



Job Description – RN Clinical Supervisor

Job Title: RN Clinical Supervisor
Department: IV Clinic
Supervisor: Supervising Physician
FLSA Status: Exempt
Prepared By: OT
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Approved By: TP, DU
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Summary

The RN Clinical Supervisor applies his/her expertise and experience to the efficient management of the IV Clinic.

S/he is responsible for delivering high quality patient care and services, delivering the expected clinical results, the performance of IV Clinic personnel, and assuring adherence to applicable state and federal regulations.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Assess needs, develops and implements plans for the IV Clinic.
- Schedules, supervises and counsels clinical staff.
- Implements department policies and procedures to enhance patient care operations.
- Conducts and ensures appropriate training for new hires specifically to: Athena IV Encounters, mixing of medications and possibly on how to start an IV venous access/Port access.
- Manages staff, their schedules and ensures adequate clinical staffing and skill mix to meet patient care needs on all shifts.
- Participates in development of and provides clinical expertise for patient education materials.
- Coordinates, designs and implements educational programs to meet identified learning needs of staff, patients and families.
- Acts as a role model to staff and creates/promotes a professional work environment that values diversity, open communication, teamwork and exceptional service.
- Ensures compliance w/ regulatory requirements, policies, procedures, & standards of practice.
- Serves as a resource for clinical concerns, scope of practice & applicable state & federal regulations as well as operational concerns of providers & staff.
- Implements strategies to increase revenue and cost-effectively manage personnel, supply and equipment resources. Evaluates the impact of strategic fiscal changes on quality outcomes.

- Addresses/resolves any customer/patient service issues that arise.
- Performs all clinical nursing best practices in taking care of patients.
- Markets the IV Clinic to surrounding physicians and patient population. Collaborates with Marketing to send reminders internally of Clinic operating hours, services etc.
- Holds staff meetings with assigned subordinate staff to ensure collaboration to meet company objectives.
- Attends required leadership meetings and provides input as needed.
- Assists with additional duties as assigned by the Supervising Physician, Regional Director and/or Administration.

Other nursing duties:

- Participate in the preparing and mixing of medications for new patients and next day schedule. Report any unusual issues, reactions and changes to ordering provider in a timely manner. (All staff)
- Assist physicians, ARNP's and their staff with creating orders. (All staff)
- Notify in house providers of any outside referrals or hospital discharges being referred to clinic. Scan all orders and IV access (PICC line, Midline) documents into chart for provider's review. (All staff)
- Put patient on IV schedule for duration of therapy. Note of all doctor appointments having to do with treatment. (All staff)
- Coordinate, schedule and draw any labs ordered by provider or having to do with MPG IV Protocols. Follow through with all results to determine need of change in dosing per MPG Protocols. (All staff)
- Review charts that may require secondary diagnosis, labs & testing for specialty treatments such as IV Reclast. (All staff)
- Notify provider or staff if test (i.e. DEXA) are overdue and of abnormal lab values that may interfere with the treatment or cause patient unnecessary harm. (All staff)
- If patient's primary insurance is not Medicare contact insurance plan to see if authorization is required and check benefits so patient will know what the approximate out of pocket cost might be. Document and provide a reference number for all calls made to insurance plans. (All staff)
- Direct indigent patients to CBO to either apply for financial hardship or to set up a payment plan.
- Note in yellow notification box in patients chart if co-pay is due at time of service. Include dollar amount and the CPT code requiring co-pay. (All staff)
- If patient has large outstanding balances with MPG (seen in Quick view) inquire if patient has set up a payment plan with COB and if not, refer patient to COB.
- Order department supplies with vendor and submit medication orders to MPG's purchasing department.

Supervisory Responsibilities

Directly supervises assigned employees in the IV Clinic. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analysis/Problem Assessment – Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Coaching - Facilitating the development of other's knowledge and skills; providing timely feedback and guidance to help them reach goals.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Delegation of Authority and Responsibility - Allocating decision-making authority and task responsibilities to appropriate direct reports; utilizing direct reports' time, skills and potential effectively.

Developing Organization Talent - Developing direct reports' skills and competencies by planning effective development activities related to current and future jobs.

Follow-up - Consistently maintaining a high activity or productivity level; sustaining long work hours.

Individual Leadership/ Influencing - Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and supervisors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Maximizing Performance - Establishing performance/development goals, coaching performance, providing training, and evaluating performance.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses

a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing/ Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven & Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Teamwork/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (prefer BSN) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Management experience and specialty or leadership certification is preferred.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Athena Database software; Microsoft Word Processing software; Microsoft Excel Spreadsheet software and ADP Payroll systems.

Certificates, Licenses, Registrations

Current active Florida RN license in good standing. Must keep license active and in good standing during employment. IV Certification required.

BLS certification

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to moving mechanical parts and risk of radiation. The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate depending on the business activity of the office.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____