

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Patient Care Facilitator CN IV & Advanced Patient Care Facilitator	<b>JOB CODE:</b>	N56K
<b>DEPARTMENT:</b>	Patient Care	<b>ENTITY:</b>	200
<b>REPORTING RELATIONSHIP:</b>	Patient Care Center Manager	<b>PREPARED BY:</b>	Janet Maloney RNC, MSM/HM, CNA
<b>DATE ORIGINALLY SUBMITTED:</b>	May 22, 2002	<b>APPROVED BY:</b>	JOAN CLARK, RN, MSN, CNA VICE PRESIDENT/CHIEF NURSING OFFICER
<b>REVISED DATE:</b>	July 27, 2005	<b>SIGNATURE:</b>	_____
<b>REVIEWED DATE:</b>			

### **QUALIFICATIONS:**

The Patient Care Facilitator CN IV and Patient Care Facilitator Advanced is a level of the clinical tract to which a qualified applicant from outside Baptist Hospital may apply without completing prior levels on the Professional Nursing Advancement Program. This level recognizes broad clinical and educational expertise and regularly 24-hour/7-day accountability.

### **Patient Care Facilitator Educational/Experiential requirements:**

- Baccalaureate degree in nursing; Three years acute care experience, in clinical specialty, within the last two years.
- Documentation of Florida Registered Nurse Licensure.
- Certification preferred in the clinical specialty area.
- Validation of CPR instructor and/or ACLS/PALS/NALS certification.
- Documentation of the continuing education requirements for the CNIV (32 hours over the last year), with a minimum of 6 in leadership.
- Validation of active participation and/or leadership in a unit base committee.
- Clinical maturity and expertise.
- Excellent interpersonal skills.
- Collaboration and negotiation skills.

- Knowledge of managed care and reimbursement principles.
- Proficiency in the nursing process, problem solving and the performance improvement process.
- Capability of priority setting.
- Effective oral and written communication skills.
- Team building skills.

All applicants are committed to a minimum of modified full time employment. The scheduling of the tour of duty must remain flexible to meet the changing needs of the clinical service and the patient caseload.

**JOB SUMMARY/PURPOSE:**

**Patient Care Facilitator**

- Is an advanced Clinical Nurse who leads the practice of nursing and manages care on the unit.
- Is recognized as being proficient in the delivery of complex nursing care.
- Continuously promotes quality patient care by coordinating patient care conferences; Assists in the development and revision of pathways.
- Assumes a broad level of accountability for the outcomes of care for assigned patients in a specific geographical area (12 Bed Hospital Concept).

**PSYCHOLOGICAL CONSIDERATIONS:** Able to work under stressful situations and respond to emergencies competently. Must be able to work as a part of a Interdisciplinary team. Must be flexible, have problem solving skills, prioritize and demonstrate healthy coping mechanism.

**ENVIRONMENTAL CONSIDERATIONS:** Potential contamination/exposure to bloodborne pathogens, body substances, biohazardous materials and infectious diseases. Able to work in a temperature controlled hospital environment, occasional exposure to a variety of auditory and olfactory stimuli.

	EXCEEDS EXPECTATIONS	FULLY MEETS EXPECTATIONS	MINIMALLY MEETS EXPECTATIONS	DOES NOT MEET EXPECTATIONS
<b>ESSENTIAL JOB FUNCTIONS</b>				
<u><b>Assessment</b></u> 1. Obtains baseline information utilized for the development of individualized patient plan of care. 2. Provides direct and indirect patient and family care to assess needs. 3. Facilitates/patient/family conferences with interdisciplinary team involvement. 4. Conducts patient rounds on current caseload, evaluating goals with physician or interdisciplinary team. 5. Monitors patient's progress against plan of care until discharge from designated patient care area. 6. Collaborates with interdisciplinary team members to identify potential barriers and variances to the plan of care.				
<u><b>Planning</b></u> 1. Coordinates the plan of care with patients, family and interdisciplinary team. 2. Ensures the plan of care is accessible to the patient and family to assist them in understanding goals of care and movement toward these goals. 3. Plans discharge and teaching needs beginning at the time of admission. 4. Leads interdisciplinary team meetings and rounds. 5. Promotes development of clinical practice based on research and evidence. 6. Assists leadership team with maintenance of initial and ongoing unit-based clinical competencies.				
<u><b>Implementation</b></u> 1. Acts as a liaison between patients, caregivers and community resources. 2. Educates interdisciplinary team, patient/family on plan of care. 3. Serves as a direct care provider, as appropriate, to ensure outcome obtainment. 4. Provides patient/family teaching using available resources and tools. 5. Uses and individualizes disease specific pathways to obtain patient goals. 6. Implements strategies to reduce resource consumption and length of stay for assigned patients. 7. Educates patients, families and interdisciplinary team on the patient care facilitator role. 8. Acts as consultant to clinical staff in assisting with unfamiliar procedures/treatments. 9. Utilizes process of performance improvement. 10. Promotes patient safety. 11. Communicates changes in plan of care to the patient/family and the health care team members in a timely manner. 12. Demonstrates creativity and innovation in approach to complex problem solving. 13. Leads crisis management. 14. Provides coverage to other Patient Care Facilitators and directs care providers as appropriate to ensure outcome obtainment. 15. Delegates' aspects of care to qualified personnel.				

	EXCEEDS EXPECTATIONS	FULLY MEETS EXPECTATIONS	MINIMALLY MEETS EXPECTATIONS	DOES NOT MEET EXPECTATIONS
<p><b>Evaluation</b></p> <ol style="list-style-type: none"> <li>1. Evaluates patient for improvement after implementation of plan of care to assess for the attainment of goals.</li> <li>2. Readjusts plan of care based on evaluation of the patients'/families' needs.</li> <li>3. Monitors outcomes of patients undergoing new procedures or interventions.</li> <li>4. Evaluates staff ability to facilitate emergency procedures.</li> <li>5. Evaluates need for and effects change in professional practice environment.</li> <li>6. Evaluates staff competencies and reports to leadership team.</li> <li>7. Participates in staff evaluations.</li> </ol>				
<p><b>Professional Accountability</b></p> <ol style="list-style-type: none"> <li>1. Attends Clinical Practice Council meetings as needed.</li> <li>2. Acts as role model and demonstrates expertise in conflict resolution and negotiation.</li> <li>3. Participates actively in departmental/interdepartmental committees.</li> <li>4. Develops and maintains clinical expertise in the care of a designated patient population.</li> <li>5. Demonstrates professional independence in the practice of nursing.</li> <li>6. Consults internal experts when appropriate.</li> <li>7. Maintains documentation of the continuing education requirements for the CNIV (32 hours over the last year) with a minimum of 6 in leadership.</li> <li>8. Participates in at least one community health and/or teaching project per year.</li> <li>9. Maintains CPR instructorship; ACLS, PALS, or NALS provider card.</li> <li>10. Promotes the development of staff registered nurses, through the professional nursing advancement program.</li> </ol>				
<p><b>Leadership</b></p> <ol style="list-style-type: none"> <li>1. Leads the team to achieve patient outcomes.</li> <li>2. Serves as a professional role model/mentor and change agent to develop and assist others.</li> <li>3. Selects and develops team members.</li> <li>4. Monitors and evaluates staff and the team's clinical outcomes.</li> <li>5. Develops an individual leadership plan and meets objectives.</li> <li>6. Assists with the development of protocols/standards/pathways.</li> </ol>				

<b>ADA CRITERIA</b>	
<b>PHYSICAL REQUIREMENTS:</b>	
Standing	To set up equipment, to deliver direct care, to informally discuss issues with members of health team, to teach.
Walking	To move about units and between units for rounds, to visit/assess patients to deliver direct patient care.
Sitting	To educate, teach, counsel patients/families, to conduct/attend meetings, to facilitate/participate in multidisciplinary team conference.
Squatting/Kneeling	To provide CPR, to deliver direct patient care.
Pushing/Pulling	To move audiovisual equipment, to deliver direct patient care.
Lifting	To move audiovisual equipment, to provide direct patient care.
Speaking	To communicate with others in English.
Seeing	To read charts, to use audiovisual aids, to assess patients/families/environments.
Hearing	To assess patients/families/environments, to listen to verbal information from patient/families/health care teams.

<b>AGE SPECIFIC CRITERIA</b> (check appropriate ages)	<b>DEMONSTRATED COMPETENCY</b>
Neonate	
Infant	
Child	
<b>X</b> Adult	
Geriatric	

**ADDENDUM: ADVANCED PATIENT CARE FACILITATOR/CLINICAL NURSE SPECIALIST**

In addition to the above areas of responsibility, the Advanced Patient Care Facilitator/Clinical Nurse Specialist (Advanced PCF) must include additional items from each category listed below. It is expected that the applicant will expand oneself consistently throughout the year in the major categories of Nursing Values and Patient Care Facilitation.

1. Clinical Practice
2. Consultation/Collaboration
3. Education
4. Leadership
5. Research

**QUALIFICATIONS:** Education – Masters Degree in Nursing; Licensure – Registered Nurse, licensed in the State of Florida; Job knowledge – Evidence of at least three years recent acute care experience, in the area of specialization, and demonstration of professional competency through participation in continuing education in the area of specialization; Certification – Maintenance of national certification in the area of specialization. Validation of CPR Instructor and/or ACLS, PALS or NALS certification. Documentation of 32 contact hours over the last year. Validation of active participation and/or leadership in a hospital committee. Clinical maturity and expertise. Excellent interpersonal skills, collaboration, and negotiation skills. Knowledge of managed care and reimbursement principles. Proficient in the continuous performance improvement process. Effective time management; capable of priority setting. Effective oral and written communication skills. Team building skills.

**JOB SUMMARY/PURPOSE:** The Advanced - PCF is an advanced Clinical Nurse who supports the practice of primary nursing and manages care on the unit. The Advanced -PCF is recognized within the unit as being proficient in the delivery of complicated nursing care. This is validated through the acquisition of national certification in the appropriate specialty area. The Advanced - PCF continuously promotes quality patient care by coordinating patient care conferences; Assists in coordination and the development and revision of Clinical Pathways; The Advanced -PCF serves as a role model and promotes a professional image and encourages professional personal growth of staff. The Advanced - PCF assumes a broad level of accountability for the outcomes of care for a assignment of patients in a specific geographical (12 Bed Hospital concept) area throughout their stay on a designated unit; The Advanced-PCF crosses service lines with the responsibility to assess patient's needs, evoke a plan of care and implement the plan using interdisciplinary collaboration to assist the patient toward discharge. The responsibility includes guiding the plan of care in collaboration with patients, families, physicians and the multidisciplinary team, toward reachable goals in a timely manner. The Advanced -PCF is in charge of the process and is accountable for identifying and removing barriers that will prevent the patient from reaching those goals; The Advanced Patient Care Facilitator works with the RN, physician, social workers and the other caregivers to formulate an individualized plan of care; Administratively, the Advanced -Patient Care Facilitator is responsible for developing individual patient outcomes for their selected population. The Advanced -PCF is responsible for assisting with collecting and analyzing data related to these individualized outcomes; The PCF is responsible for ensuring an appropriate length of stay, the effective use and access to resources both in the acute care setting and community, safe clinical practice and quality patient care.

VALUE	EXPANDED RESPONSIBILITY	MET	NOT MET
1. Clinical Practice	<p><b>Clinical Practice – Functions as an expert practitioner clinician in a specialty area.</b></p> <p><b><u>Assessment</u></b></p> <p>1. The Advanced Patient Care Facilitator collects data relevant to the 3 spheres of influence: the patient and family members, nursing personnel, and organizational systems.</p> <ul style="list-style-type: none"> <li>• Collects patient care or systems data that provide evidence for recommended changes in practice and development of standards based on best practices, current research, and national and local standards.</li> <li>• Collects and assesses information from clinical pathway aggregate data.</li> <li>• Maintains ongoing collaboration and consultation with the interdisciplinary team in sharing ongoing patient assessment data.</li> <li>• Assesses staff competency levels and learning needs for competency assessment and educational offerings and consults Clinician.</li> <li>• Assesses efficacy, safety, and cost effectiveness of current products and equipment.</li> <li>• Collects data on problem-prone systems within the organization that effect streamlined and patient-focused, resource efficient care.</li> </ul> <p><b><u>Diagnosis</u></b></p> <p>2. The Advanced Patient Care Facilitator analyzes the assessment data to determine the needs of the patients, family members, nursing personnel and organizational systems.</p> <ul style="list-style-type: none"> <li>• Facilitates the involvement of relevant personnel, the patient, and family in defining and analyzing the goals of care for the patients.</li> <li>• Synthesizes and presents summarized assessment data to facilitate change for the patient, system, or staff.</li> <li>• Convenes ad hoc committees of individuals with appropriate expertise to examine the data and define the issues in a problem prone system.</li> </ul>		

VALUE	EXPANDED RESPONSIBILITY	MET	NOT MET
	<p><b><u>Outcomes Identification</u></b></p> <p>3. The Advanced Patient Care Facilitator identifies expected outcomes for patients, family members, nursing personnel, and organizational systems.</p> <ul style="list-style-type: none"> <li>• Develops an individualized nursing plan of care that addresses goals and expected outcomes based on data gleaned from interaction with patient/ family/ staff, and interdisciplinary team.</li> <li>• Devises outcomes and goals that are cost effective, efficient, and attainable.</li> <li>• Documents identified outcomes in the patient record to guide team members in standardized and goal-directed care of the complex patient.</li> <li>• Modifies and documents expected outcomes as needed with changes in patient condition or system dynamics.</li> <li>• Identifies goals based on staff learning needs and competency assessment.</li> <li>• Adjusts processes based on evaluation of clinical pathway.</li> </ul> <p><b><u>Planning</u></b></p> <p>4. The Advanced Patient Care Facilitator effectively implements the interventions identified in the plan for the patient/ family, nursing personnel, and organizational systems.</p> <ul style="list-style-type: none"> <li>• Provides documentation that is relevant and readily accessible to team members.</li> <li>• Develops a standard of care for all at-risk individuals for nosocomial infections such as hospital acquired pneumonia or alterations in skin integrity, and other nurse sensitive indicators.</li> <li>• Assists in developing yearly unit competencies by collaborating with the staff, the clinician, nurse manager, and director.</li> <li>• Facilitates research-based care by collaborating with staff informing and allocating staff and using research based guidelines, procedures, and protocols.</li> </ul> <p><b><u>Implementation</u></b></p> <p>5. The Advanced Patient Care Facilitator effectively implements the interventions, nursing personnel, and organizational systems.</p> <ul style="list-style-type: none"> <li>• Disseminates best practice information on identified practices.</li> <li>• Participates in medical staff meetings in specialty area.</li> <li>• Acts as a team leader in Clinical Pathway development and revision.</li> <li>• Presents results, trends or conclusions from analysis of patient outcomes to patient focused committees.</li> <li>• Leads process of Performance Improvement.</li> <li>• Assists in the development and implementation of department specific quality indicators.</li> <li>• Evaluates need for and effects change in professional practice environment and consults with Clinician.</li> </ul> <p><b><u>Evaluation</u></b></p> <p>6. The Advanced Patient Care Facilitator evaluates progress toward attainment of expected outcomes for patients/ families, nursing personnel, and organizational systems.</p> <ul style="list-style-type: none"> <li>• Evaluates patient for improvement after implementation of plan of care to assess for the attainment of goals.</li> <li>• Readjusts plan of care based on evolution of the patient'/families' needs.</li> <li>• Monitors outcomes of patients undergoing new procedures or interventions.</li> <li>• Evaluates staff ability to facilitate emergency procedures.</li> <li>• Evaluates need for and effects change in professional practice environment.</li> </ul>		
<b>VALUE</b>	<b>EXPANDED RESPONSIBILITY</b>	<b>MET</b>	<b>NOT</b>

			<b>MET</b>
2. Consultation/ Collaboration	<p><b>Consultation/Collaboration – Consults and collaborates within the specialty department and with other units/departments.</b></p> <p>1. The Advanced Patient Care Facilitator contributes to the professional development of peers, colleagues, and others</p> <ul style="list-style-type: none"> <li>• Serves as preceptor or mentor for nursing student, new staff members, and other Patient Care Facilitators</li> <li>• Serves as a resource to nursing staff and patient care facilitators for any patient care problems beyond their scope.</li> <li>• Participates in departmental planning of yearly goals and objectives.</li> <li>• Assists in promoting and maintaining interdisciplinary collaboration and teamwork by maintaining direct and effective lines of communication with all other hospital departments and medical staff</li> <li>• Serves as an expert resource and consultant to physicians, clinicians/patient care facilitators and other units/departments, as necessary, in the area of specialization</li> </ul> <p>2. The Advanced Patient Care Facilitator collaborates with patients and their family members and healthcare personnel in creating a healing and caring environment.</p> <ul style="list-style-type: none"> <li>• Ensures a personal knowledge of organizational resources that promote a continuum of care</li> <li>• Communicates with other healthcare providers directly through documentation of care and outcome evaluations</li> <li>• Updates the plan of care as required</li> <li>• Actively works with Social Worker, other Patient Care Facilitators, to coordinate a seamless transition of care to the next appropriate level</li> <li>• Refers patients/ families to appropriate support services in a timely manner</li> </ul>		
3. Education	<p><b>Education – Contributes to patient and staff development.</b></p> <p>1. The Advanced Patient Care Facilitator acquires and maintains current knowledge and competency in the three spheres of influence: the patient and family members, nursing personnel, and organizational systems.</p> <ul style="list-style-type: none"> <li>• Assists in development of a yearly plan for departmental continuing education/staff development.</li> <li>• Assists in developing programs to meet departmental staff development goals, which define objectives, competencies, and outcomes.</li> <li>• Evaluates the effectiveness of clinical practices and departmental educational programs and communicates findings to clinician.</li> <li>• Seeks educational opportunities to increase/maintain own knowledge level in area of specialization</li> <li>• Develops, implements, and evaluates patient teaching plans</li> </ul>		
4. Leadership	<p><b>Leadership – Takes charge, develops others, serves as change agent and role model/mentor to develop others.</b></p> <p>1. The Advanced Patient Care Facilitator functions in a leadership role in the three spheres of influence: the patient and family members, nursing personnel, and organizational systems</p> <ul style="list-style-type: none"> <li>• Participates actively in departmental/interdepartmental committees.</li> <li>• Participates actively in the development and revision of nursing standards</li> <li>• Serves as a professional role model to all nursing staff.</li> <li>• Assists with development of yearly goals and objectives for the department</li> </ul>		
<b>VALUE</b>	<b>EXPANDED RESPONSIBILITY</b>	<b>MET</b>	<b>NOT MET</b>

	<ul style="list-style-type: none"> <li>Disseminates current information through local presentation or publication</li> <li>Maintains membership in a national specialty organization</li> <li>Participates in review/revision of the Patient Care Facilitator/ Advanced Patient Care Facilitator job description as needed.</li> </ul>		
5. Research	<p><b>Research – Utilizes the research process.</b></p> <p>1. The Advanced Patient Care Facilitator uses, participates in, and disseminates research to enhance practice</p> <ul style="list-style-type: none"> <li>Identifies unit/department specific clinical questions for research investigation and assists in the research process.</li> <li>Assists personnel in the application of current research findings to the specialized area of clinical practice.</li> <li>Performs professional literature search for examples of best practices.</li> <li>Models evidenced-based practice.</li> <li>Develops policies, procedures and protocols that reflect evidenced-based practice.</li> </ul>		
Strategic Priority			

Comments: \_\_\_\_\_  
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<input type="checkbox"/> Patient Care Facilitator	Date	Reviewer	Date
<input type="checkbox"/> Advanced Patient Care Facilitator			