

POSITION DESCRIPTION

HOSPITAL SERVICES OPERATIONS MANAGER

Reports to: Associate Chief Nursing Officer

Position Status: Exempt

Supervises: Hospital Services Schedulers
Dialysis Technicians
Technical Operations Specialists

Effective Date: 2/14/2025

GENERAL SUMMARY

The Hospital Services Operations Manager reports to the Associate Chief Nursing Officer (A-CNO) and oversees the daily operations of Hospital Services. Responsibilities include ensuring dialysis and related equipment meet patient care needs, coordinating with the Clinical Educator to ensure proper staff training, and ensuring fluid quality. The Operations Manager also maintains inventory, oversees equipment maintenance, and supervises staff. As part of the Hospital Services Leadership Team, this role involves planning, hiring, evaluating, and ensuring compliance with safety and operational standards.

DUTIES AND RESPONSIBILITIES

1. Operational Oversight and Leadership:

- Oversee the daily operations of Hospital Services and contribute to leadership decisions related to planning, hiring, and evaluation.
- Supervise the Hospital Services Technical Operations Specialist, Scheduler, Dialysis Technician III, and other technical staff, including overseeing their performance and ensuring compliance with standards.
- Lead daily huddles and operational improvement initiatives to enhance patient outcomes and workflow efficiency.

2. Equipment Management and Maintenance:

- Ensure dialysis and related equipment meet patient care needs, including overseeing maintenance, repairs, electrical safety testing, and servicing.
- Collaborate with NKC Technical Services to resolve equipment issues and report to the CMO, CNO, A-CNO, and Medical Director.

3. Staff Training and Development:

- Coordinate with the Clinical Educator to ensure clinical staff receive proper training on dialysis equipment and procedures.
- Assist with quarterly skills reviews and ensure all staff are trained and compliant with safety standards.

4. Fluid Quality and Compliance:

- Ensure fluid quality of dialysis equipment and collaborate with nephrologists and hospital partners on related issues.
- Report fluid quality concerns to CMO, CNO, A-CNO, and Medical Director.

5. Inventory and Supply Management:

- Oversee the maintenance of proper inventory levels, ensuring supplies meet patient care needs and are compliant with organizational standards.
- Collaborate with NKC Supply Chain to manage inventory and prevent expiration issues.

6. Scheduling and Resource Allocation:

- Work with the Nurse Manager to manage patient treatment scheduling and ensure efficient resource allocation.
- Ensure accurate timecard and attendance documentation for Hospital Services staff.

7. Documentation and Audits:

- Oversee and audit treatment records, including disinfection logs, equipment logs, and charge sheets.
- Ensure compliance with standardization documentation and conduct audits for accuracy.

8. Policy and Procedure Development:

- Develop and maintain policies and procedures for Hospital Services related to equipment management, resource allocation, and medical supply inventory.
- Ensure compliance with manufacturer guidelines, FDA product warnings, and recalls.

9. Safety and Emergency Preparedness:

- Ensure staff follow safety protocols and collaborate with the NKC Safety Officer to maintain a secure work environment.
- Lead emergency preparedness activities and coordinate annual drills.
- Act as the liaison for safety and emergency preparedness with the Safety Officer.

10. External Coordination and Liaison:

- Serve as the primary point of contact for office building maintenance and security.
- Provide guidance to contract hospitals on dialysis-related construction projects and compliance with building codes.

11. Quality Improvement and Reporting:

- Serve as a member of the Hospital Services QAPI team to improve quality and patient outcomes.
- Investigate and follow up on Safety Alert System (SAS) events related to equipment, fluid quality, supplies, and scheduling.

PLANNING

- Assist in the development of Hospital Services programs, policies, and procedures.
- Support special projects in collaboration with the A-CNO.

SUPERVISION and COORDINATION

- Supervise and coordinate the work of Hospital Services Technical Operations Specialist, Scheduler, and Dialysis Technicians, including staff performance, training, and compliance.

EXTERNAL CONTACTS

- Interact with staff across client hospitals, physicians, and patients to coordinate services and address operational needs.

DECISIONS

- Make key operational decisions to ensure safety and regulatory compliance in hospital and clinical practices.
- Report to the A-CNO and contribute to operational decision-making.

FINANCIAL RESPONSIBILITY

- Oversee supervisory responsibilities related to staff management, overtime control, and compliance with meal and rest break regulations, contributing to NKC's overall financial performance.

JOB CONDITIONS and PHYSICAL EFFORT

- Communication Skills: Excellent communication skills in English, including phone, writing, and face-to-face interactions.
- Technical Skills: Proficiency in Microsoft applications and relevant software.
- Work Environment: Exposure to chemicals, blood, body fluids, temperature variations, and confined spaces in both hospital and office settings.
- Physical Requirements: Ability to stoop, kneel, stand, walk, lift, and perform fine motor tasks. May occasionally team lift/move up to 250 pounds, frequently 50 pounds.
- Visual Requirements: Ability to read dials, gauges, and monitors, with color perception for test strips.

- Other Requirements: Must work with hepatitis and HIV-positive patients and complete vaccination documentation. Valid Washington State driver's license required for travel between hospitals.

CUSTOMER SERVICE STANDARDS

- **CONSIDERATION:** Greet customers promptly, show courtesy, and respect privacy.
- **CONCERN:** Listen to customers, express appreciation, and take responsibility.
- **CONFIDENCE:** Show a positive attitude, take initiative, and provide timely follow-up.
- **CONDUCT:** Maintain professionalism, engage in teamwork, and demonstrate competence.

EDUCATION and EXPERIENCE

- High school graduate or equivalent in science/medical field required.
- Associate degree in Business Administration, Operations Management, or related field preferred (must be obtained within 2 years of hire).
- Minimum 5 years of direct patient care experience and 5 years of experience as a Dialysis Technician required.
- Minimum 3 years of experience as a Biomedical Technician or related field required.
- Current Basic Life Support (BLS) certification required.
- Knowledge of governmental and regulatory requirements for ESRD, patient safety, and quality improvement.
- Completion of NKC Technical Services training required within 3 months of hire.
- Supervisory experience preferred.

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.

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

Chief Nursing Officer / Associate CNO

Date

VP of People and Culture

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Name

Date