



POSITION DESCRIPTION

HOSPITAL SERVICES TECHNICAL OPERATIONS SPECIALIST

Reports to: Hospital Services Clinical Director Position Status: Non-exempt

Supervises: No one

Effective Date: 5/1/23

GENERAL SUMMARY

The Hospital Services Technical Operations Specialist is responsible for operating dialysis equipment, communications with patients, staff and outside organizations, observing safety procedures, coordinating and organizing machine repair and scheduled maintenance, electrical safety testing, water/fluid quality, storeroom oversight, supply inventory, critical equipment email requests, and performing relief and/or project duties as related to the overall goals of NKC Hospital Services.

DUTIES AND RESPONSIBILITIES

1. Ensures compliance with all federal, state, and local dialysis related rules and regulations. Responsible to gain and maintain current knowledge of such rules, regulations, and industry standards of practice.
2. Assists with audit and review of operator logs, medical supply inventory, and biomedical services documentation prior to distribution to contracted facilities, or outside agencies.
3. Collaborates with other Hospital Services Technical Operations Specialists in development of and compliance with fluid processing and testing policies and procedures specific to the department.
4. Responsible for the development, implementation, currency and accuracy of the water and dialysate quality and equipment portions of the Hospital Services PI database.
5. Ability to assess and troubleshoot minor equipment issues of reverse osmosis and dialysis machines.
6. Collaborates with other Technical Operations Specialists with the development of Fluid Quality Monitoring policies and procedures specific to Hospital Services, to include collection, testing, review, trending, and reporting.

7. Responsible for daily review and interpretation of Fluid Quality test results. Works with the Medical Director, Clinical Director, and Director of Biomedical Services to address and correct any discrepancies as per AAMI/CMS based Hospital Services protocol.
8. Interfaces regularly with numerous outside agencies to provide accurate and timely assurance of compliance regarding fluid quality, medical equipment status and supplies staged in contracted facilities.
9. Provides clinical support for events occurring during daily operations including, but not limited to, managing equipment troubleshooting or transport, medical supply movement and restock, and patient care, if needed.
10. Works with other Technical Operations Specialists on performance improvement data collection and analysis related to equipment and fluid quality.
11. Works with other Technical Operations Specialists to ensure equipment and supplies are available for patient care and storerooms are maintained based on standard work.
12. Participates in quarterly hospital meetings to provide updates on equipment and water quality.
13. Compiles and emails monthly water and equipment PM reports to partner hospitals on a monthly basis.
14. Other duties as assigned.

SECONDARY JOB FUNCTIONS

When required to perform patient care, the Technical Operations Specialists shall receive direction for the delivery of patient care from a registered nephrology nurse or manager. Treatments and decision-making are based on established procedures and practices.

CUSTOMER SERVICE STANDARDS

Staff are 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.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in a hospital and office environment. Must have transportation available and a current Washington State Driver's license, proof of insurance, and access to a vehicle for travel between contract hospitals on a regular basis.

The Hospital Services Technical Operations Specialist is exposed to fumes from chemicals, blood/effluent, body fluids, temperature changes, and may work within a confined space. Must be willing to work with hepatitis and HIV positive patients and those isolated for medical reasons. Upon hire, required to receive or provide documentation of vaccination against Hepatitis B.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to inspect and troubleshoot functioning of dialysis and related machines. Requires visual acuity to read dials, gauges, and dialysis machine monitors. This includes color perception (ability to distinguish colors, including reading test strips). Testing for color perception is required.

Physical requirements include the ability to lift/move objects weighing up to 250 pounds occasionally, and up to 50 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

EDUCATION AND EXPERIENCE

The Hospital Services Technical Operations Specialist should have the equivalent of a high school graduate level training, training or education in the science or medical field, and one year experience providing direct patient care with medical responsibilities. Three years dialysis experience as a Hospital Services Dialysis Technician III is preferred. The Hospital Services Technical Operations Specialist should possess the ability to work with technical equipment, have strong basic math skills, and a general understanding of chemistry. Must possess excellent time management skills and independent ability to prioritize and schedule daily tasks.

Satisfactory completion of training by NKC Biomedical Engineering in basic machine troubleshooting/maintenance, electrical testing, and fluid quality monitoring required within 6 months of hire.

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

DocuSigned by:

liz McNamara

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Chief Administrative Officer

5/3/2023

Date

DocuSigned by:

Liberty Stansberry

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Vice President of Human Resources/CHRO

5/2/2023

Date