

**LIBERTY HEALTH
DEPARTMENT OF NURSING
COMPETENCY BASED JOB DESCRIPTION**

TITLE: Sr. Vice President of Patient Care Services **Employee Name:** _____
Reports to: Executive Vice President, CEO **Effective Date:** 2005
Department: Administration **Revised Date:** _____
Calendar Year: _____

Education Requirements: Masters Degree in Nursing or related field.
 Five years Nursing Administration and / or 3 years hospital administration experience.

Certifications: Current NJ Nursing license

RATING SCALE: √the appropriate rating for each item	
Unsatisfactory:	Performance consistently does not meet the expected level of performance of the job standard. The employee is unable to perform the standard without substantial and consistent assistance and close monitoring. At this level, verbal counseling has often taken place regarding job performance.
Below Standard:	Performance frequently does not meet the expected level of performance of the job standard. The employee needs additional assistance and frequent monitoring.
Meets Standard:	Performance consistently meets the expected level of performance of the job standard. Employees at this level have a complete understanding of all aspects of the job and can execute the standard as expected. Employees require normal monitoring
Exceeds Standard:	Performance frequently exceeds the expected level of performance of the job standard. All aspects of the job are fully understood and executed. The employee occasionally takes the larger or more difficult assignments, completes the assignment and assists others or performs extra tasks.
Outstanding:	Performance consistently exceeds the expected level of performance of the job standard. All aspects of the job are fully understood and executed. The employee routinely takes the larger or more difficult assignments, completes the assignment and assists other or performs extra tasks.

Note: all ratings of "Unsatisfactory," "Below Standard," "Exceeds Standard," and "Outstanding" must be documented with a behaviors in the comments section. Please indicate overall score for each category. Overall rating of unsatisfactory or below standard may require counseling, remediation and / or work improvement plan.

Job Summary: The Senior Vice President of Patient Care Services is a professional nurse and a competent nursing practitioner. He/she is responsible for the administration, coordination, organization, evaluation and leadership of the Nursing Service Department and other related assigned services. He/she assists the President in administration, direction and coordination of activities of the jersey City Medical Center in order to carry out its mission as to the care of sick and injured, the furtherance of scientific knowledge and the participation in the promotion of community health and quality care.

Performance Standards:

1. Customer Satisfaction – performs at best. Acts in the best interest of customers and the community. Is committed to improve service continuously	NA	U	BS	MS	ES	O
◆ Looks out for customers who appear lost and offers assistance and intervenes to offset adverse impact						
◆ Lets visitors and patients have first priority when waiting or riding in elevator						
◆ Maintains confidentiality of all written and electronic information						
◆ Knocks and waits for a response before entering a patient room. Announces self and waits for response						
◆ Keeps voice low and refrains from social conversations in any customer area						
◆ Introduces self to customers with appropriate greeting, smile and good eye contact						
◆ Wears I.D. in such a way; that customers can easily read it, 100% of the time						
◆ When customers ask for assistance – respond pleasantly						
◆ Strives to answer the telephone in a timely manner						
◆ Keeps patients, visitors and physicians informed of potential and actual wait time						
◆ Responds to call lights/patient requests within 1 minute/responds within an agreed upon time						

Customer Satisfaction – cont'd <ul style="list-style-type: none"> ◆ Respects the rights, property, and privacy of others ◆ Complies with dress code policy 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
2. Teamwork – Works together with team members. Takes pride and shares in everyone's accomplishments <ul style="list-style-type: none"> ◆ Does part to be flexible and committed to department/unit team and other co-workers ◆ Never disagrees or places blame on co-workers in front of any customers ◆ Assists co-workers without being asked ◆ Positive work approach – adds to overall departmental morale ◆ Does not have excessive absence and / or tardiness ◆ Prepared to receive assignment at start of shift ◆ Participates in unit orientation programs by providing guidance and support to new employees 	NA	U	BS	MS	ES	O
Total Score:						
Comments:						
3. Specific Responsibilities: Administrative <ul style="list-style-type: none"> ◆ Determines the organization goals and standards of nursing practice in accordance with the philosophy of the Jersey City Medical Center. ◆ Reviews and approves policies and procedures that relate to the qualifications and employment of nursing Service members. ◆ Plans, directs and evaluates all patient care activities. Establishes Standards of Nursing Care and mechanism for evaluating such care ◆ Establishes an acceptable staffing pattern that is economical and meets the nursing care needs of patient and the requirement as suggested by the regulatory agencies. ◆ Participates in developing hospital wide patient care programs, policies and procedures to assure nursing care needs are met. ◆ Participates in developing and implementing the hospitals plan for providing nursing care. ◆ Establishes, implements and enforces approved policies and procedures pertinent to nursing service department and other assigned areas. ◆ Review and evaluate existing policies, procedures, and work methods by means of special studies. ◆ Appoint committees, as needed to conduct nursing department functions. These standing committees shall be defined, and a record of its activities shall be maintained. ◆ Established criteria based Job Description/ Evaluations for all categories of personnel. ◆ Interprets policy and legal responsibilities (such as Nurse Practice Act, Workman's Compensation, union contract, State Department of Health and Joint Commission Accreditation regulations to all categories of nursing personnel and to other staff as indicated.) ◆ Prepares and administers the financial budget for the department of nursing and other assigned departments. 	NA	U	BS	MS	ES	O

6. Professional Development / Competence	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ The Nurse maintains standards for professional nursing practice in the clinical setting as defined by the American Association, NJ Board of Nursing and relevant national organizations 						
<ul style="list-style-type: none"> ◆ Completes required department and system wide competencies 						
<ul style="list-style-type: none"> ◆ Attends educational seminars, workshops and staff meetings pertaining to relevant areas of clinical or managerial skill development. 						
<ul style="list-style-type: none"> ◆ Actively participates in unit bases / hospital Performance Improvement (PI) projects 						
<ul style="list-style-type: none"> ◆ Exercises tact sensitivity, sound judgment and professional attitude when relating to patients/visitors and employees. 						
Total Score:						

Comments:

7. Communication	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Adheres to the current HIPAA regulation concerning patient confidentiality. Provides for patient privacy; safeguards the privacy of patients medical information 						
<ul style="list-style-type: none"> ◆ Documentation is legible, complete, accurate and in accordance with P&P 						
<ul style="list-style-type: none"> ◆ Reports and documents potential adverse occurrences and communicates same to manager 						
<ul style="list-style-type: none"> ◆ Communicates promptly with physicians and mid-level providers regarding patient conditions and responses to treatments 						
<ul style="list-style-type: none"> ◆ Contributes to an environment that is conducive to clinical education of new employees. 						
<ul style="list-style-type: none"> ◆ Communicates all pertinent patient information to oncoming shifts 						
Total Score:						

Comments:

8. Safety	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Practices safety by observing established hospital policies and procedures; assures the safety and security of patients and staff at all times 						
<ul style="list-style-type: none"> ◆ Demonstrates the safe use of equipment. Reports any equipment malfunctions or environmental hazards promptly and arranges for repair or correction 						
<ul style="list-style-type: none"> ◆ Follows hospital guidelines for medication safety and accountability 						
<ul style="list-style-type: none"> ◆ Transcribes and countersigns physicians orders accurately and in a timely manner 						
Total Score:						

Comments:

9. Leadership	NA	U	BS	MS	ES	O
<ul style="list-style-type: none"> ◆ Provides directions and supervision to other health care members to ensure proper implementation of plan of care 						
Total Score:						
Comments:						
<p>Working Conditions: An employee may be exposed to a variety of activities and conditions that place him/her at risk to exposure to certain diseases</p> <ul style="list-style-type: none"> ◆ May be exposed to blood borne pathogens and bodily fluids ◆ May be exposed to a variety of electro-mechanical hazards ◆ May be exposed to hazards of flammable, and/or explosive gases ◆ May be exposed to outside elements (accidents, injuries, illness, death) ◆ May be exposed to varying and unpredictable situations ◆ May be exposed to occasional pressure due to multiple calls and demands for time <p>Physical Demands: Individuals employed with the Nursing Division must be able to meet the physical demands identified below with or without reasonable accommodation</p> <ul style="list-style-type: none"> ◆ Eyesight – Corrected vision 20/40 ◆ Hearing – Able to hear normal conversation and diminished sounds ◆ Speech – Able to talk clearly ◆ Strength – Able to perform required duties ◆ Physical Activity: Able to walk, stand, sit, lift, push, pull, carry, stoop, kneel and climb without restriction 						

**LIBERTY HEALTHCARE SYSTEM
DEPARTMENT OF NURSING**

Goals:
Manager comments:
Employee Comments:

Overall Score:

Unsatisfactory Below Standard Meets Standard Exceeds Standards Outstanding

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

Administrative Signature: _____ **Date:** _____