



## POSITION DESCRIPTION

### Clinical Director

Reports to: CNO, VP Patient Care Services

Position Status: Exempt

Supervises: Nurse Managers

Effective Date: 1.2022

Collaborates With: With all leadership positions at NKC, Medical Directors, Medical Staff, Vice Presidents and CMO.

#### **GENERAL SUMMARY**

The Clinical Director (CD) is responsible to the Chief Nursing Officer (CNO) for the administrative functions of NKC dialysis facilities. This includes oversight responsibilities for the delivery of quality dialysis care to our patients, supervision of nurse managers, education of new clinical staff, development of cost-effective, innovative, high-quality services, and developing and monitoring budgets within established guidelines.

The position is responsible for unit administration, long and short-range planning, program development, contributing to the overall NKC corporate administrative management as well as participating in the overall operations management of the Northwest Kidney Centers; supervising and personnel functions within the region; working with Medical Directors of the units and assisting the CNO with various committees and other assignments as deemed necessary and useful to the organization. Critical to the success of this position are development of managers, planning and development of new strategies, programs, or monitoring of new patient care strategies, budgets, and quality improvement needs.

#### **DUTIES AND RESPONSIBILITIES**

The Clinical Director has the authority, responsibility, and accountability to carry out the following:

1. Assure a high level of quality of care in all units.
  - a. Participating in organization wide efforts to develop clinical policies and procedures and clinical practice standards, in collaboration with the CNO and clinical education department and other Clinical Directors.
  - b. Develops and implement strategies for improvement of patient care outcomes such as access monitoring program, infection prevention, QAPI, hospitalizations and readmissions.
  - c. Assures compliance with clinical policies and procedures, in collaboration with the Medical Director and Nurse Managers.

- d. Identifies areas of need for clinical education in collaboration with Clinical Education Department.
- e. Assuring appropriate staff and facility resources are available for timely movement of patients into their units.
- f. Implement a program of ongoing Manager education and audit compliance with Conditions for Coverage in conjunction with the Medical Directors.
- g. Develop in conjunction with the QAPI team and the Director of patient safety and quality the action plans and assure communication of the plans to the unit staff.
- h. Develop strategies to oversee quality of care at the unit and organizational level
- i. Assists in the adoption of consistent, standardized best practices across facilities for improved patient care outcomes.
- j. Adopt the use of "practice bundles" thought NKC facilities for infection prevention, hospital admissions and readmissions etc.

2. Assure effective and innovative management by:

- a. Support manager and staff engagement through recognition and team building
- b. Serve as a mentor to the managers and support leadership development.
- c. Assuring that NKC Personnel policies, procedures and practices are understood and followed.
- d. Assuring annual employee performance evaluations are completed in a timely manner and providing other meaningful feedback to staff on an ongoing basis.
- e. Serving as a clinical and administrative resource for managers and Medical Directors
- f. Reviewing Quality Improvement reports; identify trends and problem areas and working in collaboration with the IDT team.

3. Assure a high level of customer satisfaction by:

- a. Reviewing, investigating, and resolving patient care grievances in collaboration with the Director of Patient Quality of Life.
- b. Assuring those issues raised by patients, their physicians or others are addressed in a timely manner.

4. Develop operating and capital budgets which make the most effective use of allocated dollars, in consultation with the CNO

5. Review operating expenses to assure they are within budget. Develop with managers corrective actions as needed.

6. Develop systems to assure all services are in compliance with regulatory agency standards and requirements.

7. Actively support the change process by continuously improving her/his own leadership and management skills, by team building, and by

implementing local and Region wide quality improvement and evaluation systems.

8. Perform ad hoc, standing, and other committee responsibilities, and provides clinical expertise and counsel on patient care, training, and other areas of responsibility.

9. Keep informed of current professional nursing and dialysis services standards and practices involving management, patient care, training, and education, and staff issues, and provides leadership in recommending and implementing changes in policies and practices to address these areas.

10. Actively support and promote NKC plans, programs and initiatives, employee activities, and act as a liaison for NKC to local communities and professional organizations.

11. Perform other duties and responsibilities as may be required by law, directed by the Vice President Clinical Operations, or that are self- initiated and in the best interests of NKC.

12. Matrix relationship throughout NKC.

13. Actively assist Managers in the change management and transition processes.

14. Actively foster a culture of safety within the Units.

15. Support NKC's home dialysis programs by educating staff about home therapy and actively marketing program to physicians and patients.

16. Support the patient care continuum through information and technology through use of electronic data systems for patient care. This is communication with others, hospital discharges, nursing homes, and others.

17. Assist the KRI by promoting communication about research activities through NKC.

18. Be an advocate at the local, federal, and national organizations for patient care and funding.

### **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, inwriting, and in person.
2. Must be able to use a computer keyboard, and mouse Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a clinical dialysis unit. The Clinical Director may be exposed to chemicals such as peracetic acid, blood, and body fluids.
4. Physical activities require the ability to stoop, reach, stand, walk, push, pull, lift, finger, grasp, feel, talk, hear, and repetitive motions of wrists, hand, fingers.
5. The physical requirements include the ability to lift/move up to 50 pounds occasionally and lift/move up to 10 pounds frequently.

6. The position requires visual acuity to inspect dialysis machines, read, write, and provide patient care.

### **CUSTOMER SERVICE STANDARDS**

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

### **EDUCATION AND EXPERIENCE**

The Clinical Director should have the equivalent BSN or BA and current registered nurse license in the State of Washington. The equivalent of five years previous nursing, management, and supervisory experience following progressive responsible clinical responsibilities with experience in dialysis services are required.<sup>1</sup>

<sup>1</sup> Other qualifications include willingness to work with hepatitis- and HI-positive patients following NKC recommended guidelines. Unless contraindicated, the incumbent is expected to receive or provide documentation of receipt of vaccination against hepatitis B.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

### **REVIEW AND APPROVAL**



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VP of Patient Care Services, CNO

1.2022  
Date



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Vice President of Human Resources  
& Chief HR Officer

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1.2022

Date