POSITION TITLE: Program Care Coordinator Nurse

CLASSIFICATION: Non-Exempt

DEPARTMENT: Premier Kids

TITLE OF MANAGER OR SUPERVISOR: Early Intervention Manager

POSITIONS SUPERVISED: None

SUMMARY: The Program Care Coordinator Nurse is a Registered Professional nurse who has clinical experience with medically complex children and families. The nurse is responsible and accountable for direct and indirect patient care across the care continuum, with an emphasis on outpatient care, for a designated population. This position requires expertise in the nursing process, using critical thinking skills to plan and coordinate care. The nurse provides support and guidance to other staff in the management of a designated population of patients as well as taking an active role in care.

ESSENTIAL FUNCTIONS:
Approximately 80% of his/her time is spent on patient care related activities and 20% on other activities.
1. Utilizes the nursing process to coordinate the care of an identified population of pediatric patients throughout the healthcare continuum.
2. As a part of the multidisciplinary team, regularly meets with the team and contributes to the development of a comprehensive plan of care based on the needs of the patient and family.
3. Evaluates and modifies the plan of care as needed. Regularly communicates changes to the family, healthcare team, and other agencies involved.
4. Collaborates with the family and healthcare team to arrange for identified home care needs. Acts as a hospital liaison for agencies and individuals involved with selected families.
5. Consults on patient care issues in area(s) of expertise. Functions as a resource to the community in areas of expertise. May perform specific assessments or procedures for patients, if trained and competent to do so.
6. Documents all patient care activities appropriately in the medical record.
7. Develops and maintains data system to track patients and outcomes.
8. Takes responsibility for personal professional development.
9. Identifies potential Quality Improvement initiatives.
10. Promotes improvements in nursing practice through membership and leadership in professional organizations, La Rabida Children's Hospital committees, and utilization of current research.
11. Assists with professional marketing initiatives for specific program(s).
12. Provides clinical leadership through membership and/or leadership in professional organizations, La Rabida committees, and professional presentations and/or publications.
13. Collaborates with the family, (patient, if appropriate) and the healthcare team to develop a comprehensive plan of care based on a systematic assessment of the physiological, psychosocial and developmental needs of the patient and family.
14. Evaluates and modifies plans of care as needed. May provide on going follow up between hospitalizations/clinic visits. Monitors patient progress toward established goals.
15. Acts a hospital liaison for families and external agencies and individuals providing services to specific families. Assists with completion of plans of treatment, prescriptions, school forms and other similar documents as needed and with the approval of the medical provider.
16. Participates in or leads quality improvement activities.
17. Help to facilitate the smooth running of the clinic
18. With the support of the access center responds to triage calls from the family.
ADDITIONAL FUNCTIONS:
Performs other duties as assigned.

COMPETENCY ASSESSMENTS:
- Maintains required job skills, professional competencies, current licensure, certification, and ongoing education required of the job, as applicable.
- Supports the hospital mission and observes hospital core job values with respect to Service Excellence Standards, work quality, productivity, teamwork, and initiative.
- Demonstrates safe and proper usage of machinery/equipment, as applicable.
- Demonstrates additional departmental specific areas of competencies, as defined annually.
- Demonstrates knowledge and skills necessary to provide care appropriate to the age of the patients served in their area.
- Demonstrates knowledge of the principles of growth and development over the life span.
- Demonstrates ability to assess data reflective of the patient’s status and interpret the appropriate information needed to identify each patient’s requirements relative to their specific needs.
- Demonstrates ability to provide the patient care needed as described by the hospital.

Attends Mandatory Education Sessions:
- Annual Infection Control
- Annual Safety
- Disaster
- Hazardous Wastes & Materials
- Others as determined by the Hospital and the Department

Demonstrates knowledge and behaviors regarding:
- Hospital Infection Control Program
- Hospital Safety and Risk Management Program
- Hospital Hazardous Waste and Material Plan
- Departmental Specific Safety Policies
- Patient Rights and Cultural Diversity
- Confidentiality
- Hospital Mission and Goals
- Hospital CQI/QM Program
- Service Excellence Standards
- Department Policy and Procedure Manual
- Employee Handbook

DEVELOPMENTAL AGE-SPECIFIC CARE COMPETENCY ASSESSMENTS:
Please reference attachment.

FREQUENCY WITH WHICH JOB HOLDER IS GIVEN THE FOLLOWING:
Supervision: Seldom
Instructions: Seldom
Discretionary authority: Frequently
Authority over others: Infrequently
Authority to train or guide others: Frequently

WHAT PHYSICAL EFFORT IS REQUIRED?
- Able to walk, talk, stand, push patients in wheelchairs, carry equipment, lift up to 50 pounds or move with assistance.
- Able to properly restrain strong patients for immunizations/procedures.
WHAT MENTAL EFFORT IS REQUIRED?
Ability to understand instructions, reason and make judgments: Maximum
Ability to perform arithmetic operations quickly and accurately: Maximum
Ability to understand forms in space and understand relationship of plane and solid objects: Maximum
Ability to perceive pertinent details and objects in pictorial or graphic materials: Moderate
Ability to perceive pertinent details and verbal or tabular materials: Maximum
Ability to deal with stress in a professional manner: Maximum

MACHINERY AND/OR EQUIPMENT TO BE OPERATED:
Computer, printer, copier, fax machine, clinical equipment as required for patient care including, but not limited to defibrillator, cardiac and blood pressure monitors, IVAC thermometers, pulse oximeter, suction apparatus, nebulizers, tympanogram machine, scales and stadiometers.

LEVEL AND TYPE OF INTERACTIONS WITH OTHERS:
Daily interaction with families, patients, staff, and external customers. Team work with clinic and care management staff.

QUALIFICATIONS:
Education: BSN, preferred
Related Work Experience: 5 years experience in a pediatric outpatient experience and case management preferred
Licensure/Certification: Current Illinois RN licensure required
EIM must be obtained within 6 months of employment
Certification in pediatric nursing, specialty area, or case management highly recommended
Specialized Knowledge and Skills: Excellent written and verbal communication skills, excellent interpersonal skills, demonstrated knowledge and expertise in pediatrics, family education, and case management. Active membership in appropriate professional organization(s).
CPR required: Only certifications issued by the American Heart Association or the American Red Cross will be accepted.

DATE: March 8, 2005, 9/09

Tim Meline Pam Northrop, MA LCSW
Employment Manager
DEVELOPMENTAL AGE-SPECIFIC CARE PERFORMANCE EVALUATION CRITERIA:

POPULATION SERVED
Level of care delivered through the utilization of standards of practice reflecting age-specific groups include (check all that apply):

☒ Neonate (1 – 28 days)  ☒ Child (6 – 12 years)
☒ Infant (29 days – 1 year)  ☒ Adolescent (13 – 17 years)
☒ Toddler (2 – 3 years)  ☒ Adult (18 – 69 years)
☒ Pre-school (3 – 5 years)

DEMONSTRATES KNOWLEDGE OF STAGES OF DEVELOPMENT (check all that apply)

☒ Assesses the patient’s level of cognitive and psychosocial development by identifying behaviors that reflect the appropriate stage of development
  ☒ Describes common fears
  ☒ Recognizes age related coping styles

DEMONSTRATES KNOWLEDGE OF GROWTH AND DEVELOPMENT (check all that apply)

☒ Identifies the physical function of patients and the physiologic changes that occur during the present level of development

☒ Assesses the physical function of patients and the physiologic changes that occur during the present level of development
  ☒ NL lab values/medications/vital signs for age

☒ Identifies specific interventions to prevent age-related accidents/injuries

☒ Identifies age-specific safety problems and concerns

DELIVERS AGE APPROPRIATE CARE (check all that apply)

☒ Implements care that reflects the assessed functional ability and development status of the patient
  ☒ Gives patient directions in manner appropriate to age. Provides privacy
  ☒ Adjusts pace of ADLs

☒ Evaluates the patient’s response to age-related interventions
  ☒ Documents outcome/modify plan

☒ Implements specific interventions to prevent age-related accidents/injuries
  ☒ Uses equipment appropriate for age and size of patient
  ☒ Implements falls precautions as indicated

COMMUNICATES WITH PATIENT AND FAMILY (check all that apply)

☒ Possesses age-specific communication skills
  ☒ Explains process of activity to patient/family before beginning
  ☒ Speaks at eye level, maintaining eye contact
  ☒ Uses understandable terminology for age
  ☒ Addresses patient with respect

☒ Adapts communication pattern to the needs of sensory impaired patients
  ☒ Plans patient teaching based on assessment of need