

UW HEALTH JOB DESCRIPTION

Senior Transplant Coordinator

Job Code: 850005	FLSA Status: Exempt	Mgt. Approval: C Bowman	Date: May 2020
Department : OPO/Transplant		HR Approval: J Theisen	Date: May 2020

JOB SUMMARY

The Senior Transplant Coordinator (STC) is a front line nursing leader with excellent leadership, communication and interpersonal skills. The STC motivates and leads nursing staff while working in collaboration with the interprofessional team. The STC mentors others to grow professionally and advance their knowledge and skills. The STC collaborates with other internal and external departments and providers to coordinate the evaluation and preparation of patients for organ transplantation and long-term management of patients after transplant. The STC provides patient education during all phases of transplantation and serves as the primary point of contact for patients, ensuring that the patient understands the process and often must serve in the role of the patient's advocate.

The STC demonstrates professionalism at all times and holds team members accountable for standards of practice. The STC leads nursing staff to ensure optimum patient care, efficient operations, quality service, and sound financial management. The STC considers factors related to safety, cost, effectiveness, efficiency, timeliness, as well as team member's knowledge and skill in planning and delivering care. The STC possesses expert clinical knowledge, which is applied systematically and continuously, to monitor patient data and improve quality patient outcomes. The STC demonstrates a high level of emotional intelligence and transformational leadership skills. The STC acts as a liaison to national regulatory agencies, professional organizations, and referring providers. The STC participates in community outreach initiatives to educate providers and promote referrals to UW Transplant.

The STC communicates with the interprofessional team to establish goals and strategies for meeting pre-transplant, discharge and continuing care needs with the patient, family, and/or other care providers. The STC analyzes and resolves complex problems that require innovative and critical thinking skills. The STC collaborates with other departments and care providers to analyze and manage patient test results (i.e. tissue typing, viral screening, pathology and radiology) and apply appropriate interventions. The STC actively facilitates the work of the team and ensures that nurses work at the top of their license in accordance with the *Nurse Practice Act* and the *ANA Scope and Standards of Practice*. The STC has wide latitude in decision making within department policies and procedures.

The STC demonstrates leadership in alignment with the mission, vision, values, and strategic goals of the organization. The STC has a specialized area of expertise within the field of transplantation and leads programmatic activities in this domain (i.e. living donation, pediatric care, National Kidney Registry, Hepatitis C). The STC incorporates research findings in their practice and maintains expert transplant clinical knowledge through advanced certification(s), membership in professional organization(s), and organizational committee(s). The STC maintains knowledge of evidenced based practice and facilitates the professional development of nursing staff and students. The STC serves as a role model and clinical resource for other nursing personnel and interprofessional team members.

COMPETENCY SUMMARY

- Provides direct patient care, educating patients and families regarding transplantation, managing pre and post transplant care.
- Demonstrates an understanding of regulatory requirements and professional practice guidelines.
- Possesses a working knowledge of organizational policies and procedures.
- Exhibits competence in the performance of department specific skills in order to be a resource and mentor for others in the department.
- Demonstrates recent involvement in leadership activities.

MAJOR RESPONSIBILITIES

Professional Clinical Practice:

General

- Leads and implements safe, competent, and efficient patient and family centered care using policies and evidenced based practice guidelines.
- Exhibits ability to teach, apply, and implement professional guidelines for practice, such as the State Board of Nursing, the American Nurses Association (ANA) Professional Scope and Standards of Practice and Code of Ethics for Nurses (ANA).

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- Understands and embraces the concepts of patient and family centered care by facilitating collaborative decision making in all aspects of the patient's plan of care.
- Demonstrates effective communication, conflict resolution, teambuilding, and leadership skills.
- Participates in updating and upholding standards of practice and serves as a role model by maintaining standards of care.
- Manages a large number of patients with end stage organ disease in various stages of the transplant process (awaiting transplantation, living donor patients, inpatients, and post-transplant) and in varying levels of complexity. This requires effective organizational skills with the ability to prioritize clinical issues on a daily basis.
- Participates in the multidisciplinary patient care team, collaborating with medical physicians, surgeons, advanced practice providers, social workers, pharmacists, financial advisors, nursing personnel and other health disciplines to coordinate the entire transplant process.

Pre-Transplant

- Educates patients and families regarding all aspects of transplantation.
- Coordinates and conducts patient and living donor pre-transplant evaluations; gathers and interprets testing results and presents to the Patient Selection Committee for determination of candidacy for transplantation. This includes urgent inpatient transplant evaluations for critically ill patients in organ failure.
- Works closely with histocompatibility lab (HLA lab) for obtaining and analyzing patient tissue typing/antibody level testing.
- Communicates with third-party payers regarding issues of medical necessity and benefits coverage for patients undergoing transplantation.

Post-Transplant

- Conducts post-discharge planning and education for patients recently transplanted; provides continuity of care between inpatient admissions and outpatient visits.
- Composes written clinical summaries, letters of medical necessity and personalized follow up letters for patients and providers.
- Compiles and analyzes clinical data for management of transplant patients post-transplant and provides routine and acute care in the UW Transplant Clinic. This requires the ability to recognize patient problems/symptoms, apply appropriate medical interventions and protocols, and interpret these to community physicians and health professionals involved in the care of transplant patients.
- Provides status reports to referring providers and third party payers and obtains prior authorization for medications, procedures, etc.

Quality of Care/Research

- Reports significant events such as near misses, adverse events, patient/family complaints, and situations that affect the safe and timely delivery of patient centered care.
- Assures compliance with the organizational initiatives, and identifies opportunities for improvement.
- Assigns and delegates patient care tasks as appropriate, considering staff members' level of experience, competency, and knowledge.
- Assists in monitoring staff performance, behaviors, competencies, and participates in performance reviews.
- Understands and monitors quality metrics to reinforce adherence of all infection control policies, patient safety precautions, and transplant regulations.
- Understands and holds self and others accountable to all quality and satisfaction metrics to improve the patient experience.
- Acts as a clinical leader/consultant supporting clinical research.
- Collects and uses data to assess outcomes, and collaborates with the health care team to implement strategies to improve care.
- Creates a healthy work environment to promote staff satisfaction, patient satisfaction and clinical quality outcomes.
- Supports planning of, and participates, in clinical research projects. Collects and analyzes data for ongoing clinical research projects.
- Participates in the development and implementation of research clinical protocols. Translates and incorporates research findings into practice.
- Creates a culture of regulatory compliance through leading quality assurance activities and implementing and teaching others new regulatory requirements (i.e. UNOS, CMS, The Joint Commission, etc.).

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Management of Resources

- Manages resources and technology to increase efficiencies and control costs.
- Ensures appropriate staffing levels to maintain fiscal responsibility and to meet patient care needs.
- Manages patient throughput to deliver safe and effective patient centered care.
- Monitors supplies to ensure patient care needs are met without creating waste.
- Assists in ensuring proper use of equipment to avoid damage.
- Leads programmatic initiatives, including development and implementation of strategic plans.
- Leads the development of protocols, policies and procedures, and guidelines for patient management.
- Develops, implements and evaluates comprehensive patient education programs.
- Leads the development and execution of quality assurance and quality improvement programs and projects.

Service to Others

- Assists other team members by providing direct patient care as needed.
- Serves as mentor and coach to teach and guide others. Serves as preceptor in mentoring new transplant coordinator staff; acts as leader and resource to healthcare professionals regarding transplant.
- Creates a vision aligned with organizational strategic goals to motivate and guide others.
- Performs other specific tasks as assigned by the department leadership team.
- Leads teaching activities, both internally and externally, for referring physicians, dialysis centers/pulmonary/heart centers, advanced practice providers, nurses, allied health professionals and for students in those disciplines.
- Participates in outreach visits and presentations to primary referring physician groups.
- Develops and presents information to professional groups, community organizations, and patient support groups regarding organ transplantation and organ donation.
- Participates in the development of marketing information regarding organ transplantation and organ donation.
- Provides consultation to physicians, nurses and other health care professionals who provide health care to organ transplant patients.

Professional Development

- Applies culturally competent care using advanced clinical knowledge, skill, and experience.
- Assumes responsibility for the professional development of self and others.
- Participates in continuing education activities within the department and organization.
- Promotes, facilitates, and educates team members on new practice changes, regulatory requirements, and organizational practices changes in a timely manner.
- Monitors and supervises training and education for team members on the unit.
- Attends and actively participates in department staff meetings.
- Demonstrates spirit of inquiry and consistently seeks new knowledge through professional organizations, journal articles, and other professional endeavors.
- Maintains current knowledge of clinical practice and evidenced based guidelines in the field of transplantation and nursing discipline.
- Maintains current knowledge of organizational policies and procedures and is a resource in the department.
- Manages difficult situations using advanced problem solving and conflict resolution skills.
- Identifies professional strengths and areas for growth; demonstrates professional development in formal and informal learning experiences.
- Participates in professional organizations in the area of transplantation and nursing; participates in local, regional and national conferences on organ transplantation. Disseminates information learned to colleagues.

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

JOB REQUIREMENTS

Education	Minimum	Baccalaureate degree in nursing.
	Preferred	
Work Experience	Minimum	Five (5) years as a transplant coordinator

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Licenses & Certifications	Minimum	<ul style="list-style-type: none"> Registration as a professional nurse in the State of Wisconsin. ABTC certification as Clinical Transplant Coordinator 		
	Preferred			
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Demonstrates ability to: <ul style="list-style-type: none"> Effectively teach patients, families and nursing staff. Facilitate quality improvement and standards of care. Provide constructive feedback and resolve conflicts. Prioritize workload when given multiple demands. Maintain professional communication and interactions in all situations. Develop members of the team for improved functioning and effectiveness Deliver culturally congruent care. Apply the concepts of patient and family centered care. 		
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,				
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)	
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)	
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)	
	School Age (6 – 12 years)		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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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
	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
X	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#
	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#
	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#
List any other physical requirements or bona fide occupational qualifications:				

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.