



#### **IDENTIFICATION**

Department		Position Title	
Northwest Territorial Health and Social Services Authority		Relief Patient Care Coordinator (PCC)	
Position Number(s)	Community	Division/Region(s)	
17-13524	Yellowknife	Patient Flow & Staff Scheduling/Stanton	

#### **PURPOSE OF THE POSITION**

Reporting to the Manager, Patient Flow & Staff Scheduling, the Relief Patient Care Coordinators (RPCCs) are responsible for managing all hospital functions within Stanton after regular business hours. The RPCC is a member of the client care team who uses the nursing process (assessment, planning, implementation and evaluation), in accordance with established standards of nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure that the patients' physical, emotional, psychosocial, spiritual and educational needs are met.

#### **SCOPE**

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʼo regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchʼo Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify

performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located within Stanton Territorial Hospital and reporting directly to the Manager, Patient Flow and Staff Scheduling, the RPCC works 12 hour shifts on a rotating basis to provide 24/7 leadership in the operations of the hospital. The incumbent performs risk management activities and assumes responsibility for the hospital building, the occupants and the working employees outside of normal hours of operation.

As a representative of management, the RPCC coordinates and directs all activities and responds to internal incidents or crises and to inquiries from the media, public and other stakeholders. The RPCC is required to provide, facilitate and direct the implementation of specialized nursing functions, and transfer of laboratory, medical and other functions/duties in the presence or absence of a physician (i.e. during a Code Blue the incumbent will direct patient care based on established protocols).

The incumbent monitors the delivery of patient care throughout the entire hospital. Patients range from stable to critically ill, experiencing medical disorders or disease states where the outcomes can be either predictable or unpredictable.

The RPCC is an experienced RN with leadership skills, who models and promotes excellence through the hands on delivery of nursing care to patients (when required) or by providing seasoned advice and/or recommendations to RNs when faced with difficult or unusual situations. As a mentor, researcher and consultant in nursing care, the incumbent helps guide nurses from task orientation to more empowered analytical thinking and care giving approaches. These provisions have a direct impact on the quality of services delivered to patients and their families, and on the cost of the services provided. The incumbent ensures that the staffing levels meet patients' acuity needs.

As Stanton is a referral center for the Western Arctic, there are times when the RPCC is required to provide temporary interventions for medical/surgical emergencies outside of standard practice in the organization while awaiting physician arrival and/or medivac.

Based on patient census and acuity throughout Stanton the incumbent may be required to provide standardized nursing care to any and/or all of the nursing units within the scope of a RNs practice.

## **RESPONSIBILITIES**

**1. Acts as an agent of the Chief Operating Officer assuming responsibility for the hospital building, the occupants and working employees. In this role the incumbent acts as a risk manager.**

- Coordinates and directs all activities in the event of an internal incident such as a fire, power failure, and loss of telephone or other communication and notifies the Chief Operating Officer (COO) or designate as required.
- Responds to all internal crises/disasters and implements the Mass Casualty Response Plan under the direction of the COO.
- Maintains working knowledge of required legislation such as the Health Information Act, Mental Health Act, Coroner's Act and the Bill of Rights.
- Oversees the recall of operations and/or additional staff as required.
- Oversees the notification of the RCMP as required.
- Responds to inquiries from the media and refers all issues of a sensitive nature to the COO.
- Collaborates with the RCMP, Coroner, staff, physicians, family members and funeral home personnel when dealing with a Coroner's case.
- Provides feedback to employees regarding performance and communicates issues of concern and/or commendation to the appropriate manager.
- Deals with union related issues if they are of an urgent nature.
- Documents high-risk incidents (such as staff injuries, unusual incidents) according to established protocols and notifies the appropriate contact.

**2. Provides leadership and guidance to all staff to facilitate the provision of quality care and the smooth operation of the organization.**

- Provides technical, nursing and other knowledge to guide the provision of care as required.
- Acts as a resource in seeking/guiding others to acquire the necessary resources for staff and physicians to complete their work and meet the established standards.
- Oversees staff members to complete all necessary steps and paperwork to coordinate medical evacuations of patients who require transfer to tertiary care centers for further investigation and/or treatment.
- Coordinates the activities of critical situations, such as Code Blue (s).
- Nurtures and encourages staff as they develop knowledge and skill in their respective area or are dealing with stressful or unusual situations.
- Oversees the placement of patient admissions and distribution of staff within the organization based on census and acuity and the staff mix on individual units.

- 3. Models excellence, and monitors the quality of and provides direct patient care to patients within any unit within Stanton to moderate and high risk clients using a problem solving approach; and in accordance with the standards, guidelines and scope of professional nursing practice to facilitate individualized nursing care to patients of Stanton.**
- Assesses, plans, implements, documents and evaluate care to ensure a coordinated holistic approach which best meets the needs of the patient.
  - Assists patients to achieve their optimum level of health in situations of normal health, illness, injury, or through the process of dying,
  - Advocates the dignity and self-respect of patients,
  - Promotes the autonomy of clients and help them to express their health needs and values to obtain appropriate information and services,
  - Safeguards the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the patients permission or as legally required,
  - Applies and promotes principles of equity and fairness to assist clients in receiving unbiased treatment and a share of health services and resources proportionate to their needs, and
  - Acts in a manner consistent with their professional code of ethics, responsibilities and standards of practice.
- 4. Advocates practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.**
- Provides coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care.
  - Collaborates with nurses, peers and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and staff, and
  - Participates on committees, task forces, and research projects as related to Stanton nursing units.
- 5. Facilitates, implements and modifies patient and family educational/teaching based on the needs of the patient.**
- Uses a holistic approach to facilitate individual learning of patients and their families upon admission and transfer or discharge in relation to patient illness or injury (i.e. self-care, health promotion, etc.),
  - Assesses the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs,
  - Researches, develops, revises and evaluates on an ongoing basis, educational resources necessary to support patients, and
  - Coordinates the admission and transfer or discharge of patients. This includes explaining and ensuring that the patient understands the admission or discharge plan (established by the Health Care Team for the patients care and treatment).

## **WORKING CONDITIONS**

### **Physical Demands**

The majority of the incumbent's time will be spent moving from unit to unit assessing the workload and acuity of the patients and needs of the staff on duty. In addition, the RPCC will be providing some direct patient care where they will be required to lift and support patients or stand in awkward positions while assessing patients.

### **Environmental Conditions**

Working in a hospital and directly with patients the incumbent will be exposed to communicable diseases, blood and body fluid, hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risk to the incumbent. The environment can be noisy as a result of angry or crying patients and visitors (pediatric to geriatric) and noisy equipment.

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment, continuous observation of patients and staff within the Hospital, and while auditing the delivery of nursing services.

### **Mental Demands**

The incumbent may be exposed to death/dying and other emotionally disturbing experiences. The RPCC is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team.

In addition, within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress. The incumbent is required to carry a beeper that is activated frequently as staff on duty requires assistance or guidance.

As a result of the large number of potentially violent and dementia patients within the Hospital there is uncertainty in knowing what to expect while at work. There is legitimate concern about being responsible for the lives of patients and their families, risk of assault and unknown and predictable situations.

The RPCC is required to be motivated and innovative in the area of continuing education to encourage professional growth of self and others.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- The RPCC must have advanced knowledge of and an ability to apply the nursing process (assessment, planning, implementation and evaluation) and current nursing practice to ensure that the patients' physical, emotional, psychosocial, spiritual and educational needs are met.
- The range of patient care services for which the incumbent is accountable requires a broad knowledge base of program and service delivery and the ability to evaluate the performance of both the services and the staff providing them.
- The incumbent must be able to work with staff to maintain a creative and supportive work environment where people are willing to work together for the benefit of the patients.
- The incumbent should possess negotiation/mediation skills, as well as some knowledge of labour relations principles in a unionized environment as the incumbent is often called upon to resolve conflicts.
- Knowledge of and ability to operate word processing applications (i.e. Microsoft Word) in the completion of training materials and presentations.
- An ability to operate a desktop computer in order to send and receive electronic mail and conduct research over the Internet.
- As the senior nurse on duty the RPCC must be able to provide education, skill training, advice and assessment using specialized equipment, medications, tools and techniques (including but not limited to multi-lead cardiac monitoring, Ventilator, Emergency Drugs, Defibrillator, hemodynamic monitors, pacemakers, etc.).
- An ability to educate patients and their families (where applicable) on appropriate self-care methods and techniques.
- Knowledge of advanced biological, physical and behavioral sciences in order to recognize.
- Interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to network resources within and outside Stanton (i.e. Social Services, Public Health, medivac teams etc.) in order to ensure support of patients and their families.
- An ability to operate and/or use standard medical equipment (such as but not limited to - ECG, peripheral IV pumps and lines, thermometers, NG tubes, sphygmomanometer, blood glucose monitors, stretchers, suction tubes, sharps, pulse oximeter, etc.)

### **Typically, the above qualifications would be attained by:**

The successful completion of a Nursing Degree, completion of a Certificate in Critical Care Nursing, and 5 years recent nursing experience in an acute or critical care area with some experience in a supervisory capacity. Equivalencies will be considered.

## **ADDITIONAL REQUIREMENTS**

### **Stanton Territorial Hospital Requirements**

Within the Stanton Territorial Hospital, all Registered Nurses must be registered with the RNANT/NU and have successfully completed a criminal record check.

Within the Stanton Territorial Hospital, all Registered Nurses must be able to acquire within a reasonable time frame and remain current with the following certifications/training:

- Non-Violent Crisis Intervention,
- Blood Glucose Monitoring,
- WHMIS,
- IV Therapy,
- Internet and e-mail applications,
- Fire training, and
- Certification in basic CPR.

In addition, the RPCC must have and remain current with the following training or certifications:

- Administration of Emergency Drugs,
- Electrical Defibrillation,
- Blood Glucose Monitoring and
- ECG Recognition and Interpretation.

The incumbent would be required to become certified in the Achieve 2000 Program within a reasonable period of time after being hired into the position. Canadian Nursing Association Certifications, NRP and ACLS or PALS are considered assets.

### **Position Security (check one)**

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

### **French language (check one if applicable)**

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

**Aboriginal language:** To choose a language, click here.

☐ Required

☐ Preferred