



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Coordinator, Emergency & ICU	
Position Number(s)	Community	Division/Region(s)
17-11203	Yellowknife	Critical Care Services/Stanton

PURPOSE OF THE POSITION

Under the direction of the Manager, Critical Care Services, Stanton Territorial Hospital, the Clinical Coordinator (CC) provides clinical leadership, clinical supervision and subject matter expertise to the staffs of the Emergency Department (ED) and Intensive Care Unit (ICU), and ensures safe and effective patient care and nursing practice. The CC is one of two supervisory roles reporting to the Manager, Critical Care Services. The CC provides clinical education and mentorship to nursing staff in accordance with established standards of nursing practice, required organizational practices (ROPs), NTHSSA policies, and related STH procedures.

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.

Stanton Territorial Hospital (STH) is a referral center for the approximately 43,000 residents of the North West Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut. STH provides the only ICU for the NWT and the Kitikmeot Region of Nunavut, and on average, there are 19,000 patient visits to the STH ED each year.

Located within Stanton and reporting directly to the Manager, Critical Care Services, the Clinical Coordinator, Emergency Department & ICU works from 07:15-15:15, Monday to Friday, and is responsible for supporting and monitoring the quality of nursing care provided by approximately 45 employees and the equivalent of 12 relief Registered Nurses (RNs) and Unit Clerks. Nursing Staff in the ICU and the ED are required to have and maintain, intensive, highly specialized training in critical care areas, in addition to general nursing training through an RN program. Patients in an ICU are routinely provided with life sustaining supports. Patients in the ED may come in with a wide range of conditions/diseases, from conditions that would most commonly be treated in primary care, to conditions and diseases that are life threatening. The CC works with nursing staff and in consultation with the Manager, Critical Care Services, ED and ICU Practitioners, to implement patient treatment planning, and patient & family care in the ED and ICU. The CC provides clinical supervision, mentorship, support and guidance to RNs in the provision of patient care.

The CC models and promotes excellence through the demonstration of clinical best practices with patients in collaboration with RNs, and provides seasoned advice and recommendations to RNs, to help them effectively address complex, difficult or unusual situations. As an educator, resource and mentor, the CC 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 clients and their families, and on the cost of the services provided.

Based on patient census and acuity throughout Stanton the CC may be required to provide standardized nursing care to any/or all of the nursing units within the scope of an RN's practice.

RESPONSIBILITIES

- 1. Leads the delivery of safe and effective, patient and family centered nursing care within the ED/ICU Units.**

Main Activities:

- Schedules (or delegate the scheduling of) all clinical procedures and ensure that appropriate equipment, tools and supplies are available for the scheduled procedures.
- Researches, develops and implements patient programming in collaboration with practitioners, key stakeholders, staff, and community members.
- Models and teaches best nursing practices in the care of all ED patients and in the implementation of patient and family centered practice.
- Ensures that Aboriginal patients are able to obtain appropriate access to the Aboriginal Wellness Program, and works in conjunction with the Aboriginal Wellness Program Staff to ensure that the cultural, social and spiritual needs of this client group are effectively addressed.
- Ensures that French patients are able to obtain appropriate access to services in the French language.
- Assists patients in obtaining services in their own language as required.
- Assists patients to achieve their optimum level of health in situations of normal health, illness, injury, or in the process of dying.
- Advocates for the dignity and self-respect of patients.
- Promotes the autonomy of patients and helps them to express their health needs and values to obtain appropriate information and services.
- Safeguards the trust of patients in that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.
- Applies and promotes principles of equity and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs.
- 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.
- Acts in a manner consistent with their professional code of ethics, responsibilities and standards of practice.
- Ensures that procedures supporting the delivery of safe and effective nursing care are reviewed and recommends/implements appropriate updates in consultation with the Manager, Practitioners, and other system leaders.
- Participates in STH and territorial quality improvement planning to ensure a standardized approach to nursing care with patients.
- Coordinates, collaborates, and communicates with NTHSSA, TCSA, and HRHSSA Community Health Centers, Primary Care, Social Programs, Public Health and other key stakeholders to ensure the safe and effective transition of patients between the ED/ICU Units and other patient units, and/or the community.
- Identifies transitional care planning needs for complex patients and coordinates planning and discharge with transitional care team.

- Provides coaching and leadership to peers, students and other members of the health care team (HCT) to develop skill levels necessary to achieve the standard of care.
- Collaborates with nurses, peers and other members of the HCT to advocate health care environments that are conducive to the ethical practice and to the health and well-being of patients and staff.
- Participates on committees, task forces, and research projects as related to the ED/ICU Unit.
- Ensures that the stock of unit supplies (medical and non-medical) is adequate and arrange for the ordering of supplies as required.
- Collect unit statistics when required.

2. Monitors and evaluates nursing care, and develops/implements quality improvement processes, to enhance the quality of care provided to patients seen by the ED, or placed in the ICU, in order to ensure safe and effective care, and to improve patient & family experience.

Main Activities:

- Conducts audits on the delivery of nursing services by individual nurses and identify learning needs, develop nurse specific training/learning plans and facilitate or arrange for the delivery of training identified within the specific training/learning plans.
- Conducts unit audits to determine unit wide training requirements and arrange for the delivery of appropriate training accordingly.
- Identifies and implements clinical quality improvement processes, and reports on results.
- Works collaboratively with Aboriginal Wellness and other Stakeholders to ensure that staff is trained to be culturally appropriate in their practice. Facilitates the evaluation of culturally appropriate nursing practice.
- Conducts regular daily rounding on patients to determine their perspective on the quality of services provided, and to respond proactively to patient needs.
- In consultation with their Manager, develops patient feedback processes, and includes patients in the development of quality improvement processes in the ED/ICU Unit.
- Coordinates services with outside agencies/centers/institutions to facilitate a patient's return to optimal health and wellness.
- Ensures that all patients have an effective care plan, and that the care plan identifies specific actions specific to the patient's return to their family and/or the community.
- Assists the Manager in revising and/or implementing new ED/ICU nursing care procedures.
- Ensures implementation and evaluation of Accreditation Canada Standards and Practices (i.e. Required Organizational Practices).

- Collaborates with Patients and families to evaluate their overall experience with STH ED and ICU services and care.
- 3. Provides Mentorship and professional development support to ED & ICU nursing staff to ensure that they have the knowledge, skills and abilities to provide quality nursing care to patients.**

Main Activities

- Conducts a competency based learning needs assessment with each new nurse through consultation, direct observation, and the implementation of clinical/chart audits.
 - Conducts clinical/chart audits on a periodic basis and reviews audit results with nurses, and develops/implements quality improvement plans as required.
 - Establishes a professional development plan for each nurse in collaboration with the Manager, Critical Care Services.
 - Provides clinical support and education to nurses to facilitate competency development.
 - Facilitates a learning environment, in which senior, experienced nurses are able to provide appropriate mentorship to nurses new to the field.
 - Develops, implements and evaluates orientation programs to ensure that staff has the necessary resources to achieve optimal health care for their patients, and on other units as required.
 - Liaises with Aurora College and/or other Nursing Colleges to support the positive clinical experience of nursing students and graduates.
 - Conducts and/or arranges for the delivery of orientation and ongoing training of new employees within the ED/ICU Unit.
 - Periodically reviews nursing knowledge and skill needs to ensure that nurses are able to retain their skills and that nursing skill sets are enhanced in conjunction with emerging best nursing practices.
- 4. Assists the Manager, Critical Care Services in the development of a sustainable ED/ICU Unit, and an effective staff team.**

Main Activities:

- Provides coverage for the Manager in their absence, as Acting Manager for the ED/ICU Unit.
- Supports the Manager in planning the human resource needs of the department.
- Assists with the recruitment and hiring of new staff.
- Provides orientation to new staff.
- Assists with the review of job descriptions to ensure they reflect current best practices and standards.
- Provides feedback to the Manager on staff individual and team performance.
- Provides developmental feedback to nursing staff, for the purpose of improving their skills, professionalism, knowledge and enhancing their professional growth.

- Evaluates and recommends developmental/educational opportunities for nursing staff, including providing recommendations for the inclusion of developmental goals that comprise the performance planning process.
- Holds regular staff meetings to review procedures, share information, develop quality processes, and enhance team performance.

WORKING CONDITIONS

Physical Demands

The incumbent's day will be divided between direct patient care and operational administrative duties. In addition, the incumbent will be required to bend and stand in awkward position while performing patient assessment or care and sitting at a desk. They will also be required to physically assist patients with a wide range of physical disabilities, increasing their possibility of injury.

As a result of the varied population and unpredictable nature of ED patients, the CC may be required to assist in the treatment of ED patients that require urgent support, and some patients may be violent or agitated. The CC will have a key role in the management of Code/Emergency situations, potentially leading to substantial levels of physical and psychological fatigue. Potential exposure to hostile and unpredictable behavior poses a significant safety risk.

The incumbent is also exposed to a noisy work environment, including angry, screaming patients/families and noisy equipment, viruses and bacteria on a daily basis.

Environmental Conditions

During their shift (100% of time) 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. In the ED, there is a particular risk of being exposed to infectious conditions, as this is the first place the patient is typically seen before they are admitted to hospital.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment and continuous observation of patients the ED and ICU, while auditing the delivery of nursing services, or providing direct patient care.

Mental Demands

The incumbent may be exposed to emotionally disturbing experiences and 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. It is infrequent but relatively common for the incumbent, as well as other nursing staff in the ED to be faced with the untimely death of a patient in the ED due to their injuries. ICU staff must be

vigilant at all times in order to carefully monitor the seriously ill patient (oftentimes with life supports such as ventilators) and ensure that they are properly supported.

The incumbent may be exposed to emotionally disturbing experiences and 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.

Shift schedules are 7.5 hours, and the frequency of overtime due to staffing and vacancy challenges may impact the ability to maintain the high level of awareness and concentration required for nursing staff as they continually assess the needs and functioning of their patients.

In addition, within the ED/ICU there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

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 unpredictable situations.

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

KNOWLEDGE, SKILLS AND ABILITIES

- The CC must have advanced knowledge of the nursing process.
- Knowledge of education principles related to adult learners in order to develop and deliver subject-specific training and development.
- Knowledge and ability to use computers, operate word processing applications, send and receive electronic mail, and conduct research over the internet.
- An ability to educate patients and their families (where applicable) on appropriate self-care methods and techniques.
- Knowledge and ability to network resources within and outside Stanton (i.e. Social Services, Public Health, medevac teams etc.)
- An ability to operate and/or use standard and/or specialized medical equipment.
- Aware of and implements, monitors and audits patient and organizational safety initiatives.

Typically, the above qualifications would be attained by:

1. A Bachelor's Degree in Nursing is required.
2. Five (5) clinical experiences within a Critical Care Area in the past 10 years are required.
3. Certification with the Canadian Nursing Association (CNA) is required (ENC (C) or CNCC (C)).
4. Candidate must be able to demonstrate they are in good standing with RNANT/NU.

5. Must be a member of NENA and/or CACCN

ADDITIONAL REQUIREMENTS

Stanton Regional Requirements

Within the Stanton Region all Registered Nurses must be registered with the Registered Nurses Association of the Northwest Territories and Nunavut and must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Basic Cardiopulmonary Resuscitation
- Blood Glucose Monitoring
- Fire Training
- FIT Testing
- Infection Control
- Intravenous Therapy
- Medication Administration
- Non-Violent Crisis Intervention
- Nursing Information Systems Saskatchewan (NISS)
- Plum A Pumps
- Privacy and Confidentiality
- Workplace Bullying/Respectful Workplace
- Workplace Hazardous Materials Information System
- Wound Care

In addition, the CC must have and remain current with the following training or certifications: alphabetic order to me it more professional

- Advanced Cardiac Life Support
- Cardiac Rhythm Interpretation
- Central Venous Catheter (care and removal)
- Electrical defibrillation
- Emergency Drugs
- Emergency Medical Directives
- Emergency Nursing Core Curriculum
- Emergency Nursing Pediatric Certificate
- Hemodynamic monitoring
- Immunization
- Mechanical Ventilators
- Neuromuscular blocking agents
- Pacemaker
- Pediatric Advanced Life Support
- Total Parenteral Nutrition
- Trauma Nursing Core Certificate
- Urine Pregnancy test

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