

UW HEALTH JOB DESCRIPTION

PATIENT SERVICES AIDE – SENIOR

Job Code: 420026	FLSA Status: Non-Exempt	Mgt. Approval: B. Scheuer	Date: 5.2019
Department: Patient Transport		HR Approval: K. Szudy	Date: 5.2019

JOB SUMMARY

The incumbent functions as a lead worker and technical expert for a team that provides transportation services to inpatients who need to be moved to and from nursing units and various therapy/laboratory areas. The incumbent's team also coordinates the movement of patient transport equipment (wheelchairs and stretchers). This group is called upon to assist visitors and patients with their arrival and departure. The incumbent ensures his/her team understands and practices all relevant safety policies and procedures. He/she must also ensure his/her group determines and provides for patient comfort and safety during transport. If the patients being transported must have their clinical state constantly monitored, the incumbent's team assists clinical staff in doing so. This position works independently and as part of a team. The incumbent receives guidance and direction from the Patient Transport Supervisor. Specific instruction pertaining to the care of an individual patient is provided to this group by the clinical staff assigned to care for the patient. Activities by this person have a considerable impact upon direct patient care and those that provide that care in this Level I Trauma Center, Burn Center, Organ Transplant Center, etc.

The incumbent addresses telephone and on-line patient transport requests and coordinates his/her team's response via the Patient Transport information system. Specific information regarding the time, location, patient name, means of transport, destination, etc. are part of the required documentation. The incumbent oversees the area and work team whenever the supervisor is not present. This position schedules, plans, assigns, and guides the activities of those on his or her team. The incumbent must have detailed knowledge of the various responsibilities of each member of the team. The incumbent is expected to design and implement new procedures to satisfy customer needs required by changing conditions.

MAJOR RESPONSIBILITIES

- Oversee the team that:
 - Transport patients to and from nursing units and various therapy/laboratory areas while ensuring patient safety, comfort, and privacy/modesty by complying with established policies and procedures.
 - Utilize information systems hardware in conjunction with the Patient Transport information system to acquire and record transactional records regarding all transport requests.
 - Document pertinent transport information on daily log sheets and obtain signatures from clinical staff for all cancelations, reschedules, and confirmations of patient drop-offs. Submit log sheets to Patient Transport leadership at the end of each shift.
 - Follow directives provided by clinical staff regarding the transport request (i.e. proper head elevation, oxygen level, etc.).
 - Check two patient identifiers (i.e. wristband, birthdate, etc.) to confirm the correct patient is being transported.
 - Follow proper positioning techniques for patients in mode of transport (e.g. wheelchair footrests supporting feet) while also correctly positioning treatment devices such as drainage bags and IVs for transit.
 - Observe the patient's condition and that of patient care equipment during the transport and report occurrence of patient symptoms and equipment alarms to clinical staff upon arrival at destination.
 - Manage transportation equipment making it is available when needed by utilizing a Real Time Locating System to monitor equipment usage and location. Clean equipment in accordance with Infectious Disease Control policy. Report defects and safety hazards to supervisor or Nurse Manager if equipment is unit-based.
 - Apply basic first aid and obtain assistance in an emergency.
- Partner with the Patient Transport Supervisor to coordinate daily activity in the department by monitoring the computerized patient transport software system, answering telephone calls and pages as they relate to patient transport requests, monitoring input from system users, and developing performance reports from collected data.
- Assist supervisor with interviewing, hiring, and evaluating team members.
- Prepare team schedules and redirect staff as necessary.
- Train new team members.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE ORGANIZATIONS PERFORMANCE STANDARDS

JOB REQUIREMENTS

Education	Minimum	High school graduate or equivalent.
	Preferred	

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Work Experience	Minimum	One (1) year of relevant direct clinical patient care experience. Six (6) months of experience as a UW Health Patient Services Aide – Objective may be considered to meet this requirement.
	Preferred	
Licenses & Certifications	Minimum	CPR certification or the ability to receive certification within 60 days of hire.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Work collaboratively and communicate effectively (written and orally) with a wide variety of individuals including hospital staff, nurses, physicians, patients, and their families. • Must possess excellent interpersonal, conflict resolution, and problem-solving skills while working in a fast-paced environment. • Endure high level of physical activity (walk, lift, push, pull, stand, etc.) frequently throughout work shift. • Understand and use proper patient-care principles and practices. • Work independently and utilize efficient time management skills. • Working knowledge of Microsoft software (Excel, Word, etc.) • Project positive image of UW Health and the services provided.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input type="checkbox"/>	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
<input type="checkbox"/>	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
<input checked="" type="checkbox"/>	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
<input type="checkbox"/>	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.