

# **GREENWICH HOSPITAL**

# JOB DESCRIPTION

#### VERSION 4: 24-JUN-15 (APPROVED)

TITLE:	Sr VP Patient Care Svcs / CNO	POSITION NUM (CODE):	2485 (002401)
DEPARTMENT:	General Administration	DEPT NUM (CODE):	119 (69505)
SCHEDULE:	GMM	GRADE:	MM4
REPORTS TO:	YNHHS VP/GH EVP-COO	FLSA STATUS:	EXEMPT

To be part of our organization, every employee should understand and share in the YNHHS Vision, support our Mission, and live our Values. These values-integrity, patient-centered, respect, accountability, and compassion - must guide what we do, as individuals and professionals, every day.

### **SUMMARY**

Provide overall leadership and direction for patient care delivery across the hospital, in inpatient and outpatient operations. Spokesperson for delivery of nursing care at Greenwich Hospital. EEO/AA/Disability/Veteran.

## RESPONSIBILITIES

- 1. Works actively with members of the medical staff, nursing leadership, and allied disciplines to develop models and standards for patient care delivery that insure appropriate care and services are available of high quality and are cost-effective.
- 2. Ensures that adequate human, information and non-salary resources are available to meet patient care needs.
- 3. In collaboration with the Chief of Staff and members of the senior administrative team, develops the hospital plan for patient care services.
- 4. Participates in the development and implementation of a systematic method of measuring, assessing and improving the quality of patient care, including nursing care, and reports results to relevant hospital, medical staff, and trustee committees.
- 5. Ensures professional compliance with regulatory and legislative mandates for all professions within the Division of Patient Services.
- 6. In collaboration with the Chief of Staff, establishes, reviews and approves policies and procedures governing patient care services throughout the institution.
- 7. Ensures on-going competency and professional development of staff through the establishment of educational programs.
- 8. In collaboration with the Clinical Director for Nursing Education and Research, insures that research-based practice is routinely incorporated in standards and that nursing education supports identified learning needs and competencies for nursing and support staff on the patient care units.
- 9. Collaborates and cooperates with other institutions of higher learning to promote and expand professional education.
- 10. Serves as a voting member of the Medical Board.
- 11. Actively participates in the institution's strategic planning process.
- 12. Maintains membership and an active leadership role in appropriate nursing and related organizations.
- 13. Serves as a member of the Quality Improvement Coordinating Council.
- 14. Chairs Nursing Leadership.
- 15. Develops annual goals and objectives.



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# **RESPONSIBILITIES**

16. Establishes mechanisms for communicating vision, goals and objectives of the Organization to management and staff in the Patient Service Division.

17. Is a member of the CNO Leadership Council.



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### REQUIREMENTS

<u>EDUCATION</u> (number of years and type required to perform the position duties): Advanced degree required, MSN/Administration. Registered Nurse (R.N.) and BSN required.

**EXPERIENCE** (number of years and type required to meet an acceptable level of performance):

A senior level healthcare executive with significant experience (7+ years) in managing a patient care services team and a complex set of activities in a teaching hospital or community teaching hospital setting.

Significant experience gained in a complex healthcare organization. Experiences in general management, quality leadership and nursing patient care services management is required.

## SPECIAL SKILLS:

A leader at the forefront of the field of patient services management, who is familiar with the best practices in nursing and patient care, magnet hospital requirements, and Institute of Medicine Report, Institute of Health Performance Improvement/Quality Management Protocols and other best practices in performance improvement and quality management.

A dynamic patient care services management leader with a creative and entrepreneurial mind .

A leader with a highly developed skill in communications and relationship-building; possesses a track record of fostering superb working relations with clinician and non-clinician colleagues.

An articulate, flexible team player. A leader with a reflective, thoughtful style, skilled in translating, communicating and energizing a team to achieve excellence in performance improvement.

ACCOUNTABILITY (how this position is held accountable for such as goals achievement, budget adherence, or other areas of accountability):

In personal and job-related decisions and actions, consistently demonstrates the values of integrity (doing the right thing), patient-centered (putting patients and families first), respect (valuing all people and embracing all differences), accountability (being responsible and taking action), and compassion (being empathetic).

<u>COMPLEXITY</u> (describe planning, problem solving, decision making, creative activity, or other special factors inherent in the responsibilities of this position):

A strong, dynamic, visible leader with high standards for Service Excellence patient care, teamwork and professional development.

A skilled communicator. Possesses superb interpersonal skills.

## LICENSURE/CERTIFICATION:

### INFORMATIONAL

### SPECIAL WORKING CONDITIONS AND PHYSICAL DEMAND:

Departmental Approval: Human Resources Approval: Ashley Cooke Ashley Cooke Date: Date:

10/03/2018