

Job Description

Job Title	Director, Patient Care Services
Department	Nursing Administration
Reports to	VP, Patient Care Services
Date	January 2012

Overall Purpose of Job

The mission of UPMC Beacon Hospital is to provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The role of Director, Patient Care Services supports our mission by directing the provision of Nursing Operations for inpatient units and other areas as required on a day to day basis.

Key Responsibilities and Deliverables

Day to day operations

- Oversee the running of Inpatient Nursing Operations on a day to day basis so that care is delivered in line with Hospital policies, resources are optimised and patients are satisfied and have good outcomes.
- Directs the provision of quality patient care in collaboration with the Vice President of Patient Care Services by identifying, analysing, and refining clinical and system processes and operations to improve and ensure positive patient outcomes.
- Utilises all resources effectively to ensure the achievement of operational imperatives within the Hospital division.
- Facilitate planning, implementation and evaluation of patient flow initiatives to enhance patient care delivery and patient satisfaction.
- Promote a customer service approach
- Assist the VP, Patient Care Services in the development of policies and goals that address patient care operations.
- Assist in Patient Pathway Planning

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Management

- Oversee the management of inpatient units, Floors 3 to 6 inclusive as well as the Day Oncology and Emergency Departments so that they run effectively and efficiently in delivering exceptional patient care.
- Provide direction and support to direct reports by identifying, analysing, and refining clinical and system processes and operations to improve and ensure positive patient outcomes
- Promote the ongoing Professional development through academic and clinical learning.
- Collaborate with professionals across UPMC nationally and internationally to identify and support educational opportunities.
- Develop nursing leaders and participate in successful planning activities. Create a structure and necessary support that promotes and allow for staff input and consideration.
- Participate in workforce planning and employment decisions including selecting talented nursing leaders, mentoring others and applying appropriate corrective disciplinary actions to mitigate workplace behaviour problems.

Relationships with others

- Develop effective working relationships with Consultants so that the needs of their practice are continuously met
- Develop relationships and integrate all team members into the team's work.
- Work closely with NCHDs so that they understand day to day Hospital operations
- Establish and maintain good rapport and cooperative relationship with peers, nursing staff, hospital staff, medical staff, management, and others.

Quality and Patient Safety

- Contributes to the development and maintenance of a professional practice environment to achieve positive patient care outcomes and staff satisfaction.
- Articulate and ensure compliance with patient care and nursing standards established by regulatory agencies (An Bord Altranais, and the Joint Commission), as well as hospital patient care standards and standards published by professional organizations.
- Utilise hospital data management systems to access information and analyse data in planning for patient care processes and systems.
- Lead problem solving teams around clinical improvement issues and recommend changes as required to support the delivery of quality patient care.

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- Determine patient care quality improvement goals and objectives.
- Monitor clinical activities to identify unexpected risk and implement patient safety initiatives. Demonstrate initiative to address complex, high risk problems and translate them into opportunities and challenges. Share nursing sensitive quality outcomes in appropriate leadership forums.

Other

- Covers for the CNO/VP of patient care as needed
- Performs other duties as assigned

Person Specification

Qualifications	<ul style="list-style-type: none"> • RN - registered with An Bord Altranais • Masters level education, preferably in Management
Experience	<ul style="list-style-type: none"> • Held a senior role within acute Nursing • Implemented change and developed service programmes • Developed and introduced new Nursing practices • Multidisciplinary team working
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Good clinical judgement skills • Familiar with current Nursing practice and Quality initiatives • Knowledge of staffing models
Personal Competencies	<ul style="list-style-type: none"> • All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility • Highly motivated and enthusiastic • Possess leadership qualities • Well developed analytical and proactive thinking skills • Demonstrate excellent personal effectiveness and ability to achieve results under pressure • Ability to forge excellent working relationships with all disciplines and levels of staff

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee _____

Signature

Date

