

UW HEALTH JOB DESCRIPTION

University of Wisconsin Hospital and Clinics is committed to the highest standard of Customer Relations principles for its patients, visitors and fellow staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors and fellow staff members.

JOB TITLE: Clinic Coordinator

DEPT: HVC Service Line

REPORTS TO: Clinical Nurse Manager, HVC Ancillary

COST CENTER: 1706, 1727, 1738, 1739, 1410

FLSA STATUS: Exempt

DATE: March 2005

POSITION SUMMARY:

The HVC Clinical Coordinator is a registered nurse who is accountable for the effective management and delivery of care to patients in the Heart and Vascular Care suites at the CSC, East, and West Clinics. The coordinator works in collaboration with physicians, registered nurses, medical and program assistants to plan, direct and evaluate the care provided to patients and their families in the Heart and Vascular clinics and non-invasive diagnostic laboratories. The coordinator possesses expert clinical knowledge, which is applied systematically and continuously for collection of data in collaboration with multidisciplinary members to provide therapeutic care for the patient and/or family. This expertise includes triaging patients, identification of resource availability (treatment, hospital or community options), non-invasive procedures in the echo and stress testing laboratories including conscious sedation. The coordinator has daily responsibility for the management of patient care across multiple sites including unit personnel, maintenance of the environment, policy and procedures, and participation in the development and administration of the operating budget. This coordinator communicates effectively with the faculty in planning for change using tact, discretion and diplomacy, is skilled in problem solving techniques and team development, and provides feedback to both staff and administration. Key responsibilities include direct patient care; overseeing staff development and education and quality improvement initiatives; staff evaluation (objective and subjective information), clerical and clinical staff scheduling; and conducting regular staff meetings for the purpose of education, information sharing, and problem solving activities. The Clinical Coordinator reports to the Heart and Vascular Care (HVC) Ancillary Manager.

CORE ORGANIZATIONAL COMPETENCIES

Technical Skill: Incumbent performs his/her job demonstrating technical ability, understanding of job expectations and compliance with organizational policies and procedures. The incumbent performs the following **job responsibilities:**

A. Clinical Practice and Leadership

1. Integrates the principles and philosophy of the professional nursing care delivery system into practice.
2. Serves as a role model to other nursing personnel by demonstrating effective direct patient care, leadership and professional behavior.
3. Provides direct nursing care and patient education to patients/ families, assuring continuity of care.

4. Continuously evaluates the outcomes of the RN/MD paired provider model from the perspectives of the patient, the nurse, and the physician; implements appropriate changes to meet the needs of all constituencies.
5. Maintains an effective anticoagulation monitoring system for all patients seen in cardiovascular clinics.
6. Reviews appointment and testing schedules on daily and weekly basis and makes adjustments in support staff schedules as needed.
7. Serves as a liaison with medical staff to identify issues of mutual concern, solve problems, review staffing plans and overall operation of the clinic.
8. Provides for a performance evaluation process, which includes appropriate counseling in relation to performance, corrective discipline, and termination.
9. Carries out the recruitment process for the clinic and non-invasive diagnostics nursing staff, including medical faculty in the decisions to hire.
10. Enforces adherence to hospital and department policies and procedures.
11. Has working knowledge of the collective bargaining contracts and enforces the stated terms and condition of employment.

B. Management of Resources

1. Promotes open and effective communication among staff, service line, the medical faculty and other departments.
2. Responsible for maintaining a safe and therapeutic environment for patients, visitors, and staff.
3. Develops and utilizes a process for effective fiscal management of the clinics and non-invasive diagnostic labs.
4. Participates in budget development and monitoring for clinics and the non-invasive diagnostic labs.
5. Develops and implements an ongoing process for problem-solving that includes input from department faculty and appropriate hospital departments.

C. Maintenance of Quality Care

1. Serves as a role model, demonstrating effective patient care, leadership and professional behavior.
2. Acts as a consultant and clinical resource to nursing staff through provision of patient care and coordination of care.
3. Actively supports the participation of staff in housewide nursing councils and the unit nursing practice council.
4. Coordinates medical and nursing management of patient care in the clinics and non-invasive testing labs on a daily basis.
5. Supports patient advocacy and the patient's Bill of Rights.
6. Develops, maintains, and evaluates patient care standards for the HVC clinics and nursing component of non-invasive diagnostic testing labs.
7. Monitors all nursing activities related to patient care.
8. Promotes a unit-based, multi-disciplinary quality improvement program that incorporates patient care standards and meets JCAHO guidelines for ambulatory care.

D. Education/Outreach

1. Creates an environment in which staff learning is supported and stimulated.
2. Interprets and supports the philosophy, objectives, policies and procedures which guide

- personnel, patients, and the public.
3. Participates in patient, family and staff teaching.
 4. Meets personnel continuing education and developmental needs.
 5. Collaborates with clinical instructors and faculty in planning, guiding, and evaluating medical and/or nursing students' clinical experience.
 6. Develops appropriate written patient education materials.
 7. Serves as a resource person to staff in other clinics as appropriate.
 8. Supports and/or participates in research programs approved by the Hospital and the University.
 9. Supports and/or participates in community outreach programs.

Patient Safety: Incumbent is committed to and performs the highest standards of patient safety. Incumbent will demonstrate prescribed operating procedures to ensure the highest level of patient care and service.

Teamwork: Incumbent is expected to participate as a member of Heart and Vascular Service Line, sharing mutual goals and a common mission. Incumbent will demonstrate respect and cooperative relationships in fulfilling the goals and mission of UWHC and this position.

Communication: Incumbent will demonstrate good interpersonal skills with all whom they interact including other hospital staff, visitors, and most importantly, patients and their family members. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Incumbent must effectively send, receive, and respond to information ensuring a high level of patient care and service.

Initiative: Incumbent is committed to perform quality work contributing to quality patient care. Incumbent assumes responsibility and accountability for his/her actions. To meet the challenges of a changing environment, incumbent is timely in meeting his/her job responsibilities and strives to provide excellent customer service. Incumbent values accomplishments and shows enthusiasm and pride in the hospital. Incumbent demonstrates a self-directed work effort that confirms the ability to recognize personal strengths and weaknesses. Incumbent is expected to develop goals for professional growth and strive to achieve those goals.

Customer Service: Incumbent is expected to demonstrate a commitment to courteous, sincere, and sensitive customer service. Incumbent will present a positive and caring attitude in all interactions with patients, visitors, and staff. Incumbent is patient, tolerant, and accepts diversity. Incumbent presents a positive image of themselves and of the hospital in all personal and telephone interactions.

Quality Improvement: Incumbent demonstrates a commitment to quality and excellence. Problems are solved through critical evaluation of data-based information and continuous improvement efforts that lead to effective quality-based outcomes. Incumbent is expected to be able to accurately identify and diagnose an issue, identify alternatives, implement a plan, evaluate and communicate skills.

POSITION SPECIFIC COMPETENCY(s) – Optional

Clinical Skill: See above

Age groups served:

Possess knowledge and skills required to effectively care for patients in the following age groups:

<input type="checkbox"/> Infants	<input checked="" type="checkbox"/> Toddlers	<input checked="" type="checkbox"/> Preschool
<input checked="" type="checkbox"/> School Age	<input checked="" type="checkbox"/> Adolescent	<input checked="" type="checkbox"/> Young Adult

Middle Adult

Older Adult

Demonstrated ability as outlined on age-specific orientation competencies. Refer to annual performance appraisal that includes performance criteria.

MINIMUM QUALIFICATIONS:

1. Registered Nurse, Licensed in the State of Wisconsin.
2. Possession of a Bachelor's degree from an accredited college or university in Nursing.
3. Two (2) to three (3) years of ambulatory care nursing experience, preferably in a cardiovascular care setting.
4. Progressive nursing management experience with demonstrated success, preferably in ambulatory care.

Physical Requirements:

X	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.
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WORK SCHEDULE: Flexibility in work hours required to meet position responsibilities.

FTE PERCENT: 100%

Job descriptions represent a general outline of job duties, functions, and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at any given point in time.

It is UWHC's policy to base hiring decisions solely on an individual's ability to perform essential job functions. Persons with disabilities are eligible for this position provided they can perform those functions with reasonable accommodation.