



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Clinic Nurse	
Position Number(s)	Community	Division/Region(s)
17-11647	Yellowknife	Patient Care Services and Clinical Services - Medical Clinic/Medical Centre/Stanton

## PURPOSE OF THE POSITION

Provides nursing care to patients of the Medical Clinic who have appointments with a Physician Specialists in accordance within established standards of nursing practice and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure that the patients' physical, emotional, psycho-social, and educational needs are met.

## SCOPE

Stanton is an accredited facility in Yellowknife, and is a referral center for approximately 40,000 regional residents of the Western Arctic and Nunavut (Kitikmeot Region). Stanton provides health care services to adults and children on an inpatient/ outpatient and outreach basis in order to restore health with dignity.

Located at either the Medical Clinic within Stanton or off site at the Stanton Medical Centre, and reporting directly to the appropriate Supervisor. The Clinic Nurse is one of 7 Clinic Nurses in the Clinical Services division that has collectively approximately 33,000 patient visits per year. The Clinic Nurse is responsible for providing nursing and medical administrative functions for one or more specialty programs. These programs include but are not limited to:

- Physician Specialist's - General Surgery,
- Internal Medicine,
- Obstetrics & Gynecology, Orthopedics,
- Pediatrics and Otorhinolaryngology.
- Visiting Specialists - Anesthesiology ,
- Dermatology,
- Gynecological & General Oncology,
- Infertility, Neurology,
- Orthopedics(back),
- Pediatric & Adult Cardiology,
- Pediatric Orthopedics,
- Rheumatology,
- Urology and Nephrology.

There are 16 Physician Specialists employed at Stanton in 6 different disciplines with visiting locums on a regular basis. The Clinic Nurse acts as the Case Manager for patients referred to the Physician Specialists by other physicians and nurses in charge (NICs) of health centers in the NWT as well as physicians located in other Provinces and Territories. The Clinic Nurse is accountable for reviewing and prioritizing patient needs for the Physician Specialists. The RN acts as a resource to General Practitioners (GPs), RN's in the community health centers, NIC's and other health care professionals, both within Yellowknife and in the outlying communities. Decisions and recommendations affect the timely and efficient assessment of the patients ensuring the most effective use of resources.

The Clinic Nurse is a member of the nursing team who provides direct nursing care to patients both before and after procedures being performed in the Clinic Services and acts as a patient advocate, facilitating communication between the patient, family and the physician, specialists and other health care professionals. This will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the patient. The Clinic Nurse will participate in and assist the physicians with minor medical procedures within the Clinic (i.e. biopsies).

## **RESPONSIBILITIES**

### **1. The Clinic Nurse acts as the case manager for patient's referred to the Physician Specialists while collaborating and functioning as part of a team to achieve patient outcomes based on diagnosis and prognosis.**

- The Clinic Nurse provides the coordination, communication and continuity for the Physician Specialists and the programs they deliver. The Clinic Nurse functions on behalf of the Specialist when they are unavailable based on standing medical orders. Clinic Nurse will assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the patient.

- Evaluates, interprets and coordinates information (lab and radiology results) required to make decisions and recommendations to other health care professionals regarding patient care and referrals,
- Notifies Physicians and coordinates all activities to ensure that information is dealt with in a timely and effective manner.
- Provides nursing assistance and support to Physician Specialists and patients for a wide variety of treatments and procedures, including performing physical assessments on each patient, mixing and administering medications, assisting with removing Jumps, performing cautery, assisting with cystoscopies, renewing prescriptions, recovering sedated patients, etc.
- In the absence of the Physician Specialist, the Clinic Nurse will make decisions and act upon the-results of tests to ensure necessary processes are carried out.
- On many occasions will be the initial contact to deliver pre & post-procedure teaching, giving test results to patients, booking various clinical procedures therefore, the incumbent provides support, information, advice and follow-up.
- Provides advice and support to 99% of the callers to the unit, and passes the other calls outside of their scope on to the Physician Specialist.
- Coordinates travel programs for the Physician Specialists to the communities as well as for patients to the south for medical appointments.
- Participates in committees, task forces, and research projects as related to the specialty programs.
- Advocate the dignity and self-respect of patients,
- Promote the autonomy of patients and help them to express their health needs and values to obtain appropriate information and services,
- Safeguard the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required,
- Apply and promote principles of equity and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs, and
- Act in a manner consistent with their professional code of ethics, responsibilities and standards of practice.

**2. The Clinic Nurse facilitates implements and modifies patient and family education/teaching based on the needs of the patient.**

- Use a holistic approach for management and self-care of patients and their families,
- Assess the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs,
- Facilitate individual learning in relation to patient illness or injury,
- Research, develop, revise and evaluate on an ongoing basis, educational resources necessary to support patients, and
- Participates in program development for specialty program education and teaching.

**3. Performs administrative functions that contribute to the management of the Medical Clinic/Medical Centre in accordance with Board constraint policies, hospital**

**policies, procedures and standards, guidelines, and scope of professional nursing practice.**

- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care,
- Orientation of new employees to unit specific specialty programs.
- Assist in the planning, revising program team structure, with a focus on continual improvement.
- Make administrative decisions regarding patient care, such as interpretation of medical travel requirements, screen referrals, prioritize who is seen first, determine what lab, radiology or diagnostic tests need to be done prior to the appointment, etc.
- Provide ongoing evaluation of clients' status and program efficiency.
- Collect and document demographic and statistical information.
- May be designated as the Team Leader (Responsibility Nurse) and as such coordinates the day-to-day operations of the clinic,
- Communicate with other members of the health care team regarding the patient's health care to provide continuity of care and promote collaborative efforts directed toward quality patient care,
- Order and maintain supplies required for specialty program.

**4. Advocate practice environments that have the organizational and human support systems, and the resource allocations necessary for safe, competent and ethical nursing care.**

- Collaborate with nursing colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and others in the setting.
- Participate in committees, task forces, and research projects as related to the Medical Clinic.
- The Clinic Nurse must have a knowledge of and an ability to apply advanced nursing processes (assessment, planning, implementation and evaluation)

**WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

**Physical Demands**

The incumbent is required to be very mobile. In general the environment is similar to a normal office. When performing patient assessment the incumbent will be required to bend and stand in awkward positions.

**Environmental Conditions**

During their shift (100% of time) an incumbent will be exposed to potential communicable diseases blood and body fluids, human waste, hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in moderate risk to the incumbents' health.

### **Sensory Demands**

A combination of the senses of touch, hearing, sight and smell are required when performing patient assessments.

### **Mental Demands**

The environment is dynamic and constantly changing, resulting in continually re-evaluating and shifting priorities. The incumbent is exposed to death/dying and other emotionally disturbing experiences. The Clinic Nurse is expected to remain calm, controlled and professional, regardless of the situation and to demonstrate care and compassion to the client, family and other members of the health care team.

In addition, within the health profession there is significant lack of control over the work pace with frequent interruptions that may lead to mental fatigue or stress.

As a result of the large number of potentially violent patients and the emotional state of family members there is uncertainty in knowing what to expect while at work. As a result, there is legitimate concern about being responsible for the lives of patients and their families, risk of assault and unknown and unpredictable situations.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- The Clinic Nurse requires knowledge of biological, physical and behavioral sciences in order to recognize interpret and prioritize findings to determine and implement the plan of action based on accepted standards of practice.
- The Clinic Nurse must be able to provide training, advice and assessment using specialized equipment, medications, tools and techniques.
- An ability to educate patients and their families (where applicable) on appropriate self-care methods and techniques.
- Knowledge of and an ability to network resources within and outside Stanton (i.e. Social Services, Public Health, medivac teams etc.) in order to ensure support of patients and their families.
- An ability to operate desktop computer in order to send and receive electronic mail and conduct research over the Internet.
- An ability to operate and/or use standard medical equipment (such as but not limited to - fetal monitors, IV pumps and lines, stretchers, thermometers, sphygmomanometer, blood glucose monitors, suction tubes, sharps, oximeter, etc.)

### **Typically, the above qualifications would be attained by:**

This level of knowledge is commonly acquired through the successful completion of a Nursing Diploma and three years recent experience within a general nursing area.

## **ADDITIONAL REQUIREMENTS**

### **Stanton Regional Requirements**

Within the Stanton THA Registered Nurses must be registered with the NWTRNA and have successfully completed a criminal record check.

Within the Stanton Region all Registered Nurses must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Non-Violent Crisis Intervention,
- Blood Glucose Monitoring,
- WHMIS,
- IV Therapy,
- PUVA Training (if working with the Dermatology Program)
- Internet and e-mail applications,
- Fire training, and
- Certification in basic CPR.

Canadian Nursing Association Certifications are desirable.

### **Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language** (check one)

- French required
- French preferred
- French not required

