

NURSING SERVICES DIVISION MANAGER

DEFINITION

Under general direction, serves as a division manager for an assigned nursing division, which consists of at least two inpatient nursing units (i.e. Emergency Room & Intensive Care) or a single major multidisciplinary unit (i.e. Surgical Services (Inpatient Operating Room, Outpatient Operating Room, Recovery and Central Sterile)). The position is responsible for planning, organizing and directing the operations and staff (clinical and non-clinical), keeping abreast of the community needs as it relates to their assigned units, mentoring department staff, assisting the Patient Financial Services Director by monitoring and analyzing patient payor mix, and maintaining effective business relationships which promote the services of the division. The Nursing Services Division Manager is responsible for ensuring that their assigned nursing division meets all patient safety goals, quality assurance guidelines, Joint Commission on the Accreditation of Hospitals (JCAHO), Department of Health and Human Services (DHHS), Federal and State laws and regulations, and all other requirements and standards for the specific units in the assigned nursing division and performs other related work as related.

DISTINGUISHING CHARACTERISTICS

The Nursing Services Division Manager is responsible for managing an assigned nursing division, which consists of at least two inpatient nursing units (i.e. Emergency Room & Intensive Care) or a single major multidisciplinary unit (Surgical Services (Inpatient Operating Room, Outpatient Operating Room, Recovery and Central Sterile) at Natividad Medical Center and have overall accountability for supervision of staff, patient care and unit management 24 hours per day, seven days per week. The Nursing Services Division Manager reports directly to the Assistant Administrator-Patient Care Services (Director of Nursing?).

This class is distinguished from the next lower class Administrative Nurse/House Supervisor in that the Nursing Services Director has twenty-four (24) hour responsibility for a Nursing Division and the Administrative Nurse/House Supervisor is responsible for serving as the administrator on duty for the entire hospital during a single shift and is not directly responsible for the overall operation of a nursing unit or division.

EXAMPLES OF DUTIES

1. Lead, plan, organize and direct the services of a nursing division; review and evaluate administrative and nursing procedures; establish nursing and unit specific standards and initiate changes as needed; confer with management and supervisory staff to discuss on-going unit management and patient care issues, including but not limited to: the assessment of patients, implementation of doctor's orders, treatment plans and medical procedures, administration of medication and record keeping of same.
2. Prepare a variety of reports, correspondence, and memoranda; direct the preparation and maintenance of nursing records, reports, and statistics in accordance with administrative and nursing policies and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and Title 22 regulations.
3. Ensures appropriate staffing levels are maintained twenty-four (24) hours per day, 365 days per year to meet all state staffing regulations, Ensures that the patient classification system for the division accurately reflects the acuity and staffing needed to provide safe, quality patient care. Conduct ongoing review of division staffing plans to meet the needs of the patients, including fluctuating staff to ensure staffing efficiencies are obtained.

Nursing Services Division Manager

4. Assures compliance with interdisciplinary and unit specific policies, medical staff bylaws, policies and procedures, JCAHO, DHHS and other licensing authorities' guidelines, standards, laws and regulations applicable to the assigned Nursing Division.
5. Develops and implements policies, procedures and protocols in accordance with JCAHO, DHHS, State, Federal and other administrative and regulatory agency directives.
6. Develops, monitors, and implements quality control standards related to the assigned nursing division, to include measures to monitor patient safety, compliance, and customer service satisfaction. Collects and analyzes data to monitor improvement in selected areas to ensure continuous quality improvement. Conducts focus review studies on selected areas where opportunities for improvement have been identified. Prepares written quality assurance reports and verbal presentation to appropriate committees as needed. Reviews, updates, and revises quality assurance plans for assigned nursing division on an ongoing basis.
7. Reviews reports and recommendations from authorized licensing, planning, regulatory and inspecting agencies and prepares appropriate plan of action when needed.
8. Develops, implements, and monitors division's annual expense and revenue budget and operating plan; and ensures it is in alignment with the organization's strategic operating plan. Prepares and submits requests for capital expenditures. Authorize expenditures; Manage purchase orders for the division; Monitors and analyzes the financial reports and trends for the assigned division and prepares monthly variance reports to the Assistant Administrator-Patient Care Services and the Chief Financial Officer.
9. Manage Nursing divisions' productivity by setting benchmarks, utilizing all productivity reports and tools, monitoring variances and putting plans into immediate action to assure that standards are being met. Actively manage employee's schedules to achieve maximum staffing efficiencies while maintaining quality care.
10. Identifies and recommends new products, services and equipment which will reduce operating costs and improve quality and efficiency of the nursing division.
11. Interviews, hires, evaluates, promotes transfers and disciplines all clinical and non clinical personnel.
12. Promotes the best practices of the nursing profession and encourages staff to continue to develop and acquire additional nursing skills. Serves as a mentor to department staff to encourage their continued education and certification in the nursing field as it relates to their assignment and career goals.
13. Manage change in an interdisciplinary health care delivery system such as restructuring/streamlining work flow/processes, and technological advances and trends in the focus of health care delivery appropriate to the Nursing Division.
14. Actively promotes the nursing profession through outreach to local schools, colleges and vocational schools and assists with hospital tours, job fairs, and open houses; and participates in professional nursing organizations, subgroups and committees.
15. Responds appropriately to all patient concerns in a timely manner. Investigates patient complaints and takes appropriate corrective action. Refers all complicated and monetary complaints to the Assistant Administrator-Patient Care Services. Ensures that quality review reports are filed in a timely manner and that the Quality Administrator is advised of unusual occurrences.

Nursing Services Division Manager

16. Conducts and participates in staff meetings, shift reports, in-service training sessions and administrative meetings and committees. Assists the Nursing Education Department with providing appropriate updates, annual and continuing educational training to department staff, clinicians and staff.
17. Work with key stakeholders to develop or expand and implement medical programs or health services that promote quality patient care in line with the Mission, Vision and Values of the Hospital. Promotes the services of the assigned Nursing division. Provides ongoing assessment of services and programs. Broadens community awareness with the goal of increasing utilization of their division; Works collaboratively with physician and other leaders to plan and implement services in order to meet the needs of the patients and the community. Maintains effective business relationships both internal and external which support and promote the Nursing division services. Consult with medical, business and community groups to discuss service related to the Nursing division. Coordinate all public relation activities with the Public Relations department.
18. Review and analyze Nursing division activities and data to aid in planning, cash and risk management and to improve service utilization.
19. Maintain open communication between division staff, other managers, medical staff and administration by attending appropriate meetings and coordinating interdepartmental activities when needed.
17. Works collaboratively with the Utilization Review, Case Management, and Social Services departments to ensure appropriate utilization of services, discharge of patients, and patient support when needed. Monitors use of diagnostic services, inpatient beds, facilities and staff to ensure effective use of resources and to assess the need for additional staff, equipment and/or services.
18. Develops and maintains effective relationships with physicians, department managers, along with other internal and external customers.
19. May provide skilled nursing care to patients as needed.

QUALIFICATIONS

As a condition of employment, all positions in this classification are required to have the following licensure:

Pursuant to California Code of Regulations 70055(33), possession of a valid California Registered Nurse (RN) license is required.

STATE REGULATORY REQUIREMENTS

Pursuant to California regulations the following divisions require distinctive experience as listed below:

Mental Health Unit

- 2 Years experience in psychiatric nursing (California Title 22, Section 70579)

Acute Rehabilitation Unit

- 1 year experience in rehabilitation nursing (California Title 22, Section 70599)

Nursing Services Division Manager

Neonatal Intensive Care Unit (NICU)

- Be a registered nurse (R.N.) licensed by the State of California holding a master's degree in nursing;
or
- Be a R.N. holding a bachelor's of science degree in nursing (BSN) and either a master's degree in a related field or certificate in nursing or health care administration from a nationally recognized accrediting organization,
and
- Have at least three years of clinical nursing experience at least one of which shall have been in a facility with an NICU that is equivalent to a Regional or Community NICU.

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Thorough Knowledge of:

1. Current principles, practices, techniques, policies and procedures of nursing theory, practice, and management.
2. Health care practices, procedures, terminology and technology as they relate to nursing practice.
3. The five medication rights; medications and their correct administration based on age of patient and clinical condition; utilization and effects of medications, including narcotics; appropriate pain management techniques.
4. Principles and practices of effective management and supervision.
5. JCAHO, Title 22, Federal and State regulations, guidelines and laws affecting the nursing practice, patient's rights and division management.

Working Knowledge of:

1. Principles and practices of quality assurance guidelines as they relate to the health care field control and evaluation.
2. Safety policies, procedures and practices as they relate to nursing.
3. Computer application related to nursing services.

Skill and Ability to:

1. Perform the full range of nursing duties for all nursing units with the assigned division.
2. Interpret data about patient status in order to identify age specific needs; plan for and provide age appropriate care to the patient population served in the assigned division
3. Plan, organize and direct nursing services.
4. Appraise performance, counsel and motivate employees; prepare documentation and implement corrective and disciplinary measures.

Nursing Services Division Manager

5. Plan and organize orientation and in-service training for staff; provide constructive feedback in a timely manner, conduct evaluations on staff and provide staff with a performance improvement plan when applicable.
6. Maintain quality control to assure compliance with safety and accreditation standards and regulations.
7. Analyze situations accurately and adopt an effective course of action.
8. Effectively utilize staff, supplies and equipment.
9. Analyze data and present ideas and information clearly, both orally and in writing.
10. Gain and maintain confidence and cooperation of those contacted in the course of work.
11. Keep abreast of current trends in nursing, medications and technology.
12. Identify and address psychosocial, cultural, ethnic and religious/spiritual needs of patients and their families.
13. Communicate effectively with wide variety of people, including patients, physicians, nurses and other hospital staff, vendors and other healthcare industry personnel.
14. Consults with other departments, as appropriate, to collaborate in patient care and performance improvement activities.
15. Understand, interpret, and apply laws, rules, regulations, and policies related to nursing and hospital administration.
16. Effectively and consistently communicate administrative directives to personnel and encourage interactive departmental meeting discussions.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent may be required to:

1. Work with potentially hazardous substances.
2. Be accountable for the operation of a 24 hour unit, including responding to emergencies and attendance at meetings outside of working hours as needed.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledge, skills and abilities listed above may be acquired through various types of experiences, education or training, typically:

Nursing Services Division Manager

Experience

Three years of supervisory experience in the assigned division, Five years of clinical experience in the assigned division, and ten years of nursing experience.

AND

Education

Completion of coursework leading to a Bachelors of Science in Nursing or Masters of Science in Nursing.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. Vision which can be corrected to a level sufficient to successfully read and interpret physician's orders and to read standard text and data on a computer terminal or on paper.
2. Manual dexterity sufficient to perform full range of nursing duties, including application of bandages, ointments, lotions, IV's, feeding tubes, catheters, etc., operate patient care equipment, including respirators, monitors, etc.
3. Ability to sit for long periods of time, during the preparation of reports, and the review and/or analysis of data.
4. Ability to lift a minimum of 25lbs
5. Mobility sufficient to assist in moving patients, and adjusting patients during procedures.
6. Mobility sufficient enough to move freely about the medical center.
7. Ability to verbally communicate in a clear manner that is not disruptive to the hospital atmosphere.

CLASS HISTORY

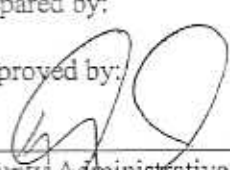
Class Code: 52A88
Established Date: June 2004
Revised Date: (New)
Former Title: Nurse Manager

CLASS DATA

Job Group: 10
EEO Category: P
Work Comp. Code: 8830
Bargaining/Employee Unit: X
FLSA: E
MOCO OT: N

Prepared by:

Approved by:



County Administrative Office

6/4/04