

“Patient Centered Excellence”

JOB DESCRIPTION

JOB TITLE: House Supervisor

DEPARTMENT: Nursing Services

JOB SUMMARY: The Administrative Nursing Supervisor role represents administration and management on a 24/7 basis in the provision of leadership to expedite and ensure efficient hospital operations. It guides in the appropriate placement and safe provision of patient care services which: address and meet clinical patient needs, employs wise and appropriate stewardship of resources, and assures and enhances a positive patient experience.

I. JOB DUTIES:

Serves as the Representative of Administration.

1. Investigates patient, family, physician, and staff concerns. Refers situations to Patient Representative, Risk Management, as appropriate.
2. Evaluates any unusual and/or inappropriate incidents on hospital premises related to unsafe occurrences or practices involving patients, employees, providers, students, or visitors; takes prompt, appropriate action in order to provide a safe environment and safe patient care.
3. Informs Administrator/Director/Department Manager of resolved and/or pending problems and actions taken.
4. Oversees & directs other hospital departments in the absence of their manager to assure the delivery of patient care.
5. Responds to law enforcement inquiries and refers to appropriate resources such as Patient Relations, Risk Management and Security.
6. Maintains patient rights in accordance with the Minnesota Patient Bill of Rights.
7. Attends and is actively involved in Nursing Leadership meeting and initiatives as notified.
8. Conducts themselves in a professional manner and models “leadership” as an Administrative representative.

Responsible for human resources and financial management during assigned shift to maintain quality service, positive employee relations, and fiscal expectations.

1. Facilitates inter/intra-departmental problem solving between individual employees.

2. Promotes first party communication.
3. Implements and communicates human resource policies and procedures in a fair and consistent manner.
4. Monitors performance of nursing personnel from outside agencies during their assignment and relays information to appropriate staff.
5. Assists with effective fiscal management of resources within budgetary guidelines.
6. Responds and participates in resolving system, staff, and physician issues, taking immediate action when appropriate and/or triaging to operational managers.
7. Consistently provides information to Department Manager or Director about unit or system issues.
8. Monitors and provides input regarding employee issues and performance appraisals consistent with hospital policies and performs progressive disciplinary action when necessary.
9. Utilizes clear decision-making process in problem identification and problem resolution in both routine and emergency situations.
10. Supports staff in utilizing their own abilities to problem solve.

Allocates Daily Staffing Resources.

1. Coordinates with Staffing Office and Nursing Dept. to achieve quality service and positive patient flow for assigned shift.
2. Evaluates patient care requirements in relationship to the human resource and financial requirements
3. Weighs requests for staff against available resources, budgeted patient care hours, and individualized patient care needs.
4. Utilizes suggested staffing and hospital guidelines, policy, procedure and personnel assessment to allocate staff appropriately.

Patient and Employee Safety: Demonstrates understanding of role in developing and maintaining an environment that is safe for patients, visitors, and employees.

1. Identifies issues which impact patient care throughout the hospital.
2. Responds to emergency calls and acts as resource to team members when requested by staff.
3. Participates in Emergency Alert Response plan; assumes position of Incident Commander and implements the Hospital Incident Command system (HICS) in the absence of an Administrator.
4. Communicates as appropriate with external agencies.
5. Reports through variance reporting any event with potential negative effect on patient, family or staff.
6. Meets requirement for annual infection control and safety/security education.

Revised May 2015, May 2017, May 2019

7. Protects patients, self, and others from injury and accidents by maintaining a safe environment and using equipment properly.
8. Follows safety/security procedures for emergency and non-emergency situations to protect patient, self, and environment.
9. Protects patient, self, and others from injury during transfers, lifts, and transports by using proper equipment and body mechanics.
10. Reports environmental risks or equipment malfunctions to appropriate department or intervenes to ensure safety of patients and employees.
11. Ensures compliance with internal and external regulations, policies and procedures for Joint Commission, Minnesota Department of Health (MDH), etc.

Serves as a resource, coach and mentor to employees.

1. Refers staff to Infection Control, Social Services, Organ Procurement, Chaplain resources, and on-call community resources as needed to maintain patient care.
2. Provides information regarding policies and procedures and refers to the Fairview intranet as resource.
3. Maintains knowledge, understanding and competency of system and entity initiatives and changes, and communicates them positively to staff.
4. Assists staff with problem solving situational issues.
5. Directs staff to potential resources/equipment sources within hospital or community.
6. Serves as contact for vulnerable adult or child abuse reporting.
7. Serves as a resource and mentor for charge nurses.
8. Serves as a positive role model for staff in resolving problems or conflict.
9. Serves as a mentor for safe patient care.

Supervises patient flow issues throughout the organization.

1. Facilitates capacity related meetings to gather and share information, and plan daily patient flow.
2. Collaborates with all units to evaluate and develop unit admission/transfer/discharges.
3. Allocates appropriate resources to facilitate admits/discharges/transfers.
4. Completes required admission and discharge portions of the electronic chart to facilitate patient flow.
5. Rounds through each unit hourly, or a minimum of every 2 hours, to collect information for patient flow and other concerns.
6. Remains visible on patient care units at least 50% of the time.
7. Collaborates with Patient Placement to facilitate all admissions.
8. Partners with Patient Placement to trouble shoot issues and collaborate in decision-making regarding patient flow.

9. Updates Patient Placement at least every two hours with bed status.
10. Troubleshoots planned discharges to facilitate early discharges.
11. Responds to capacity alerts in the ED, Mom/Baby and house-wide to help ensure patient flow and allocation of resources.
12. Uses knowledge and resources to make decisions regarding transferring patients to outside facilities.
13. Makes patient placement decisions within placement guidelines and policies.
14. Consults with the Department Lead to initiate unit closure.

Ensures that established standards of professional nursing practice and patient care excellence are being met.

1. Coordinates and communicates with multi-disciplinary members of the health care team, including both clinical and non-clinical support roles.
2. Interprets, guides, and enforces system wide, entity and department-specific policies, procedures and practices in the safe and appropriate placement and delivery of patient care.
3. Rounds on and maintains contact with all units on assigned shift.
4. Assesses competency of nursing staff to ensure patient care standards are met in the absence of the Nurse Manager.
5. Demonstrates high level of knowledge of Standards of Care and Assessment and Plan of Care polices and can communicate them effectively.

Organization Expectations, as applicable:

1. Demonstrates ability to provide care or service adjusting approaches to reflect developmental level and cultural differences of population served.
 - a. Partners with patient care giver in care/decision making.
 - b. Communicates in a respectful manner.
 - c. Ensures a safe, secure environment.
 - d. Individualizes plan of care to meet patient needs.
 - e. Modifies clinical interventions based on population served.
 - f. Provides patient education based on as assessment of learning needs of patient/care giver.
 - g. Handles patient complaints promptly and appropriately in an effort to achieve resolution.
2. Fulfills all organizational requirements.
 - a. Completes all required learning relevant to the role.
 - b. Complies with all relevant laws, regulation and policies.
 - c. Performs other duties as assigned.

II. NECESSITY FOR INDEPENDENT ACTION:

1. Must work independently and be self-guided within the scope of practice.
2. Organizes and utilizes time in an effective fashion to assure all tasks assigned are completed in a timely fashion.

3. Demonstrates a commitment to providing the highest and most reliable quality service available on a daily basis.
4. Demonstrates ethical conduct and practices
5. Follows organization guidelines and standards of practice when making independent judgment.

III. CONFIDENTIAL INFORMATION:

1. Maintains confidentiality of all pertinent information to assure that employee, patient and visitor rights are protected.
2. Handles all information regarding the organization in a manner that assures strictest confidentiality is maintained at all times.

IV. PERSONAL CONTACTS/COMMUNICATION/BEHAVIOR:

1. Communicates with patients, visitors, families and co-workers in a pleasant, respectful and professional manner.
2. Develops and maintains open communication with the staff in both nursing and other departments to achieve overall organizational goals and objectives.

V. ATTENDANCE AND ADHERENCE TO ORGANIZATIONAL POLICY:

1. Reports to work on time and as scheduled.
2. Maintain compliance with organizational requirements including absenteeism.
3. Demonstrates behavior that fits with the organization’s Mission, Vision and Values.
4. Actively participates in assigned committees or work groups.

VI. PHYSICAL DEMANDS:

The physical demands described here for this position are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical and Mental Demands (The Americans with Disabilities Act requires employers to make reasonable accommodations for a person with a disability. This information is needed to assist Grand Itasca Clinic and Hospital in meting these obligations.)			
PHYSICAL DEMANDS			
Physical Demands (Frequency Based on an 8-hour shift)	Occasionally 1 – 2.5 HR	Frequently >2.5 – 6 HR	Continuously >6 – 8 HR
Standing		X	
Walking		X	
Sitting		X	
Bending/Twisting	RARELY		
Reaching Above Shoulders	X		
Reaching Waist Level	X		

Reaching Below Knee			X		
Climbing			NA		
Lifting Above Shoulder <u>20</u> Max # lbs.			RARELY		
Lifting Waist Level <u>35</u> Max # lbs.			X		
Lifting Below Knee <u>35</u> Max #lbs.			RARELY		
Carry Above Shoulder			RARELY		
Carry Waist Level			X		
Carry Below Knee			RARELY		
Writing				X	
Pushing			X		
Hearing					X
Squat/Kneeling			RARELY		
Repetitive Actions				X	
Handling					X
Fingering/Keying				X	
Typing				X	
Writing				X	
Gripping/Grasping				X	
Driving			NA		
Speaking					X
Seeing/Visual					X
PHYSICAL ENVIRONMENT					
	Noise		Fume/Gases	X	Chemicals
	Heat/Cold	X	Human Tissue/Fluids	X	Biohazard Materials
X	Infectious Disease		Animal Tissue/Fluids		Dirt
X	Moving Machinery		Radiation		Lasers
	Vibration		Wet/Humid Environment	X	Work Inside
	Work Outside	X	Telephone Usage		
MENTAL DEMANDS					
X	Freq. People Contact	X	Frequent Interruptions	X	Multiple Concurrent Tasks
X	Irreg. Work Schedule	X	Decision Making Skills	X	Frequent Deadlines
X	Supervisory Skills	X	Concentration Required	X	Organizational Skills
X	Detailed Work	X	Ability to Work Independently	X	Ability to Work with Others
Special Considerations/Unique Environments or Demands: PPE: Eye protection, Face shield, breathing protection, scrubs, patients with behavioral challenges.					

VII. QUALIFICATIONS:

1. Current RN licensure in State of Minnesota, BSN preferred.
2. Previous Management or Supervisory experience in healthcare preferred.
 - a. Equivalent of two (2) years Critical Care RN experience, or three (3) years Medical Surgical RN experience within the past five years.
 - b. ECG recognition/interpretation.
3. Basic Life Support (BLS) and Advance Cardiac Life Support (ACLS) certifications required and maintain certification.
4. Pediatric Advance Life Support (PALS) and Neonatal Resuscitation Program (NRP) certification or attain certification within six months of employment and maintains certification.

5. Trauma Nursing Core Course (TNCC) or Comprehensive Advance Life Support (CALS) certification preferred.
6. Demonstrated abilities to manage large volumes of multiple patient, family, staff and physician's priorities within short time frames and organize workload; includes critical thinking, teaching/delegation skills and respectful communication.
 - a. Demonstrates mature judgment, initiative and proficiency in nursing skills
 - b. Demonstrates leadership qualities, executive and organizational abilities
 - c. Ability to lead and mentor change in culture of patient care team
 - d. Ability to adapt resources to the need of the situation
 - e. Leads by example in displaying consistent behaviors reflective of GICH standards of conduct
7. Leadership skills including good verbal and written communication, decision making, problem solving, negotiation and conflict management. Must have knowledge and resources to ensure that efficient hospital operations run smoothly when most ancillary departments are closed. Must be able to interact well with Public Relations, Security, other hospitals and providers on a regular basis. Must have knowledge of resources to interact with Risk Management and legal issues. Must be proficient in using EHR programs and others as needed.
8. Demonstrated ability to follow and adhere to Grand Itasca Clinic and Hospital policies, vision, mission and values.
9. Maintains reliable and consistent attendance.

Performs other related supervisory duties as required. This list is not all-inclusive and any other task or job may be assigned in the future.

Employee Signature

Date

Supervisors Signature

Date

Original copy must be filed in the Human Resources employee's personnel record.