standards, and policies
- Monitors and approves overtime, in the absence of the Manager;
- Participates in the orientation of all Acute/Ambulatory staff;
- Provides professional nursing care to clients when required and ensures effective and timely responses to emergency situations:
- Assumes responsibility for operations in the absence of the Manager Acute/Ambulatory Services.
- May be required to provide coverage for Ambulatory Care & Dialysis as required.
- Will be required to be on the on-call Acute Care rotation.

2. Develops and fosters a team approach and provides clinical leadership and guidance to staff to facilitate the provision of quality patient care and provides direct nursing care.

Main Activities:

- Functions as a member of a multidimensional and interdisciplinary team to deliver quality care to clients through continuous improvement of Acute/Ambulatory Care and the organization;
- Promotes interdisciplinary practice by working with physicians and other disciplines and facilitating patient care conferences and weekly rounds;
- Participates on committees both within the department and in the organization as required (e.g. Grand Rounds);
- Maintains effective interpersonal and public relations with hospital personnel, patients and their families, and community organizations;
- Provides coaching and leadership to peers, students, and other members of the health care team;
- Fosters and ensures culturally sensitive care to clients and promotes a professional environment that is conducive to ethical practice;
- Reviews all areas of clinical concerns with medical and nursing personnel, and the Manager Acute/Ambulatory Services;
- Provides direct nursing care as required and is available for emergency situations in the Acute/Ambulatory Care Unit.

3. Facilitates and coordinates patient and family education regarding care and treatment programs, healthy choices, and other factors to ensure compliance with treatment programs and/or prevent illness or injury.

Main Activities:

- Facilitates an individualized approach in assessing and meeting the learning needs of patients and families regarding care and treatment;
- Develops, revises, and evaluates educational resources to support patient and family education in collaboration with the Manager and other clinical care staff;
- Coordinates the discharge planning process to ensure patient involvement and understanding.

4. Develops, implements, and evaluates guidelines, policies, protocols and strategies to prevent and manage nosocomial infections and communicable diseases.

Main Activities:

- Develops reports and maintains infection control/communicable disease policies and protocols;
- Educates staff regarding infection control/communicable disease principles and practices;
- Guides and advises department heads on infection control/communicable disease prevention and management;
- Develops, implements and maintains systems for surveillance, monitoring, collation, analysis and reporting of nosocomial infections/communicable diseases;
- Identifies potential and actual risk factors for nosocomial infection occurrence and spread and implements strategies to minimize the risk of infection spread to patients/residents, staff and visitors;
- Consults and liaises with laboratory, public health, and health protection personnel to prevent and control the occurrence and spread of nosocomial infections/communicable diseases;
- Consults and liaises with laboratory, public health, and health protection personnel at HRHSSA and GNWT to prevent and control the occurrence and spread of communicable diseases;
- Maintains current and evidence-based infection control/communicable disease control policies and protocols;
- Provides advice and guidance within and outside the HRHSSA on issues related to infection control/communicable disease control;
- Represents the HRHSSA on internal and external committees related to infection control/communicable disease prevention, control, and management;
- Engages in continuing education and professional development to keep abreast of new and emerging trends in the prevention, control, and management of nosocomial infections/communicable diseases;
- Provides timely reports to appropriate HRHSSA and GNWT departments.

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong health assessment and clinical management skills
- Advanced knowledge of the Nursing Process
- Broad knowledge of program planning and evaluation
- The ability to create and maintain a supportive work environment
- Strong interpersonal and interdisciplinary communication skills
- Ability to deal pleasantly and effectively with a wide range of people of different ages and cultures, in potentially volatile and emotionally charged situations.
- Good computer skills and knowledge
- Knowledge of teaching/learning principles
- Knowledge of public health and workplace safety legislation
- Ability to use emergency and standard medical equipment
- Strong organizational skills
- Excellent written and oral communication skills
- Strong problem solving skills
- Quality and risk management knowledge/experience
- Ability to work independently
- Strong team orientation
- Ability to collaborate with all HRHSSA departments to foster, promote, and facilitate active living and healthy lifestyle choices.
- Knowledge of teaching/learning principles
- Dialysis training is preferred or/the incumbent must agree to the willingness to complete Dialysis training when made available to meet operational requirements.

These skills are generally acquired through the successful completion of a Bachelors Degree in Nursing or equivalent. Current active registration with the NWTRNA is required. Must have at least two years supervisory experience in an acute care setting or an equivalent combination of education, training, and experience. Position requires certification in Immunizations, ACLS, ENPC, TNCC, CPR, and WHIMIS. Training in Non-Violent Crisis Intervention, team building and infection control would be a definite asset.

In addition, the Patient Care Coordinator must be able to acquire within a reasonable time frame and remain current with the following training and certification:

Emergency Drug Administration
ECG Interpretation

WORKING CONDITIONS

Physical Demands

Time spent sitting at the computer, desk or in meetings	Low Intensity 25%
Time spent in patient care activities	High Intensity 60%
Walking about	Low intensity 15%

Environmental Conditions

Incumbent works in a clinical environment that is unpredictable, fast-paced.

High Intensity 70%

The incumbent works in a hospital environment. The incumbent may be exposed to infectious diseases, biohazardous waste, human waste and sharps. The incumbent may be at risk of injury from assisting in client care in emergency situations.

Medium Intensity 30%

Sensory Demands

Constant periods of high acuity demand long periods of concentration, accompanied by frequent interruptions that result in continually evaluating and shifting priorities. Several of the senses must be utilized in observing clients, staff and their environment.

High intensity 85%

Mental Demands

The environment is dynamic and constantly changing, resulting in continually reevaluating and shifting priorities.

High intensity 60%

Expected to remain calm, controlled and professional in all situations.

High intensity 85%

CERTIFICATION

Position Number:

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Director/Chief Executive Officer Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

Feb 2010 scope & client Safety
March 2012-scope
August 2013 – minor editorials
March 2020 – update scope, editorial changes