

## UW HEALTH JOB DESCRIPTION

### Patient Safety Observer

Job Code: 410063	FLSA Status: Non-Exempt	Mgt. Approval: S. Sadoff	Date: September 2021
Department: Nursing – Resource Center & Per Diem	HR Approval: J. Olson	Date: September 2021	

#### JOB SUMMARY

The Patient Safety Observer (PSO) is an entry level position that provides direct patient observation to redirect unsafe patient behaviors in an inpatient setting. The PSO is one who strictly performs within their scope of practice as they are trained in basic activities related to the patient's safety, care, and comfort. The PSO prevents the patient from harming themselves or removing medical equipment that could delay the healing process, usually by means of verbal interaction (reassurance and reorientation) and takes appropriate action when required. The patient who is to be closely observed may have special needs but does not require specialized life sustaining equipment to be monitored. The PSO observes and accurately reports immediately to the nurse any change in the patient's behavior or status. The monitored patient may exhibit behavioral health concerns such as suicidality, depression, or limited coping but is not violent and straightforward to redirect. This position functions as a member of the nursing care team and works under the direction and close supervision of professional nursing staff.

#### MAJOR RESPONSIBILITIES

- I. **Patient Safety:** The PSO is committed to the highest standards of patient safety. The PSO will demonstrate prescribed procedures to ensure the highest level of patient care and service.
  - A. Demonstrates a willingness and ability to learn basic personal cares performed in collaboration with nursing staff.
  - B. Demonstrates an understanding of practices to maximize patient safety, employ interventions, and interact with the patient to increase engagement and redirect behavior through diversional or recreational activities.
  - C. Collaborates with the patient's caregivers to learn basic personal cares, transfers, and repositioning.
- II. **Communication:** The PSO will demonstrate interpersonal skills in all interactions with patients, visitors, and staff.
  - A. Interacts with patient on a continuing basis in effort to establish a trusting relationship and learn pertinent information to keep the patient safe.
  - B. Communicates relevant observations to the patient's caregivers.
  - C. Documents observations and interventions in the electronic health record.
- III. **Customer Service:** The PSO demonstrates a commitment to courteous, sincere, and sensitive customer service. The PSO will present a positive and caring attitude in all interactions with patients, visitors, and staff. The PSO is patient, tolerant, and respectful of diversity. The PSO presents a positive image of themselves and the organization in all interactions. The PSO recognizes the patient's and family members' reactions to hospitalization, illness, procedures, and staff and initiates supportive measures.
- IV. **Teamwork:** The PSO is expected to participate as a member of the nursing team, sharing mutual goals and a common mission. The PSO will demonstrate respectful and cooperative relationships in fulfilling the goals and mission of UW Health and this role.
- V. **Initiative:** The PSO is committed to and performs quality work in order to contribute to patient care. The PSO assumes responsibility and accountability for their own actions. The PSO is timely in meeting job responsibilities to meet the challenges of a changing environment and strives to provide excellence customer service. The PSO exhibits a willingness to learn and enhance their knowledge base in caring for patients and develops goals for professional growth.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Successful completion of coursework in a healthcare related field
Work Experience	Minimum	
	Preferred	Previous healthcare experience

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Licenses & Certifications	Minimum		
	Preferred	Basic Life Support/CPR	
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>Ability to recognize when to activate emergency measures to intervene due to patient's activity</li> <li>Ability to interact with patient to increase engagement and redirect behavior</li> <li>Knowledge of safety measures used during the monitoring of patient care</li> <li>Ability to work and communicate effectively with patients, family members, visitors, and teammates</li> <li>Ability to accurately document observations and interventions in a timely manner</li> <li>Ability to follow directions and learn and apply knowledge of patient care principles and practices</li> <li>Ability to project a positive image of UW Health and the services offered</li> </ul>		
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> 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 checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<input type="checkbox"/>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>
<input type="checkbox"/>	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Negligible</b> or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/>	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>
<input type="checkbox"/>	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>
<input type="checkbox"/>	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.