



## MICs Group of Health Services

### JOB DESCRIPTION

<b>Department:</b>	<u>Nursing</u>	<b>Position:</b>	<u>Patient Care Manager</u>
<b>Date:</b>	<u>September 13, 2019</u>	<b>Classification:</b>	<u>Administration</u>
<b>Revised:</b>	<u>January 6, 2020</u>	<b>Facility:</b>	<u>MICs</u>

#### **GENERAL ACCOUNTABILITIES**

The Patient Care Manager is responsible for Nursing Administration and overall patient care, providing oversight in the day-to-day operation of the patient care services.

#### **NATURE AND SCOPE**

The Patient Care Manager is a full-time, non-union position and is responsible to the Chief Nursing Officer. The Patient Care Manager is a Leadership position of 24/7 patient care units. Flexibility to assure connectivity to all shifts is required as is availability for emergent consultation commensurate of other hospital leaders. Participation in administration on call is required following the first six months of employment which is shared with the hospital leadership team. The position provides coverage (on site as necessary) for other Patient Care Managers and Directors of Care in other sites/units commensurate of their position descriptions. The Patient Care Manager is responsible for 1) Supervision and Leadership; 2) Performance Improvement: Safety, Risk and Regulatory; 3) Leadership Skills and Human Resource Management; 4) Financial Management; 5) Health and Safety; and 6) Patient/Resident Safety for Team Members.

#### **SPECIFIC ACCOUNTABILITIES**

##### **1) Supervision and Leadership**

- Make effective decisions based upon a mixture of analysis, wisdom, experience and judgement
- Provide leadership to promote shared decision-making and professional autonomy of staff members by providing collaborative processes that actively solicit input from key stakeholders (leaders, staff, physicians, etc.) to produce staff ownership of decisions
- Foster a culture of accountability, excellence and staff participation/engagement supported by processes that provide timely information regarding performance and department-specific activities and accomplishments
- Utilize critical thinking and problem solving skills and effectively manage conflict in the workplace
- Promote continuity of care within the facility and assist the Chief Nursing Officer (CNO) between the facility and the community and between the facility and other agencies
- Responsible for the implementation of the Organization's mission, vision, values, code of conduct, evidence-based practice within the defined areas of responsibility
- Define, interpret, monitor and ensure standards of practice are maintained within care areas
- Accountable for the environment in which clinical nursing is practiced, including ensuring functioning technology and access to supplies
- Responsible to support a continuous learning culture of clinical staff with diverse backgrounds, appropriate education and experience
- In collaboration with the MICs Learning & Development Leader, ensure records are maintained to demonstrate required learning is completed

##### **2) Performance Improvement: Safety, Risk and Regulatory**

- Commit to a focus on process improvement and use these principles to assess and improve the

quality of the service/care provided within areas of responsibility (i.e. PDSA, LEAN, etc.)

- Ensure a culture and environment of safety for patients, staff and visitors following regulatory and accreditation requirements, incident reporting, medication safety and policy/procedures
- Interpret policy and regulations to direct reports
- Engage in studies and investigations related to improving nursing care, disease management, patient flow and patient satisfaction

### **3) Leadership Skills and Human Resources Management**

- Assist with the selection and hiring through appropriate reference check and interview process in collaboration with Human Resources and the CNO, the acceptable number and mix of nursing professionals and support personnel to provide quality patient/resident care within budgetary resources
- Ensure position descriptions within program are current
- Ensure performance appraisals on all staff are completed at a minimum every two years
- Collaborate with the Director of Human Resources and the CNO in situations dealing with union matters, discipline and termination
- Participate in labour relations/negotiations and is familiar with contract language, working within those boundaries
- Participate on internal and external hospital committees as required
- Develop MICs-wide policies, protocols relevant to patient/resident care in collaboration with the nursing leadership/administration team
- Perform other duties and responsibilities as directed

### **4) Financial Management**

- Utilize data to develop, implement, monitor and maintain a realistic, cost-effective annual budget, monitoring sick time and overtime, and effectively manage productivity within the department
- Understand the concepts of capital budgeting
- Understand healthcare economics and healthcare public policy as it applies to the delivery of patient care. This includes reimbursement, third party providers and the challenges to the current healthcare policies and key legislative initiatives.
- In collaboration with the CNO, prepare a comprehensive operational budget (staffing patterns and capital budgets). Identify nursing needs, indicating justification and priorities in accordance with patient census, occupancy rate and mix of patient acuity and submit annually to the CNO.
- Execute decisions within pre-established monetary allocations

### **5) Health and Safety**

- Take every precaution reasonable for the protection of workers and patients/residents
- Ensure that workers comply with the Act and Regulations and that they use protective personal equipment and devices
- Advise workers of actual or potential health and safety hazards
- Ensure that WHMIS regulations are followed
- Actively perform event/incident follow-up and lead investigations involving the staff/patients under your supervision and ensure that proper controls have been implemented
- Ensure all new staff and students are provided with an orientation that is inclusive of all MICs emergency response and safety (patient, worker, workplace) programs, policies and processes
- Ensure staff receive ongoing (at least annual) instruction/training on safety (patient, worker, workplace)
- Ensure that safety (patient, worker, workplace) is a regular agenda item at staff/team meetings
- Ensure that safety (patient, worker, workplace) performance is included in staff performance appraisals

### **6) Patient/Resident Safety for Team Members**

- Participate in initial and ongoing patient safety education

- Support the Resident’s Bill of Rights and work within the guidelines of the LTC standards and the Home’s Infection Control Protocols (applicable in long-term care settings only)

### **Qualifications**

- BScN in Nursing and graduate of an accredited school of nursing
- Masters’ degree in Nursing or Health Administration preferred
- Three to five years of experience
- Previous demonstrated leadership and management experience required
- Leadership Management course (desirable)

### **Skills, Knowledge and Abilities**

- Ability to work in a fast paced environment
- Ability to perform focused work with close attention to detail
- Knowledge of clinical procedures, standards and quality control checks
- Knowledge of the principles and skills needed to provide patient care and treatment
- Ability to read and interpret documents such as professional journals, professional standards, safety rules, operating and maintenance instructions, procedure manuals and government regulations
- Ability to write reports, business correspondence and policies
- Ability to manage budgets
- Ability to effectively present information and respond to questions from colleagues, direct reports, patients and the general public
- Ability to interact and communicate effectively with a variety of people, both on a one-on-one basis, in meetings and group presentations, through phone, e-mail and written correspondence
- Ability to anticipate and react calmly to emergency situations
- Ability to think logically in order to troubleshoot, analyze situations and make appropriate decisions
- Proficient computer skills, including working knowledge of Microsoft Office Suite, e-mail systems, electronic medical records and web-based programs
- Ability to handle multiple tasks simultaneously, work independently and utilize time management concepts to maximize time effectively

### **Licensure/Certifications**

- Current, unrestricted RN registration with the College of Nurses of Ontario
- Certification in Nursing Administration by a nationally recognized/accredited organization
- Membership with the Registered Nurses Association of Ontario and Canadian Nurses Association (desirable)
- Long-Term Care Administrator Certification (as relevant to facility)

PCM BMH position includes ER, Inpatient, Telehealth and Visiting Specialist Clinics\*

PCM AGH position includes ER, Inpatient, Endoscopy Program, Telehealth and Visiting Specialist Clinics\*

PCM LMH position includes ER, Inpatient, Operating Room, Telehealth, Oncology and Visiting Specialist Clinics\*

\*The above portfolios are subject to change based on operational requirements.

**The preceding described duties are representative and should not be construed as all-inclusive.**