HOSPITAL SERVICES PROGRAM NURSE MANAGER

POSITION DESCRIPTION

General Statement of Duties:

The Hospital Services Program Nurse Manager is responsible for the 24-hour per day supervision and management of the Puget Sound Kidney Centers (PSKC) hospital dialysis program. The primary responsibility of the position is to ensure that quality nursing care is delivered to each patient and PSKC fulfills its contractual obligations.

QUALIFICATIONS

Education:

- Degree from an accredited school of nursing.
- Bachelor’s degree in nursing required.
- Master’s degree in nursing preferred.

Licensure & Certification:

- Must have a current Registered Nurse (RN) license from the WA State Board of Nursing.
- Current certification of Cardiopulmonary Resuscitation (CPR) with a Basic Life Support (BLS) for Healthcare Providers card.
- National certification in nephrology preferred.

Experience:

- Minimum of five years’ experience in clinical nursing required.
- Minimum of three years’ experience in dialysis required.
- Prior supervisor experience required.

Skills & Abilities:

- Read, write, speak, and understand English for the purpose of following written policies and procedures, completion of reports, and communicating with others in the work setting.
- Understand, adapt to, apply, and communicate policy and procedural changes.
- Approach work requirements in a methodical and conscientious manner.
- Prioritize tasks and follow them through to completion in a timely manner, with minimal supervision.
- Manage multiple tasks simultaneously.
- Consistently arrive at work on time, and maintain excellent attendance.
- Identify, assess, and resolve problems in a timely fashion.
- Develop and maintain effective working relationships with coworkers, patients, nephrologist, and hospital staff as needed.
- Maintain quality control standards.
Follow the organization’s policies and procedures.
Maintain work area in a neat and orderly manner.
Maintain high professional standards.
Work effectively with adult learners with different learning styles.
Work with staff and patients in a caring, tactful, and diplomatic manner.
Knowledge of and ability to apply universal safety precautions and infection control procedures.
Provide care to critically ill patients in hospital environments.
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Respond effectively and appropriately to changing work and health care environments.
Utilize every type of dialysis access with ease, understanding their functions, and teach others to analyze and use them appropriately.
Implement all modalities of dialysis safely and competently.
Ability to communicate effectively, both orally and in writing, with patients, families, staff, and medical professionals.
Ability to react calmly and effectively in emergency situations.

ESSENTIAL FUNCTIONS

Supervise and direct patient care staff and the Hospital Dialysis Program Administrator.
Supervise and delegate orientation and training of patient care staff.
Function as the primary point of contact between the hospital and the Hospital Services Program.
Develop policies and procedures.
Supervise and collaborate with the Staff Education and Training Department to develop and deliver staff in-services including training on new equipment.
Collaborate with the PSKC Biomedical department as needed.
Complete employee performance audits, evaluations, and disciplinary actions.
Respond to patient, hospital, or employee complaints.
Serve as the primary, on-call contact for clinical department related questions.
Ensure that the dialysis needs of the patients are met.
Communicate patient status, both physiological and behavioral to appropriate multidisciplinary practitioners.
Initiate, monitor, and discontinue the following treatments according to PSKC’s and hospital procedures:
  o Hemodialysis
  o Peritoneal Dialysis
  o Continuous Renal Replacement Therapy (CRRT)/Slow Low Efficiency Daily Dialysis (SLEDD)
Provide appropriate intervention during various medical crises.
Correctly interpret and execute medical staff orders for treatment in a timely manner.
Examine and document clinical findings.
Review laboratory data and dialysis orders.
- Maintain treatment records with accurate and legible documentation.

**OTHER FUNCTIONS**

- Provide opportunity for continuing education to patient care staff.
- Attend all mandatory organizational programs and maintain documentation for all unit specific certification requirements.
- Participate in meetings and task forces within the organization in order to contribute to process improvement, communications, and operations.
- Participate in unit/organization performance improvement activities to ensure the development and implementation of processes that support continuous quality improvement, patient care, and effective work performance.
- Participate in various hospital and PSKC quality improvement meetings and/or projects.
- Other duties and/or tasks that may be assigned on an as-needed basis.

**REQUIREMENTS**

**Physical Demands:**

- Regularly required to stand, sit, or walk for shifts of up to 13 hours.
- Lifting, positioning, or physically moving patients.
- Pushing wheelchairs and dialysis or other medical equipment.
- Frequently reaching, bending, kneeling, or stooping, and other range of motion activities.
- Lifting 30-50 lb. containers or boxes.
- Viewing a computer screen for two or more hours at a time.
- Visual acuity to discern changes in patient’s skin and/or blood color, differentiate between colors of medication and/or solutions, interpret typed or handwritten documentation, and identify labels appropriately.
- Hearing acuity, within correctable to normal range, to communicate effectively with others, to discern changes in patient conditions and to hear equipment alarms.
- Manual dexterity sufficient to manipulate medical records, equipment, and perform other essential job functions.
- Periodically required to work long hours and occasional weekends, and will require some on-call time.

**Mental Demands:**

- Occasional stress from dealing with ill people.
- Ability to prioritize when confronted with conflicting work tasks/schedules.
- Occasional stress due to medical emergency situations.
- Perform calculations and be able to teach basic algebra.
- Apply educational and practical experience to perform accurate and complete assignments

**Other Requirements:**

- Work at any PSKC contracted hospital.
- Successfully complete mandatory in-service trainings.
- Maintain professional relationships and boundaries with patients and staff.
- Dedication to professionalism, maturity, caring, and diplomacy.
- Comply with all PSKC and hospital policies and procedures.
- Knowledgeable in the operation of all clinical equipment and supplies used in caring for the dialysis patient.
- Maintain confidentiality of patient, employee, hospital, or PSKC information at all times.
- Continue to improve professional competence through reading and understanding related literature and attending relevant trainings and conferences.

**EQUIPMENT & SOFTWARE USED**

- Computer and computer-related equipment.
- Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Facsimile and copy machines.
- Telephone.
- Other equipment and tools necessary to perform the functions of the position.

**WORK ENVIRONMENT**

- Exposure to bloodborne, respiratory, and airborne diseases.
- Exposure to industrial and pharmacological hazards as defined in Safety Data Sheets.
- Contact with patients under a variety of circumstances, including unpredictable situations.
- Typically quiet with occasional periods of heightened traffic in work area, increased noise level, and interruptions.

**JOB RELATIONSHIPS**

Supervision by: Director, Nursing Services  
Workers supervised: Hospital Dialysis Staff (including Program Administrator, Nurses and Technicians.)

**NOTICE REQUIREMENTS**

To resign this position in good standing, the employee must give 30 days' notice, in writing, to their supervisor and Human Resources. Employees who have successfully completed their orientation period and provided this advance notice of resignation will receive the value of any accrued Personal Time-Off (PTO).

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This position description is not an employment contract. Management has the exclusive right to alter this position description at any time without notice.