



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Coordinator, Outpatient Care	
Position Number(s)	Community	Division/Region(s)
17-04135	Yellowknife	Medicine & Outpatient Care / Stanton

## PURPOSE OF THE POSITION

Under the direction of the Manager, Medicine & Outpatient Care, Stanton Territorial Hospital, the Clinical Coordinator (CC), Medicine provides clinical leadership, clinical supervision and subject matter expertise to the staff of the Outpatient Care, and ensures safe and effective patient care and nursing practice. The CC is one of two CCs reporting to the Manager, Medicine & Outpatient Care. The CC provides clinical education and mentorship to nursing staff in accordance with established standards of nursing practice, required organizational practices (ROPs), NTHSSA policies, and related STH procedures. The incumbent ensures that the physical, emotional, psycho-social, cultural, spiritual, educational and day to day living needs are met, and leads the evaluation of patient experience for the Outpatient Care.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest

Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Stanton Territorial Hospital is a referral centre for the approximately 43,000 residents of the North West Territories and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). Stanton delivers the territorial Renal Care program for the NWT. Outpatient Care manages the largest dialysis unit, providing dialysis to up to 16 patients, with a planned program expansion to 24 patients in 2017-18. Medical Day Care provides the majority of endoscopies for the NWT, with 1692 endoscopies completed in 2016/17; as well as the only chemotherapy program for the NWT, serving 181 patients in 2016/17. The cancer care program provides centralized care coordination for NWT and Kitikmeot Cancer patients.

Located within STH and reporting directly to the Manager Medicine & Outpatient Care, the Clinical Coordinator, Outpatient Care is responsible for monitoring the quality of nursing care within the Renal Care/dialysis, Medical Day Care and Cancer Care programs, delivered by approximately 24 FTEs. The CC works with nursing staff and in consultation with the Manager, Medicine & Outpatient Care and other key stakeholders to implement patient treatment planning, and patient & family centered care in Outpatient Care. The CC ensures the appropriate provision of daily care and treatment to patients to promote their recovery and safe transition back to their home community. The CC provides clinical supervision, mentorship, support and guidance to RNs in the provision of patient care.

The CC models and promotes excellence through the demonstration of clinical best practices with patients in collaboration with RNs, and provides seasoned advice and recommendations to RNs, to help them effectively address complex, difficult or unusual situations. As an educator, resource and mentor, the CC helps guide nurses from task orientation to more empowered analytical thinking and care giving approaches. These provisions have a direct impact on the quality of services delivered to clients and their families, and on the cost of the services provided.

Based on patient census and acuity throughout Stanton, the CC may (within reasonable expectations) be required to provide standardized nursing care to any/or all of the nursing units within the scope of their nursing practice.

## **RESPONSIBILITIES**

### **1. Leads the delivery of safe and effective, patient and family centered nursing care within Outpatient Care (Medical Day Care, Dialysis Unit, Cancer Care program).**

#### **Main Activities:**

- Schedules (or delegate the scheduling of) all clinical procedures and ensure that appropriate equipment, tools and supplies are available for the scheduled procedures.
- Researches, develops and implements patient programming in collaboration with key stakeholders, staff, and community members.
- Models and teaches best nursing practices in the care of patients and in the implementation of patient and family centered practice.
- Ensures that patients have appropriate support, including social and emotional supports, access to family and community members, and regular social activities and programming.
- Ensures that indigenous patients are able to obtain appropriate access to the Indigenous Wellness Program, and works in conjunction with the Indigenous Wellness Program Staff to ensure that the cultural, social and spiritual needs of this client group are effectively addressed.
- Assists patients to achieve their optimum level of health in situations of normal health, illness, injury, or in the process of dying.
- Advocates the dignity and self-respect of patients.
- Promotes the autonomy of patients to the greatest extent possible, and helps them to express their health needs and values to obtain appropriate information and services.
- Safeguards the trust of patients in 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.
- Applies and promotes principles of equity and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs.
- Use a holistic approach to facilitate individual learning of patients and their families upon admission and transfer or discharge in relation to patient illness or injury (i.e. self-care, health promotion, etc.)
- Assesses the patient for physical and psychological needs, their knowledge of their health, disease process and support needs.
- Acts in a manner consistent with their professional code of ethics, responsibilities and standards of practice.
- Ensures that procedures supporting the delivery of safe and effective nursing care are reviewed and recommends/implements appropriate updates in consultation with the Manager, Practitioners, and other system leaders.
- Participates in STH and territorial quality improvement planning to ensure a standardized approach to nursing care with patients.
- Coordinates the admission and transfer or discharge of patients as applicable.

- Identifies transitional care planning needs for complex patients and coordinates planning and discharge with transitional care team.
- Provides coaching and leadership to peers, students and other members of the health care team (HCT) to develop skill levels necessary to achieve the standard of care.
- Collaborates with nurses, peers and other members of the HCT to advocate health care environments that are conducive to the ethical practice and to the health and well-being of patients and staff.
- Participates on committees, task forces, and research projects as related to the Outpatient Care.
- Ensures that the stock of unit supplies (medical and non-medical) is adequate and arrange for the ordering of supplies as required.
- Collect unit statistics when required.

**2. Monitors and evaluates nursing care, and develops/implements quality improvement processes, to enhance the quality of care provided to patients placed in Outpatient Care in order to ensure safe and effective care, and to improve patient & family experience.**

**Main Activities:**

- Conducts audits on the delivery of nursing services by individual nurses and identify learning needs, develop nurse specific training/learning plans and facilitate or arrange for the delivery of training identified within the specific training/learning plans.
- Conducts unit audits to determine unit wide training requirements and arrange for the delivery of appropriate training accordingly.
- Works with nursing staff and key stakeholders to identify and implement quality improvement processes, and reports on results.
- Works with Indigenous Wellness and other Stakeholders to ensure that staff are trained to be culturally appropriate in their practice. Facilitates the evaluation of culturally appropriate nursing practice.
- Conducts regular daily rounding on patients to determine their perspective on the quality of services provided, and to respond proactively to patient needs.
- In consultation with their Manager, develops patient feedback processes, and includes patients in the development of quality improvement processes in Outpatient Care.
- Coordinates services with outside agencies/centers/institutions to facilitate patient optimal health, independence and wellness.
- Ensures that all patients have an effective care plan, and that the care plan identifies specific actions specific to the patient's return to meet their physical, social, emotional and spiritual needs.
- Coordinates/provides off-unit consultations, requested by physicians
- Collaborates with other CC's/Managers to develop care plans for the management of patients admitted to other nursing units at STH as requested.
- Assists manager to revise and implement procedures and standards of nursing care.
- Ensures implementation and evaluation of Accreditation Canada Standards and Practices (i.e. Required Organizational Practices).

- Collaborates with Patients and families to evaluate their overall experience with STH Outpatient Care services and care.

**3. Provides Mentorship and professional development support to Outpatient Care nursing staff to ensure that they have the knowledge, skills and abilities to provide quality nursing care to patients.**

**Main Activities:**

- Conducts a competency based learning needs assessment with each new nurse through consultation, direct observation, and the implementation of clinical/chart audits.
- Conducts clinical/chart audits on a periodic basis and reviews audit results with nurses, and develops/implements quality improvement plans as required.
- Establishes a professional development plan for each nurse in collaboration with the Manager, Medicine & Outpatient Care.
- Provides clinical support and education to nurses to facilitate competency development.
- Facilitates a learning environment, in which senior, experienced nurses are able to provide appropriate mentorship to nurses new to the field.
- Develops, implements and evaluates orientation programs to ensure that the staff have the necessary resources to achieve optimal health care for their patients, and on other units as required.
- Liaises with Aurora College and/or other Nursing Colleges to support the positive clinical experience of nursing students and graduates.
- Conducts and/or arranges for the delivery of orientation and ongoing training of new employees within the Outpatient Care.
- Periodically reviews nursing knowledge and skill needs to ensure that nurses are able to retain their skills and that nursing skill sets are enhanced in conjunction with emerging best nursing practices.

**4. Assists the Manager, Medicine and Outpatient Care in the development of sustainable outpatient care services, and an effective staff team:**

**Main Activities**

- Provides coverage for the Manager in their absence, as Acting Manager for the Medicine & Outpatient Care Unit.
- Supports the Manager in planning the human resource needs of the department.
- Assists with the recruitment and hiring of new staff.
- Provides orientation to new staff.
- Assists with the review of job descriptions to ensure they reflect current best practices and standards.
- Provides feedback to the Manager on staff individual and team performance.
- Provides developmental feedback to nursing staff, for the purpose of improving their skills, professionalism, knowledge and enhancing their professional growth.

- Evaluates and recommends developmental/educational opportunities for nursing staff, including providing recommendations for the inclusion of developmental goals that comprise the performance planning process.
- Holds regular staff meetings to review procedures, share information, develop quality processes, and enhance team performance.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent's day will be divided between direct patient care and operational administrative duties. In addition, the incumbent will be required to bend and stand in awkward position while performing patient assessments or care and sitting at a desk.

### **Environmental Conditions**

During their shift (100% of time) the incumbent will be exposed to communicable diseases, blood and body fluid, hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risk to the incumbent

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during ongoing assessment, continuous observation of patients with in the Outpatient Care, and while auditing the delivery of nursing services.

### **Mental Demands**

The incumbent will be exposed to death/dying and other emotionally disturbing experiences and is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassion and care to the client, family and other members of the healthcare 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 and dementia patients within the hospital there is uncertainty in knowing what to expect while at work. There are legitimate concerns about being responsible for the lives of patients and their families, risk of assault and unknown and unpredictable situations.

The incumbent is required to be motivated and innovative in the area of continuing education to encourage professional growth of self and others.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Advanced knowledge of the nursing process.
- Knowledge of education principles related to adult learners in order to develop and deliver subject-specific training and development.

- Knowledge and ability to use computers, operate word processing applications, send and receive electronic mail, and conduct research over the internet.
- An ability to educate patients and their families (where applicable) on appropriate self-care methods and techniques.
- Knowledge and ability to network with resources within and outside Stanton (i.e. Social Services, Public Health, medevac teams etc.).
- An ability to operate and/or use standard and/or specialized medical equipment.
- Aware of and implements, monitors and audits patient and organizational safety initiatives.

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

1. A Bachelor's Degree in Nursing.
2. Five (5) years clinical experience within an acute care environment in the past 10 years is required.
3. Candidate must be able to demonstrate they are in good standing with RNANT/NU.

**ADDITIONAL REQUIREMENTS**

**Stanton Regional Requirements:**

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

- Basic Cardiopulmonary Resuscitation
- Nursing Information Systems Saskatchewan (NISS)
- Blood Glucose Monitoring
- Fire Training
- Plum A Pumps
- FIT Testing
- Privacy and Confidentiality
- Infection Control
- Workplace Bullying/Respectful Workplace
- Intravenous Therapy
- Medication Administration
- Workplace Hazardous Materials Information System
- Non-Violent Crisis Intervention
- Wound Care

In addition, the CC must have and remain current with the following training or certifications:

- Cardiac Rhythm Interpretation
- Central Venous Catheter (care and removal of)
- Total Parenteral Nutrition

Canadian Nursing Association Certifications are desirable. Formal certification or completion of a recognized management program is an asset.

**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 if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
    - ORAL EXPRESSION AND COMPREHENSION
      - Basic (B)  Intermediate (I)  Advanced (A)
    - READING COMPREHENSION:
      - Basic (B)  Intermediate (I)  Advanced (A)
    - WRITING SKILLS:
      - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Aboriginal language:** To choose a language, click here.

- Required
- Preferred