

Murray County Medical Center Position Description

Classification: Director of Nursing

Department: Nursing

Location: Murray County Medical Center

Reports to: CEO

FSLA Classification: Salaried/Exempt

Position Purpose

The Director of Nursing provides direct administrative nursing supervision to provide delivery of quality patient care. Ensures there is competent and adequate staffing, for all areas of the nursing floor, surgery, hospital, emergency room, cardiac rehab, infection control, utilization review and discharge planning, diabetes, and trauma program, to maintain the budget guidelines and at the same time provide good quality care to the community. Is a role model to staff, physicians and public relations.

Essential Duties and Responsibilities

1. Assume a primary role in facilitating communications among staff, between departments, as well as within the community.
 - Reach out to solicit input from other departments relating to operations and areas that might be improved.
 - Provide feedback to other departments to improve coordination of services to patients as the end beneficiaries.
 - Participate in representing the hospital and the profession of nursing organizationally, in the community and by participation in committees.
2. Manage conflicts as they arise.
 - Intervene as soon as a conflict is discovered and work toward resolving the issue.
 - Ensure that patient service is not compromised and that patient involvement in conflict is isolated and does not disrupt services to others.
 - Mediate conflict between staff and departments.
 - Follow-up on any complaints from patient questionnaire program or any direct complaints and work for continual quality improvement.
3. Provide direct care for patients during periods of peak demand or when providing staff training and assistance.
 - Redirect activities to focus on critical patient care needs.
 - Provide backup coverage during unplanned staff absences due to illness.
 - May deal with difficult patient cases by providing backup assistance to RN's.
 - Demonstrate techniques as needed to provide training to staff.

4. Analyze data to help identify trends or patterns.
 - Use PI System to retrieve real time data that can be analyzed to identify patterns that might lead to immediate actions or longer-term adjustments.
 - Communicate findings to departments and staff who may find value in the knowledge of trends or patterns.
5. Manage the department budget.
 - Provide planning based on service need projections.
 - Monitor and maintain the approved department budget, on a monthly basis.
 - Adjust staffing to match service demands without over adjusting that may be disruptive of service levels.
 - Identify capital equipment needs and initiate projects to determine feasibility.
6. Provide managerial direction to the department and participate in executive teamwork.
 - Review, and revise the departmental new hire orientation process on an ongoing basis, and make sure documentation is completed and submitted in a timely fashion.
 - Recruit, manage, and develop staff by establishing goals and objectives, provide effective feedback and development opportunities, and ensure employees receive proper on-the-job training and performance management.
 - Address individual staff performance issues as they arise and works through, to resolution, documenting as needed (i.e. disciplinary actions, separations, terminations, etc.)
 - Conduct timely performance evaluations for assigned personnel, as well as disciplinary actions if required.
 - Lead the operations of the department, manage and direct the department staff, and oversee the work activities of the department in alignment with the vision and directives of Murray County Medical Center.
 - Maintain current job descriptions for all staff and work with Human Resources to review/revise annually or as needed.
 - Participate in meetings of the executive team and provide information to assist the work of the team in preparation of strategic plans.
 - Assume responsibility, as required, in the absence of the CEO.
7. Write and administer department policies and procedures.
 - Research best practices and incorporate them into department operations.
 - Approve policies prepared by others.
8. Manage department schedules to ensure adequate staffing for shifts.
 - Approve requests for vacations and other absences.
 - Ensure that advance scheduling is done so that disruptions are minimized.
 - Continuously assess and act to improve the quality of care and performance of staff.
9. Stay up-to-date regarding knowledge of regulatory agencies (Federal, State, OSHA, etc.).
10. Meet all performance standards (customer service, quality achievement, safety, etc.)
11. Other duties as assigned.

Job Activities

Percent of Job	Major Activity
15%	Encourage communications between departments
15%	Manage conflicts as they arise
20%	Provide direct patient care as needed
5%	Analyze PI data
20%	Budget management
5%	Participate in general management activities
10%	Develop, review and approve policies
10%	Manage difficult schedules

100% Total

Education and Experience

- Bachelor's degree from an accredited nursing school, or equivalent.
- Five or more years of work in a health care organization, in a nursing capacity.
- Credentials in BLS, ACLS required.
- Credentials in CALS or TNCC strongly recommended.

Requirements

- Must maintain and keep current continuing education and state licensure.
- Able to concentrate on work tasks amidst constant distractions.
- Flexibility to handle constant changes with ability to be available at irregular hours.
- Excellent customer service skills to communicate with executive team members, medical staff, external agencies, patients and members of the community.
- Strong problem solving skills to work through complex analysis, leading to sound patient care and strategic decisions for the medical center.
- Strong leadership skills to manage scheduling and interpersonal conflicts and focus energies toward patient service.
- Ability to maintain the morale of the department and the confidence of the public.
- Ability to provide effective technical training in formal and informal settings.

Working Conditions and Physical Demands

- Able to perform detailed work under pressure, with multiple deadlines, often requiring extended hours to complete work.
- Work is indoors with occasional exposure to disagreeable conditions, such as odors or behaviors associated with direct care of patients.
- Work includes sitting and frequent extended use of computers and related office equipment.
- Requires intermittent standing, walking, bending, squatting, reaching above shoulders and handling of equipment and supplies up to 25 pounds and intermittent transfers of patients where effort may exceed 60 pounds.

- Must have acuity of sight, depth perception, field of vision and color vision.
- Must be able to hear ordinary conversations.
- Requires the ability to calm individuals who may be agitated or acting out negative behaviors.

Equipment Operation

- This position utilizes the full complement of business office machines as needed.
- Proficiency with specialized and standard office computer programs is required.
- Uses all medical equipment available for use by the nursing staff.

Supervisory Responsibilities

This position supervises Surgery Supervisor, Surgery RN's, Surgery Technicians, Hospital nurses CNA's, Rural Health Clinic nurses, and the Assistant CNO.

Employee Signature: I have read and agree that I can perform the essential functions of this position.

Print Name

Signature

Date

Manager or HR Rep. Signature

Date