

POSITION DESCRIPTION

HOSPITAL SERVICES MANAGER

Reports To: Clinical Director
Hospital Services

Position Status: Exempt

Supervises: Hospital Services
Charge Nurses
Staff Nurses
Technicians

Effective Date: 5/27/13

GENERAL SUMMARY

The Hospital Services Manager is responsible to the Northwest Kidney Centers Clinical Director Hospital Services for designated operations of Hospital Services. This includes orienting, supervising and evaluating Hospital services staff nurses; responsibility for relations with patients, client hospital charge and staff nurses, and nephrologists or other physicians and performing Hospital Services clinical duties. A Manager may be responsible to overseeing a specific hospital based dialysis unit. The Manager must also periodically provide clinical dialysis to patients. This position may perform designated duties of the Clinical Director in the absence of the Clinical Director.

DUTIES and RESPONSIBILITIES

1. Responsible for the overseeing of daily operations of hospital specific dialysis units.
2. Develops proper staff scheduling to ensure optimum coverage while using appropriate staffing guidelines, including productivity standards, RN/Tech ratios and overtime hours.
3. Plans and schedules patient treatment assignments; is responsible for liaison with client hospitals and physicians.
4. Serves as a clinical resource person for Hospital services staff, client hospital nursing staff, nephrologists and other physicians. This includes resolving questions concerning programs, patient care orders, and patient care problems and conflicts and coordinates service programs.

5. Provides input into Hospital Services policies, procedures and planning.
6. Represents NKC Hospital Services as directed by the Clinical Director and performs ad hoc, standing committee, and other responsibilities.
7. Responsible for completing annual employee performance evaluations in a timely manner and providing other meaningful feedback to staff on an on-going basis.
8. Reviews, investigates, and resolves employee concerns promptly.
9. Communicating NKC Personnel policies, procedures, and practices and monitoring compliance.
10. Participates in Joint Commission surveys.
11. Monitors and approves time cards to assure accuracy and completeness.
12. Enters and tracks facility charges, which entails database design and data entry.
13. Coordinates and may perform treatments including clinical assessment of patient's condition, physician consultation regarding orders, monitoring patient condition, administering medications, charting and other tasks.
14. Works with transitional care team to reduce hospital admissions of dialysis patients.
15. Serves as the acting Clinical Director Hospital Services in the absence of the Clinical Director.
16. Keep informed of current clinical standards and practices involving Hospital Services and recommends changes in policies and practices to keep programs up to date.

PLANNING

The position is responsible for planning required for provision of patient care; and for assisting in the coordination of planning with client hospitals.

It requires strong organizational and communication skills. Typical planning responsibilities are:

- Assisting in the development of Hospital Services programs, policies/procedures, and special projects to support and work with the Hospital Services Clinical Director.

SUPERVISION and COORDINATION

The position supervises clinical staff. These include the Hospital Services charge nurses, staff nurses, and technicians. Supervisory responsibilities assigned to the position include overseeing work of Hospital Services charge/staff nurses and technicians working at client hospital locations, development and orientation of new staff, assist the Hospital Services Manager for Regulatory Compliance and Quality Assurance with quality audits, assist the Hospital Services Clinical Educator with planning of in-service education, and assisting in research projects.

EXTERNAL CONTACTS

The position has contacts with charge nurses and staff persons in multiple client hospitals, with physicians and patients.

DECISIONS

The position is responsible to the Hospital Services Clinical Director for decision-making required in operations of Hospital Services. Typical decisions include:

- Determining whether Hospital Services hospital and clinical patient care practices are met. This applies to safety, nursing and other matters.

FINANCIAL RESPONSIBILITY

The position is responsible for contributing to the overall financial performance of the Northwest Kidney Center through performance of supervisory and clinical responsibilities and assisting the department in meeting its budget.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.

2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a hospital and office environment. The Hospital Services Manager may be exposed to chemicals such as minncare and bleach and blood and other body fluids.
4. A valid Washington State driver's license and vehicle is required to travel to assignments.
5. Physical activities require the ability to stoop, reach; stand, walk; push, pull, lift; finger, grasp, feel; talk, hear; and repetitive motions of wrists, hands, fingers. Eye-hand coordination must be very good.
6. The physical requirements include the ability to lift/move up to 50 pounds occasionally, and lift/move up to 25 pounds frequently.
7. The position requires visual acuity to inspect dialysis machines, read, and provide patient care.
8. Maintains core competences and meets employee health standards as outlined by the program and facility contacts.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' 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

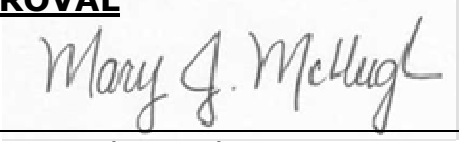

The Hospital Services Manager shall be a current registered nurse in the State of Washington.

The Hospital Services Manager should have the equivalent of three years of previous nursing supervisory experience following progressively responsible clinical responsibilities with experience in dialysis services.

Certification in American Heart Association Basic Life Support for Health Care Providers is required.

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

	<u>5-27-13</u>
Vice President Administrative Operations & External Relationships	Date
	<u>5-27-13</u>
Vice President of Human Resources	Date