


GREENWICH HOSPITAL
JOB DESCRIPTION
VERSION 2 : 01-01-2019 (APPROVED)

TITLE:	CLINICAL COORDINATOR	POSITION NUM (CODE):	(000388)
DEPARTMENT:	GLOBAL	DEPT NUM (CODE):	(00000)
SCHEDULE:	EXG	GRADE:	25A
REPORTS TO:	NURSE MANAGER	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

The Clinical Coordinator practicing within the Patient and Family Centered Care Model will assess, plan, implement and evaluate care for patients, coordinate ancillary staff and collaborate with the interdisciplinary health care team. EEO/AA/Disability/Veteran.

RESPONSIBILITIES
1. Nursing Practice/Nursing Process

- 1.1 Delivers and coordinates safe, competent, and effective patient focused care demonstrating knowledge and clinical expertise within their practicing specialty area.
- 1.2 Performs individualized, age specific, population specific and culturally sensitive patient focused care through the use of the nursing process.
- 1.3 Communicates patient's condition and the initial and revised plan of care with nurses and other members of the multidisciplinary team using SBAR techniques and bedside shift reporting assuring continuity of care.
- 1.4 Develops plan of care upon admission and reviews/updates daily based on multidisciplinary findings and physician orders.
- 1.5 Manages decision making situations by recognizing the acuity and complexity one's of patient condition and their environment.
- 1.6 Evaluates and directs care during hospitalization, and assists in designing a comprehensive discharge plan for patients with the multidisciplinary team.
- 1.7 Documents nursing care in the electronic medical record according to professional standards of documentation and Greenwich Hospital policy.
- 1.8 Respects and preserves patient/designated surrogate rights based on a code of ethics or ethical framework (e.g., safe, compassionate, competent care; informed decision making regarding daily/end-of-life care; dignity; privacy, confidentiality; and accountability).
- 1.9 Identify need of patient/family for support systems/resources and make appropriate referrals.
- 1.10 Demonstrates responsibility and accountability for ensuring best practices and delivery of nursing care according to ANA standards.
- 1.11 Administer medications, calculate doses and maintain current knowledge of medications and IV therapy.
- 1.12 Assess and reassess pain, intervening with appropriate pain management therapies.
- 1.13 Initiate and maintain oxygen therapy, non-invasive blood pressure and oximetry.
- 1.14 Provides patient and family education specific to their needs and appropriate to the care, treatment, and services provided.
- 1.15 Assess and reassess patient's risk for falls, initiating appropriate fall prevention monitoring.
- 1.16 Performs staging of wounds and treatments for patients with acute and chronic wounds.
- 1.17 Acts as a resource nurse on unit and within the hospital.



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RESPONSIBILITIES

- 1.18 Validates staff competencies on an ongoing basis.
 - 1.19 Completes annual skills competency validation.
 - 1.20 Completes mandatory hospital education and training per JCAHO, OSHA, YNHHS and other regulatory bodies.
- 2. Professional Integration**
- 2.1 Serves as a positive professional role model demonstrating accountability and responsibility through professional behavior.
 - 2.2 Demonstrates respect of others beliefs and values in a diverse workplace.
 - 2.3 Acknowledges each individual's dignity and value to the unit/organization.
 - 2.4 Demonstrates commitment to offering nursing services of superior quality and value.
 - 2.5 Continues to update knowledge on current national trends and evidenced-based practice.
 - 2.6 Participates in budgetary activities that effectively and efficiently allocate resources , including cost management.
 - 2.7 Participates in developing the role of nursing within Greenwich Hospital activities.
 - 2.8 Provides mentoring of staff members to promote healthy team relationships by demonstrating effective leadership.
 - 2.9 Projects a professional demeanor according to ANA Standards.
 - 2.10 Participates in a professional nursing organization.
 - 2.11 Maintains specialty certification or holds a BSN or MSN.
 - 2.12 Maintains 16 hours of continuing education each year (not including mandatories).
 - 2.13 Maintains a consistent record of punctuality.
 - 2.14 Maintains an acceptable record of attendance for the clinical coordinator role.
- 3. Leadership**
- 3.1 Manages day-to-day unit decisions through effective communication, time management and prioritization skills.
 - 3.2 Accountable for decision making related to patient and staff safety.
 - 3.3 Delegates work assignments to nursing staff and allied healthcare workers appropriately.
 - 3.4 Provides guidance and feedback to nursing staff and allied healthcare workers when appropriate.
 - 3.5 Identifies challenges and uses problem-solving skills within the work environment.
 - 3.6 Participates in the development and review of clinical and administrative policies and procedures.
 - 3.7 Serves as a Preceptor for new staff and nursing students.
 - 3.8 Serves as a liaison/resource to other nursing units and hospital departments.



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RESPONSIBILITIES

- 3.9 Supports nurse manager's leadership and management style.
4. Communication/Collaboration
- 4.1 Demonstrates a commitment to honor and respect the dignity of each person within their department/unit.
- 4.2 Uses effective communication skills when working with others to create an atmosphere of collaboration.
- 4.3 Promotes teamwork and cooperation through open communication skills and problem-solving techniques.
- 4.4 Expresses self clearly, courteously, concisely and intelligently.
- 4.5 Encourages collaborative practice to achieve desired patient outcome.
- 4.6 Accepts suggestions and feedback from others.
- 4.7 Shares educational information informally and formally within their unit.
- 4.8 Seeks opportunities for continuous professional development.
- 4.9 Attends 75% of staff/department meetings per year.
- 4.10 Remains informed about Staff/department communication and events through meeting minutes and posted communications.
5. Quality/Performance Management
- 5.1 Integrates knowledge of legislation and evidence based research into nursing practice appropriately.
- 5.2 Contributes to department effectiveness by offering suggestions and ideas that improve performance.
- 5.3 Collaborates with co-workers to improve department efficiency.
- 5.4 Facilitates the collection and reporting of performance improvement data related to nursing sensitive indicators and core measures to improve/ensure quality patient care.
- 5.5 Uses creativity and originality to create an environment of service excellence.
- 5.6 Recognized as a model of excellence as described in the Seven Standards of Exceptional Service.
- 5.7 Performs service recovery activities that demonstrate accountability and responsibility for quality patient care.
6. Assists the Nurse Managers in the operational activities of the nursing care unit.
- 6.1 Assists in planning for the system of care to be utilized on the unit in delivering patient care and meeting the nursing standards.
- 6.2 Implements and evaluates the plan making appropriate changes.
- 6.3 Supervises staff in delivering patient care and meeting nursing standards.
- 6.4 Assures that the recommended Infection Control policies and procedures are implemented and followed which includes universal precautions. Follows through on problems identified in this area.
- 6.5 Monitors the medication system on the unit according to standards.



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- 6.6 Oversees documentation to assure quality and meeting nursing standards.
 - 6.7 Assures that patients have care plans which are revised and updated according to nursing standards.
 - 6.8 Demonstrates good judgment in patient care situations by making consistent sound decisions as observed by the Nurse Manager.
 - 6.9 Evaluates Quality Assurance data, presenting appropriate quarterly reports.
 - 6.10 Develops therapeutic relationships with patients and families as observed by the Nurse Manager.
7. Assists the Nurse Manager in the development of the nursing staff on the unit.
- 7.1 Identifies knowledge or practice deficits among the staff through direct observation. Works with Nurse Manager and the Education Department to provide unit based educational programs to meet these needs.
 - 7.2 Assists in designing an orientation plan for each level of employee on the unit.
 - 7.3 Works with instructors and preceptors to provide orientation to new unit employees. Evaluates progress weekly with appropriate documentation to support strengths and weaknesses.
 - 7.4 Monitors a climate conducive to open and positive communication on the unit as demonstrated by using interpersonal skills which promote two way communication.
8. Teamwork
- 8.1 Embraces shared goals versus narrower interests: actively cooperative vs. competitive or non-committal.
 - 8.2 Seeks to understand other's priorities and processes, and openly shares potentially useful information.
 - 8.3 Understands the importance of the team/group of consistently dependable work.
 - 8.4 Recognizes and takes opportunities to help others through handling an already full workload.
9. Knowledgeable/Accountable/Fiscally Responsible
- 9.1 Continually seeks ways to sustain and improve one's skills.
 - 9.2 Grasps opportunities for feedback and coaching, as the means to contributing your best.
 - 9.3 Focuses on performance improvement as an opportunity for learning and an obligation for excellence.
10. Flexible/Open-Minded
- 10.1 Listens with an open mind to other's opinion in the spirit of finding and following the best ideas
 - 10.2 Willingly sets aside familiar techniques and procedures to learn a new, more effective approach.
 - 10.3 Responds to sudden or frequent changes in assignments and priorities by seeking ways to adjust most effectively.
 - 10.4 Suspends judgment on policies and decisions, which present difficulties, allowing time to earnestly assess their pros and cons.
11. Treats the people we serve as guests



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RESPONSIBILITIES

- 11.1 Welcomes patient, visitors and staff in a warm, friendly manner; is courteous; makes eye contact and smiles; introduces self by name and, when appropriate, by position; addresses people by name whenever possible.
- 12. Listens to patients, visitors and staff and acts promptly to address concerns.
 - 12.1 Uses active listening techniques to understand other-s needs and acts decisively to resolve problems.
 - 12.2 Promotes teamwork between people and services.
- 13. Respects the privacy and confidentiality of patients, visitors and staff
 - 13.1 Treats all patient related discussions with discretion; eliminates gossip; does not discuss patient or hospital business in elevators or other public areas.
 - 13.2 Is sensitive to issues of private space and personal dignity; always knocks before entering a room and introduces self when meeting someone for the first time; closes curtains and doors; provides robes and blankets as appropriate.
 - 13.3 Uses the staff elevators to transport patients.
- 14. Presents a professional image
 - 14.1 Wears name-badge in a highly visible location; adheres to department dress code; makes sure that appearance is appropriate for professional role.
 - 14.2 Practices good personal hygiene and grooming. Is neat and clean. Avoids colognes, perfumes and after-shave lotions.
 - 14.3 Communicates clearly and positively with co-workers and positively represents Greenwich Hospital in the workplace and our community.
- 15. Answers the telephone professionally
 - 15.1 Answers the phone promptly following department guidelines; introduces self and department, and as appropriate, offers assistance. Uses a please tone of voice.
 - 15.2 Is a good listener; focuses on caller's needs, clarifies as necessary; following through on the caller's requests.
 - 15.3 Uses the conference key to transfer calls; explains where the call is being transferred to and the extension for future use; gives information to the receiving department about the call-s needs; brings caller on-line and introduces them.
 - 15.4 Uses communication technology appropriately, (beepers, voice and email, intercoms, overhead pages, etc.)
- 16. Maintains a clean and safe environment
 - 16.1 Keeps work area safe and clean; keeps hallways clear.
 - 16.2 Corrects unsafe conditions if possible, or, reports them if assistance is required.
 - 16.3 Understands the safety codes and knows how to respond effectively. Knows the location of the Department Safety Manual and is familiar with its contents.



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- 16.4 Uses equipment correctly and reports problems promptly.
- 17. Anticipates what services and information people need and takes action to provide it.
 - 17.1 Watches for clues that patients or visitors require assistance. Asks, May I help you?Escorts them to their destination, if necessary. Encourages people to ask questions.
 - 17.2 Minimizes the anxiety caused by waiting by explaining the reason for the delay to the patient. Communicates with the patient frequently.
 - 17.3 Is sensitive to different cultural, emotional and spiritual needs of people.
- 18. Demonstrates knowlege of the principles of growth and developement over the life span, assess data reflective of the patient's status, and interprets the appropriate information to provide the age appropriate care to patients.



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REQUIREMENTS

EDUCATION (number of years and type required to perform the position duties):
BSN or actively matriculating for a BSN or Bachelor Degree with Nursing certification.

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

SPECIAL SKILLS:

Supervises work. Is a team leader. Oversees documentation and Performance Improvement Initiatives. Assists Nurse Manager with staffing, budgeting compliance and providing for staff educational needs. Demonstrates service excellence and is a role model for staff.

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).

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

LICENSURE/CERTIFICATION:

Registered Nurse; Basic Life Support (BLS)

INFORMATIONAL

SPECIAL WORKING CONDITIONS AND PHYSICAL DEMAND:

Standing, walking, frequently pushing, pulling, bending, reaching, stooping, squatting and working in awkward positions. Able to help lift objects and patients ranging from five (5) to three hundred (300) pounds. Moderate stress from coordinating and supervising unit staff.

May be exposed to infectious diseases/blood/body fluids. Will be exposed to physical, mental and emotional illness as well as end of life conditions and death. Moderate stress and risk of injury from patient care.

Departmental Approval:	<u>Barbara Leafe</u>	Date:	_____
Human Resources Approval:	<u>Ashley Cooke</u>	Date:	<u>02/10/2015</u>

ASU/PACU News



Monday, April 2, 2018

Mark Anthony Abille, BSN, RN, CCRN, CAPA, CAPN



**Please join me in congratulating Mark Anthony Abille on his
promotion to Clinical Coordinator**

**When: Friday, April 6, 2018
2pm-4pm**

Where: ASU Kitchen

What: Cake and Coffee