

JOB TITLE: Director of Nursing	DEPARTMENT: Nursing	POSITION OF SUPERVISOR: COO
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

**Position Summary:**

The Director of Nursing reports directly to the COO and is responsible for the overall direction of the Emergency Department, Inpatient Unit, Quality, Respiratory and Speech Therapy, Hospital Social Worker and the Trauma Program for Pagosa Springs Medical Center. Such management includes the oversight of effective day-to-day operations, short and long range planning, strategic marketing and business plan development to ensure marketplace competitiveness, improving productivity, the development of new services and programs, effective fiscal management, effective quality/performance improvement and quality control processes, recommending and implementing innovative organizational structures and delivery models which support the safe and effective provision of patient care.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	Bachelors of Nursing required Masters of Nursing Administration is beneficial, but not required Currently licensed as a Registered Nurse in Colorado.
<b>Experience:</b>	Must have at least five (5) years' experience in bedside nursing. Must have at least two (2) years' experience in nursing management.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge; Microsoft Office. Electronic health record experience preferred. BLS/CPR is mandatory. ACLS/PALS/TNCC preferred.
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time. Additional languages preferred. Demonstrates ability to listen. Demonstrates ability to clearly convey thoughts in speech and written word.
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• May need to lift &gt;51 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.</li> </ul>
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients. Work may also expose employee to liability due to current public consciousness, potential chemical exposure, and potential equipment and device/product hazards.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Staff RN

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Exemplifies and supports PSMC's values. (WISER)
2. Accomplishes annual goals.
3. Complies with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
4. Complies with all PSMC and department procedures, rules and directives.
5. Establishes and maintains effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
6. Is courteous, respectful, honest, and solution-oriented in dealing with others.
7. Is transparent, truthful, and fair in all employee relationships.
8. Communicates accurately, clearly, and effectively both orally and in writing.
9. Possesses excellent organizational skills and the ability to multi-task.
10. Works independently and perform the job with minimal supervision.
11. Works effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintains strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respects the importance of compliance and quality programs and supports the same.
14. Possesses computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participates in employee training, Disaster Preparedness and emergency events.
16. Performs other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.**

**Leadership Qualities and Characteristics:**

1. Fosters a participatory organization climate that is open, positive, reinforcing and supportive to employees.
2. Promotes a culture of high performance and continuous improvement that values learning, commitment to quality and collaboration.
3. Serves as an advocate and chief spokesperson for the department, utilizing honest, transparent and consistent communication.
4. Works effectively and collaborates with others to achieve shared goals with others in a tactful and respectful manner.
5. Demonstrates leadership, integrity and courage by making and supporting decisions that support the organization's mission and goals.

**Accountability:**

1. Establishes standards and clear expectations in all areas – job performance, training, continuing education, certifications, conduct and adherence to department and organizational values.
2. Holds self and staff accountable in a consistent and respectful manner.
3. Promotes effective actions for positive employee behavioral change and demonstrates decisiveness and fairness when determining discipline.
4. Completes multiple projects while keeping focus on constant improvement to current programs.

**Interpersonal Skills:**

1. Empowers employees to achieve their highest success through fostering a team environment where respect and appreciation are promoted and valued.
2. Effectively communicates with a high level of trustworthiness, diplomacy, courtesy and tact at all times.
3. Treats people with respect and individuality and is fair and equitable in all interactions.
4. Exhibits excellent problem-solving and conflict management skills using sound and fair judgement in a calm and professional manner.
5. Demonstrates adaptability and flexibility in relationships, situational issues and when new information becomes available.
6. Is able to work productively in a high-pressure, unpredictable and stressful work environment, bringing a positive attitude and approach.

**Vision:**

1. Clearly articulates and demonstrates the departments / organization's vision, mission and goals in everyday actions.
2. Ensures strategic goals are clearly aligned with the mission and values of the organization.
3. Promotes and leads organizational change in a positive and productive manner.
4. Applies innovative and creative thinking to constantly improve the organization, welcomes and implements new and cutting-edge programs and processes.
5. Actively seeks out inventive ways to implement cutting-edge programs to better meet the primary care health needs of the community.

**Nursing Operations:**

1. Provides balance between cost effectiveness and quality care issues.

2. Provides guidelines for measuring the quality of patient care, based on accepted standards of nursing practice.
3. Ensures participation of facility personnel in the formulation of the standards of nursing practice.
4. Implements standards, annually reviewing and revising, as necessary, to reflect changes in nursing practice.
5. Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.
6. Ensures active participation in HTP (Hospital Transformation Program) and HQIP (Hospital Quality Incentive Payment Program).
7. Ensures complete and timely submission for all HTP milestones as established in the current HTP plan for implementation.
8. Ensures complete and timely submission for all HQIP measures.
9. Ensures complete and timely submission for all regulatory measures, i.e., MIPS, Hospital Interoperability, etc.
10. Ensures clear, concise and up to date written policies and procedures are available to assist the nursing staff and minimize risk factors.
11. Ensures participation of departmental personnel in the formulation of policies and procedures, annual review and revisions.
12. Interprets policy and procedures to all appropriate personnel.
13. Enforces compliance with policy and procedure, as applicable.
14. Determines staffing requirements and patterns, based on scope of services, complexity of patient acuity, fiscal resources and regulatory requirements.
15. Acts as a consultant in selection of personnel, determined by hiring policies of the facility and department, job requirements, qualifications, vacancies, availability and objectives relating to the quality of care to be delivered.
16. Ensures all new personnel successfully complete required orientation program.
  - a. Identifies learning needs of personnel.
  - b. Communicates departmental directives, policies and procedures.
  - c. Maintains and enhances clinical expertise.
17. Encourages staff career development and participation in professional organizations.
18. Participates in educational programs and staff meetings.
19. Ensures a safe, therapeutic environment is maintained for patients and healthcare providers.
20. Participates in identification and selection of alternatives, when negative outcomes require corrective action.
21. Ensures occupational safety for personnel through:
  - a. Surveillance of safety program.
  - b. Surveillance of infection control program.
  - c. Minimizing exposure to hazardous and toxic substances.
22. Develops agendas, publishes minutes for all monthly nursing staff meetings.
23. Develops, maintains the master staffing plan with subsequent required nursing participation on a quarterly basis.
24. Ensures compliance with all applicable standards in Appendix W.
25. Maintains a state of readiness for unannounced survey for state regulatory agencies.
26. Actively participates in Performance Improvement and Quality Initiatives.
27. Collaborates with other director level positions to foster organizational goals and objectives.
28. Establishes services, processes and policies that are compliant in process and result and embrace STEEP (Safe, Timely, Effective, Efficient, Equitable, and Patient-Centered).
29. Determines quality KPI's, implements quality initiatives and reports to various committees and administrative personnel.

30. Gathers data and presents monthly statistical reports to present to the Medical Directors, COO and Board of Directors.
31. Can perform all the standard job requirements.
32. Meets the qualifications as set forth herein.

#### **Human Resource Management:**

1. Fosters a culture of creativity, integrity, and progressiveness where all members of the department have equal opportunity to succeed.
2. Demonstrates commitment and sensitivity to diversity, cultural, gender, and sexual preference, religious and other individual differences and adapts behavior and communication to accommodate these differences.
3. Provides opportunities for staff development and cross-training as needed.
4. Oversight of individual employee evaluations and performance improvement plans based on field performance and management observations.
5. Shares organizational priorities with all staff members.
6. Conducts timely and informative meetings with staff emphasizing open and truthful communication.
7. Responsible for oversight of recruiting, interviewing and fair selection for new staff and works hand-in-hand with HR to ensure positions are filled quickly with quality candidates.
8. Ensures that problems identified are addressed per policy and in a timely manner.

#### **Strategic Planning & Development:**

1. Establishes annual strategic and operational goals and objectives in conjunction with departmental managers assuring consistency with the overall hospital mission and strategic plan.
2. Develops short-term and long-term plans in conjunction with employees that inspire motivation and cooperation.
3. Identifies potential opportunities for clinical and educational service expansion to provide better full spectrum care for the community.

#### **Fiscal Management:**

1. Demonstrates understanding of budgetary principles and is accountable for fiscal management of all department operations while minimizing unnecessary expense.
2. Oversight of departmental budget and accounting; monitors expenditures; determines equipment needs; prepares requisitions; follows purchase and contract procedures.
3. Identifies Federal, State, Local and Agency level funding and revenue sources. With administrative approval, pursues funding for established priorities.
4. Forecasts fiscal impact of trends and current and future technological changes affecting the preparation and implementation of the assigned department's budget.
5. Submits monthly variance report for reporting departments.
6. Communicates budget to department personnel, medical staff and supporting service departments.
7. Develops a departmental capital replacement plan to address end of life equipment and supplies.

#### **Standards and Compliance:**

1. Demonstrates familiarity and compliance with all applicable federal, state and local regulations.
2. Monitors compliance with policies and procedures and initiates corrective measures in a timely manner, as required.
3. Possesses the knowledge and ensures adherence to industry and regulatory practices to ensure environmental protection and worker safety.

4. Assures effective guidelines, medical procedures and protocols are developed and maintained to ensure the integrity of the organization.

**Committee Participation in person or by delegation:**

1. ER / IP Committee
2. Trauma Committee
3. Surgery Committee
4. Quality Council
5. Performance Improvement Committee
6. Safety Committee
7. Southwestern Healthcare Coalition
8. Others as assigned

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)