



Hay River Health and Social Services Authority  
Administration des services de santé et des  
services sociaux de Hay River

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
	<b>Registered Nurse – Acute &amp; Ambulatory Care</b>	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
<b>Acute &amp; Ambulatory Care</b>	<b>Manager, Acute &amp; Ambulatory Care</b>	<b>Hay River Regional Health Centre</b>

### PURPOSE OF THE POSITION

The Registered Nurse - Acute & Ambulatory Care is a regulated member of the health care team who uses the nursing process (assessment, planning, implementation and evaluation), critical thinking, problem solving and decision making skills, in keeping with the standards, and scope of nursing practice set by the Registered Nurses Association of Northwest Territories and Nunavut (RNANT/NU) and the policies, protocols, and guidelines of the Hay River Health & Social Services Authority, to provide quality nursing care to all clients, families, groups, communities and populations across the lifespan in all practice settings. The RN is a generalist who provides nursing care to clients with acute, emergency, surgical, postoperative recovery, maternity/newborn and palliative care needs.

### 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.

The RN - Acute & Ambulatory Care reports to the Manager, Acute & Ambulatory Care with clinical direction from the Patient Care Coordinator and works in collaboration with interdisciplinary team, physicians, registered nurses, nurse practitioners, licensed practical nurses, health care aides, social workers, counsellors, rehabilitation therapists and other health professionals to identify and meet the physical, emotional, psycho social, and spiritual needs of our clients. The RN - Acute & Ambulatory Care acts in the roles of direct care provider, client educator, discharge planner, client advocate, care coordinator, and staff educator/mentor.

The RN – Acute & Ambulatory Care provides 24/7/365 care to clients on a 12-hour shift rotation basis. The HRRHC provides ER nursing care to an average of approximately 4500 outpatients/emergencies per year.

The RN - Acute & Ambulatory Care provides direct nursing care to clients ranging from paediatric to geriatric, non-urgent to critically ill or requiring resuscitation where outcomes are often unpredictable and clients may be unstable. The RN acts as client advocate and facilitates communication between the client, family and other health care professionals.

The RN – Acute & Ambulatory Care is responsible for triage, managing clients with life threatening conditions until the arrival of the physician, then assisting the physician in the continued management of client care.

The RN is instrumental in the coordination of Medevac transfer services, providing reports to flight staff as well as a liaison with the physician.

The RN ensures that all care for the client is maintained, usually at a tertiary level, until the Medevac staff arrives to take over that care.

The RN – Acute & Ambulatory Care is responsible for monitoring the emergency/ambulance telephone line. This requires the coordination of additional resources such as ambulance attendants.

Within the Emergency department client census can change rapidly. As a result, nurses within the department are often required to use independent nursing interventions and approved protocols to treat a client before the physician is available or arrives in the department.

The RN will provide a care coordination function within their collaborative and interdisciplinary team as they have been educated to do so in their basic education. This includes but is not limited to giving direction to unregulated health care workers, such as Health Care aides. The Registered Nurses Association of the Northwest

Territories and Nunavut (RNANT/NU) has a detailed position statement for RNs to be aware of providing clinical guidance to unregulated health care workers.

Based on client census and acuity throughout the Hay River Regional Health Centre, the incumbent may be required to provide standardized nursing care to any/or all of the client services areas within the scope of a RNs practice.

## **RESPONSIBILITIES**

- 1. Provides direct client care in keeping with the Nursing Process, standards and scope of nursing practice set by the RNANT/NU and the policies, protocols, and guidelines set by the HRHSSA.**

### ***Main Activities:***

- The Registered Nurse will use the nursing process to assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the client.
- Analyzing and interpreting data, based on knowledge of biological, physical and behavioural sciences, to formulate nursing diagnoses.
- Implementing plans of care as delineated through independent nursing functions, specialized nursing functions, transferred medical functions, standing orders and institutional policies/protocols, reflecting established priorities.
- Documenting all medication/treatments, assessment data, plan of care, interventions and client responses or outcomes in a timely manner utilizing NISS charting system.
- Communicating/reporting significant differences between actual and expected responses to the appropriate team member and coordinates appropriate interventions.
- Evaluating client responses to interventions and compares data with expected client outcomes. Making necessary revisions and communicating the revised plan of care.
- Explaining procedures, treatments, and other health related information to clients and/or families and teaching and counselling to clients and/or families.
- Preparing equipment and assisting practitioner as required during treatment and examination of clients.
- Administering, assessing, monitoring and evaluating prescribed medications and treatments. Providing education to clients on medications as required;
- Initiating and monitoring intravenous therapy according to HRHSSA policy;
- Maintaining good working knowledge of complex equipment, supplies and materials used in the work area.
- Collaborates with the client, interdisciplinary health care team and other care providers, in the development and implementation of a discharge plan to meet the client's needs, including the identification and coordination of resources required to ensure continuity of care across the continuum.

- Appropriately assigns care and supervises unregulated health providers delivering nursing care.
- Providing care to perioperative clients in keeping with Operating Room Nurses Association of Canada (ORNAC) Standards and policy/protocols of HRHSSA.
- Based on operational demands, may be the second attendant at deliveries under the direction of the Registered Midwives.
- Ensuring fiscally prudent use of equipment, supplies and Human Resources.
- Responding to ambulance calls and dealing with incoming emergencies
- The RN is instrumental in the coordination of Medevac transfer services, providing reports to flight staff as well as a liaison with the practitioners. The RN also ensures that all care for the client is maintained, usually at a tertiary level, until the Medevac staff arrives to take over that care.

**2. Advocates for practice environments that have the resources necessary to provide safe, competent, and ethical nursing care.**

***Main Activities:***

- Providing coaching and leadership to peers, students and other members of the health care team to develop skills necessary to ensure the provision of quality care.
- Collaborating with nursing colleagues and other interdisciplinary team members to advocate ethically based professional practice.
- Orientating new staff to unit specific policies and practices.
- Participating on committees and projects to promote competent and ethical care.
- Utilizes multiple learning modalities to support client understanding of health care, health promotion, and health maintenance.
- Understands own role and understands and values the roles of those in other professions, and uses this knowledge appropriately to establish and meet client / family and community goals.
- Actively engages self and others, including the client / family, and uses conflict resolution strategies to positively and constructively address conflict.
- Meets infection prevention and control requirements by adhering to HRHSSA and NWT Infection Prevention and Control Guidelines and practices and additional precautions when required.

**3. The Registered Nurse – Acute / Ambulatory Care assumes accountability for the standard of care delivered toward determining and achieving client care goals.**

***Main Activities:***

- Makes decisions necessary to promote change and ultimate outcome of goal attainment.

- Communicate with other members of the health care team regarding clients health care to provide continuity of care and promote collaborative efforts directed toward quality client care.
- Triage or delegate the responsibility for triaging clients to another RN.
- Direct and supervise the functions of others who provide direct care and support.
- Ensure adequate staffing levels (calling in extra/relief staff if required).
- Coordinates the activities of critical situations/incidents within the Acute / Ambulatory Care Departments. This includes providing critical care within different client services areas as required.
- Is responsible for (or resource) for the client care team.

**4. Engages in professional development activities to ensure maintenance of competence in the provision of nursing care.**

***Main Activities:***

- Obtaining and maintaining unit specific certifications, as required;
- Participating on internal and external committees.
- Identifying and completing continuing education courses/workshops.
- Demonstrating behaviours that reflect professional responsibility and accountability.
- Practicing in an ethical manner consistent with the Canadian Nurses Association Code of Ethics, RNANT/NU and HRHSSA.

**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**

- Advanced knowledge and ability to apply the Nursing Process (assess, plan, implement and evaluate).
- Knowledge and ability to apply current nursing principles and practices.
- Must be able to provide training, advice and assessment using specialized equipment, medications, tools and techniques (including but not limited to ECG, Emergency Drugs, Defibrillator, temporary pacemakers, blood and fluid warmer, Bair Hugger, etc.).
- An ability to educate clients and their families(where applicable) on appropriate self care methods and techniques.
- Knowledge of and an ability to network resources within and outside the HRHSSA (i.e. Social Services, Public Health, Medresponse) in order to ensure support of clients and their families.
- An ability to operate desktop computers in order to send and receive e-mail and conduct research using the internet.
- An ability to operate and/ or use standard medical equipment (such as, but not limited to: ECG, peripheral IVs and Infusion Pumps, stretchers, thermometers, NG tubes and suction, sphygmomanometer, blood glucose monitors, sharps, pulse oximeter, etc..)
- Knowledge of trans-cultural nursing.

- Knowledge of biological, physical, and behavioural sciences.
- Good organizational skills.
- Knowledge of fire, disaster, and cardiac arrest procedures.
- Strong leadership skills.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.

***Within the appropriate scope for the position:***

- *Self Confidence (Acts Independently)* – An ability to take independent action when necessary and in appropriate circumstances (even when others may disagree).
- *Flexibility (Adapts Normal Procedures)* – Alters normal procedures or ways of working to fit a specific situation to get the job done and/or meet HRHSSA goals, (ie. performs co-workers' tasks when needed).
- *Valuing Diversity (Monitors and Modifies Own Behaviour)* – An ability to monitor and evaluate own beliefs and behaviours with regard to prejudices and personal bias, and practice new behaviour as appropriate.
- *Initiative (Addresses Current Opportunities or Problems)* – An ability to recognize and act upon present opportunities or address present problems (usually completed within a shift or two).
- *Analytical Thinking (Sees Basic Relationships)* – An ability to take apart a problem into pieces and link those pieces together (ie. A leads to B leads to C) and an ability to sort into order of importance.
- *Conceptual Thinking (Sees Patterns)* – When looking at information, sees patterns, trends, or missing pieces and notices when a current situation shows some similarities to a past situation, and identifies the similarities.
- *Listening, Understanding & Responding (Listens responsively)* – An ability to demonstrate objective and active listening. This includes an ability to seek out the facts and pertinent information before drawing conclusions.
- *Client Service Orientation (Addresses Underlying Needs)* – An ability to seek information about the real, underlying needs of the client, beyond those expressed initially, and matches these to available services.
- *Teamwork & Cooperation (Cooperates)* – An ability to participate willingly and support team decisions (ie. is a good team player). This includes doing one's own share of the work and sharing all relevant and useful information.
- *Expertise (Answers Questions)* – An ability to answer questions as an expert when asked. This includes telling people about current understanding of technical issues.
- *Developing Others (Gives Behavioural Feedback)* – An ability to give specific positive or mixed feedback for developmental purposes. This includes giving constructive feedback in behavioural, rather than personal terms, and expresses positive expectations for future performance.

## **TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:**

This level of knowledge is commonly acquired through the successful completion of a Bachelor's Degree in Nursing or a Diploma in Nursing from an approved school of nursing. Nursing experience in a variety of clinical areas is desirable and experience in Medicine, Surgery and ER is preferred.

Must be registered with the RNANT/NU

Must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Non-Violent Crisis Intervention
- Blood Glucose Monitoring
- WHMIS
- Internet and e-mail applications
- Fire training and
- BLS Certification
- Hand Hygiene
- CTAS
- NRP
- Second Birth Attendant

Desirable training and/or certifications include:

- ACLS
- TNCC
- PALS
- ENPC
- Canadian Nursing Association Certification in Emergency and /or Critical Care Nursing

## **WORKING CONDITIONS**

Working Conditions identify the unusual and unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency and duration of occurrence of physical demands, environmental conditions, sensory demands and mental demands.

### **Physical Demands**

There are many physical demands required of the incumbent such as, transferring clients in and out of bed, to wheelchairs and/or stretchers, transporting clients and equipment. Standing for long periods to document in the chart and deliver client care. The incumbent is required to work in a limited and restrictive space around their clients' bedsides, and other areas of the facility. This leads to awkward bending or twisting, promotion of poor coordination and can lead to injury. They are required to perform heavy lifting and restrain combative or confused clients.



The RN is unable to leave the premises during night shifts due to the limited RNs per shift and with the facility providing 24-hour emergency care. The incumbent carries out these activities in moderate to high intensity for the length of his/her shift (12 hours.)

### **Environmental Conditions**

The Registered Nurse works in a hospital/clinic environment. The incumbent may be exposed to infectious diseases, biohazardous waste, body fluids, and sharps. The incumbent is also exposed, on a daily basis, to pharmacological agents that may be deleterious to health, including cytotoxic agents. The incumbent is also exposed to a busy work environment, including angry, screaming clients (children/adults) and noisy equipment. The incumbent is also at risk of injury from clients while assessing/providing treatment to intoxicated, mentally unstable, or emotionally distraught clients and their families. The incumbent is at risk of possible injury due to subduing and restraining clients in volatile situations.

### **Sensory Demands**

Constant periods of high acuity demand long periods of concentration, accompanied by frequent interruptions and resulting in continually evaluating and shifting priorities. Most senses must be utilized in observing, assessing, and treating clients. Operating and monitoring medical equipment and troubleshooting require the concentrated use of multiple senses simultaneously. In an emergency situation, which happens quite frequently, the incumbent is required to be astute, responsive, and rapid in assessing and responding to the multiple needs of the client.

### **Mental Demands**

The environment is dynamic and constantly changing, resulting in continually re-evaluating and shifting priorities. Many phone calls are placed to the physicians to review outpatients or to update physicians regarding inpatient conditions. Constant disruptions of a lifestyle, due to shift work schedules and overtime can create mental/emotional and physical fatigue and disruption of sleep patterns.

The incumbent is exposed on a daily basis to death/dying and other emotionally disturbing experiences. The Registered Nurse is expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the client, family, and other members of the health care team.

Incumbents are required to make medical/nursing judgements beyond the scope of their training, at times when medical/nursing resources are not readily available (i.e., defibrillating). Often the Registered Nurse is the first medical professional in contact with the clients when they come. They may be required to make split second decisions based on their skills and degree of assessment involved without any initial physician involvement.

High turnover rates and difficulty in recruiting qualified staff leads to mental anguish, stress and fatigue as a result of overtime.

# CERTIFICATION

**Position Number:**

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

**“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”.**

July 29, 2004 – editorial changes  
December 31, 2004 – update by Director, Patient & Diagnostic Services  
November 2005 – updated by Manager, Combined Care  
December 29, 2006 – editorial changes only  
October 2009 – editorial-scope & client safety  
October 2011-removed U24-32  
September 2012-changed reports to & scope only  
January 2016 – updated by Manager, AAC  
September 2016 – Scope & Logo  
May 2017 – updated commitment statement & made editorial changes