



YALE NEW HAVEN HEALTH

1/27/2017

Stacey Bardin
[REDACTED]
[REDACTED]

Dear Stacey,

This letter is to confirm your acceptance of the following position:

Position Title: TRANSITION OF CARE RN
Department: MEDICAL 1 & 2
Supervisor: RACHEL THOMSON
Supervisor Phone: 203-863-3548
Status: Full Time Benefits Eligible
Classification: Exempt
Hours per week: 37.5
Work schedule: DAYS 8:00AM-4:30PM; MONDAY-FRIDAY
Scheduled shifts are subject to change dependent upon the needs of the department and/or organization.
Rate of pay: [REDACTED]
Pay Frequency: bi-weekly
Probation Period: No Change
Effective Date: 2/19/2017

As a result in the change to your employment you will need to report to the Photo ID Office one week after the effective/transfer date of your position title change to obtain your new photo ID, unless you remain in the same job title and same division (example: Patient Services). In the meantime, please continue to swipe into Kronos with your current ID to capture hours worked, until your new badge is issued. When convenient, call the Photo ID Office at 203-863-3230 for photo ID hours.

Please contact your new department manager to confirm the date on which you will report for your new assignment.

Please be advised, as a condition of employment, all employees who work for Yale New Haven Health System, are required to obtain a flu vaccination or meet

the criteria to be formally excluded through a verified medical or verified religious exemption. The Occupation Health office at the hospital will administer the vaccination upon hire if one has not been administered this flu season.

If you have any questions, please call me at 203-863-3982. Best wishes for success in your new position

Sincerely,

FALGUNI PATEL

RECRUITER



GREENWICH HOSPITAL JOB DESCRIPTION

VERSION 1 : 09-JAN-17 (APPROVED)

TITLE:	Transition Of Care Rn	POSITION NUM (CODE):	1716 (002449)
DEPARTMENT:	Medical 1 and 2	DEPT NUM (CODE):	37 (30425)
SCHEDULE:	EXG	GRADE:	24A
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 Transition of Care Nurse (TCN) practices within the Patient and Family Centered Care Model to assess, plan, implement and evaluate care for patients, coordinate with physicians and collaborate with interdisciplinary health care team to properly facilitate quality discharges that address both patient care needs and psycho/ social determinants of health.

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 proficiency 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 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).
- 1.4 Considers the patient's medical, physical, cognitive, economic and emotional strengths and abilities as well as their available support system when planning the discharge.
- 1.5 Assessment of the patient's level of functioning prior to admission provides insight into resources available post discharge.
- 1.6 Collaborates with healthcare team on the plan of care upon admission and reviews/updates daily based on multidisciplinary findings and physician orders.
- 1.7 Individualizes a comprehensive discharge plan for patients with the multidisciplinary team.
- 1.8 Leads the daily interdisciplinary discharge planning rounds.
- 1.9 Facilitates collaboration between the patient, family and the interdisciplinary team providers, which facilitates the process of informed decision making.
- 1.10 Keep patients and families apprised of the appropriate community resources available and encourage participation in all phases of the transitional care process.
- 1.11 Assists with referral mechanisms with community providers to occur in a timely, systematic fashion in order for the patient to gain access to identified resources.
- 1.12 Coordinates written information of the range of services and available options available in the patients community to select the providers of services.
- 1.13 Documents in the electronic medical record according to professional standards of documentation and Greenwich Hospital policy.
- 1.14 Collaborates with the case management department on coordinating the discharge plan.
- 1.15 Participates in evaluation of patient's knowledge and understanding of the discharge process.



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RESPONSIBILITIES

- 1.16 Conducts discharge phone calls to ensure that discharge education and follow up discharge instructions are adhere to.
 - 1.17 Documents the discharge follow up phone call and resolution of any outside clinical issues in the patient's medical record.
 - 1.18 Completes annual skills competency validation.
 - 1.19 Completes mandatory hospital education and training.
 - 1.20 Demonstrates responsibility and accountability for ensuring best practices and delivery of nursing care according to ANA standards.
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 Effectively and efficiently allocate resources, including cost management activities.
 - 2.7 Understands the role of nursing within Greenwich Hospital
 - 2.8 Provides mentoring of new staff member to promote effective team relationships.
 - 2.9 Projects a professional demeanor.
 - 2.10 Maintains 8 hours of continuing education each year (not including mandatory education).
 - 2.11 Maintains a consistent record of punctuality.
 - 2.12 Maintains an acceptable record of attendance for a professional nurse.
3. Leadership
- 3.1 Uses effective communication, time management and prioritization skills.
 - 3.2 Accountable for decision making related to patient and staff safety.
 - 3.3 Provides feedback to nursing staff and allied healthcare workers when appropriate.
 - 3.4 Uses problem-solving skills within the work environment.
 - 3.5 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.



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RESPONSIBILITIES

- 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 Accepts suggestions and feedback from others.
- 4.6 Seeks opportunities for continuous professional development.
- 4.7 Attends 75% of staff/department meetings per year.
- 4.8 Remains informed about Staff/department communication and events through meeting minutes and posted communications.
- 5. Quality/Performance Management
 - 5.1 Contributes to department effectiveness by offering suggestions and ideas that improve performance.
 - 5.2 Collaborates with co-workers to improve department efficiency.
 - 5.3 Uses creativity and originality to create an environment of service excellence.
 - 5.4 Recognized as a model of excellence as described in the Seven Standards of Exceptional Service.
- 6. Support of Unit Goals
 - 6.1 Dedicates work time in the areas of leadership, education, nursing practice or performance management to support advancement of unit goals in agreement with the Nurse Manger.
- 7. Teamwork
 - 7.1 Embraces shared goals versus narrower interests: actively cooperative vs. competitive or non-committal.
 - 7.2 Seeks to understand other's priorities and processes, and openly shares potentially useful information.
 - 7.3 Understands the importance to the team/group of consistently dependable work.
 - 7.4 Recognizes and takes opportunities to help others through handling an already full workload.
- 8. Knowledgeable/Accountable/Fiscally Responsible
 - 8.1 Continually seeks ways to sustain and improve one's skills.
 - 8.2 Grasps opportunities for feedback and coaching, as the means to contributing one's best.
 - 8.3 Focuses on performance improvement as an opportunity for learning and an obligation for excellence.
- 9. Flexible/Open-Minded
 - 9.1 Listens with an open mind to other's opinions in the spirit of finding and following the best ideas.
 - 9.2 Willingly sets aside familiar techniques and procedures to learn a new, more effective approach.
 - 9.3 Responds to sudden or frequent changes in assignments and priorities by seeking ways to adjust most effectively.



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RESPONSIBILITIES

- 9.4 Suspends judgement on policies and decisions, which present difficulties, allowing time to earnestly assess their pros and cons.
- 10. Treats the people we serve as guests.
 - 10.1 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.
- 11. Listens to patients, visitors and staff and acts promptly to address concerns.
 - 11.1 Uses active listening techniques to understand other's needs and acts decisively to resolve problems.
 - 11.2 Promotes teamwork between people and services.
- 12. Respects the privacy and confidentiality of patients, visitors and staff.
 - 12.1 Treats all patient related and other discussions with discretion; eliminates gossip; does not discuss patient or hospital business in elevators or other public areas.
 - 12.2 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.
 - 12.3 Uses the staff elevators to transport patients.
- 13. Presents a professional image.
 - 13.1 Wears name-badge in a highly visible location; adheres to department dress code; makes sure that appearance is appropriate for professional role.
 - 13.2 Practices good personal hygiene and grooming. Is neat and clean. Avoids colognes, perfumes and after-shave lotions.
 - 13.3 Communicates clearly and positively with coworkers and positively represents Greenwich Hospital in the workplace and our community.
- 14. Answers the telephone professionally.
 - 14.1 Answers the phone promptly following department guidelines; introduces self and department, and as appropriate, offers assistance. Uses a pleasant tone of voice.
 - 14.2 Is a good listener; focuses on caller's needs, clarifies as necessary; follows through on the caller's requests.
 - 14.3 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 caller's needs; brings caller on-line and introduces them.
 - 14.4 Uses communication technology appropriately, (beepers, voice and email, intercoms, overhead pages, etc.).
- 15. Maintains a clean and safe environment.
 - 15.1 Keeps work area safe and clean; keeps hallways clear.



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RESPONSIBILITIES

- 15.2 Corrects unsafe conditions if possible, or, reports them if assistance is required.
 - 15.3 Understands the safety codes and knows how to respond effectively. Knows the location of the Department Safety Manual and is familiar with its contents.
 - 15.4 Uses equipment correctly and reports problems promptly.
16. Anticipates what services and information people need and takes action to provide it.
- 16.1 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.
 - 16.2 Minimizes the anxiety caused by waiting by explaining the reason for the delay to the patient. Communicates with the patient frequently.
 - 16.3 Is sensitive to different cultural, emotional and spiritual needs of people.
17. Demonstrates knowledge of the principles of growth and development 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):
Graduate of an accredited school of nursing (BSN)

EXPERIENCE (number of years and type required to meet an acceptable level of performance):
Five (5) years experience on a hospital nursing unit
Two (2) to three (3) years of case management experience preferred.

SPECIAL SKILLS:

Collaborates and coordinates with physician to Individualize discharge plan based on patients specific needs , external factors and risk around transitions of care.
Develop and utilizes risk assessment tools to prioritize patients in need of disease specific intervention.
Education for medication management and discharge instructions.
Advanced organizational and communication skills.
Ability to interact therapeutically with patients, families, physicians, case managers, social workers, co workers and community agencies.

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

Participates in the coordination of patient care services.
Demonstrates ability to plan, organize and evaluate using good judgement. Is dependable and accountable.
Maintains confidentiality.

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):

Approachable, objective, collaborative relationships with all levels of staff and clients.

LICENSURE/CERTIFICATION:

RN in State of Connecticut

INFORMATIONAL

SPECIAL WORKING CONDITIONS AND PHYSICAL DEMAND:

May be exposure to infectious diseases. 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.
Standing/walking for more than half of the day. Frequently bending, reaching, pushing, pulling, twisting and lifting.
Must be able to assist pushing/pulling/lifting patients ranging from five (5) to three hundred (300) pounds.

Departmental Approval:	<u>Lawrence Fridovich</u>	Date:	<u>10/08/2013</u>
Human Resources Approval:	<u>Lawrence Fridovich</u>	Date:	<u>10/03/2018</u>