

Job Description

<i>Job Title:</i>	Vice President Patient Care Services/Chief Nursing Officer				
<i>Department/Unit:</i>	Administration	<i>Job Number:</i>	010		
<i>Cost Center:</i>	70000	<i>Overtime Status:</i>	Exempt		
<i>Effective Date:</i>	1/01/2006	<i>Supercedes Date:</i>	1/01/2003, 6/01/1993		
<i>Date of Review and Initials</i>	11/17/04 MS				

SCOPE OF SERVICE

Administration

Administration provides visible leadership for organizational initiatives that integrate the Mission and Values of Ministry Health Care with the Hospital's strategic and operating plans. The following are typical, although not an all inclusive list of services.

- Creating a values based work environment that supports the attainment of the Hospital's mission
- Facilitating shared vision for the organization
- Facilitating communication to internal and external customers
- In conjunction with Administration and MHC, developing organizational strategic and operating plans
- Providing leadership in organizational initiatives
- Prioritizing/allocating resources
- Establishing relationships with the medical staff
- Establishing relationships with other partners within system and external to system
- Leading and participating in quality and process improvement initiatives
- Developing/participating in development of new programs, initiatives, structures

SCOPE OF SERVICE

Division of Patient Care Services

The Division of Patient Care Services provides the systematic functions and processes necessary for the delivery of quality, compassionate, culturally competent, cost-effective, and efficient nursing care to individuals, families, groups, and communities within the dynamic health care environment of Saint Joseph's Hospital.

The Division of Patient Care Services is responsible for creating a work environment that facilitates and encourages involvement of the staff in critical thinking to enact professional nursing practice. Creating such an environment requires interdisciplinary collaboration and leadership by all nurse administrators.

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The Division of Patient Care Services is responsible for creating and evaluating structures and processes to facilitate vertical and horizontal communication in a timely manner.

The Division of Patient Care Services collaborates with other professional disciplines to achieve patient centered and organizational goals.

The Division of Patient Care Services is responsible to the profession of nursing, the health care consumer, and the organization.

The Division of Patient Care Services provides leadership and vision for nursing's philosophy, development, and advancement within the organization and society.

The Division of Patient Care Services is accountable for the quality and cost-effectiveness of nursing services.

The Division of Patient Care Services promotes a practice environment that empowers nurses to provide effective, compassionate, and efficient nursing care.

POSITION SUMMARY

Reporting to the Hospital President, the Vice President of Patient Care Services functions as a member of the senior executive team and provides visible leadership for specific organizational activities, that assist SJH/MHC to fulfill and attain its mission. The Vice President of Patient Care Services is accountable for setting the overall direction, strategy development and operational achievement of the Hospital's plan for the delivery of quality, compassionate, culturally competent, cost-effective, and efficient nursing care to individuals, families, groups and communities.

POSITION QUALIFICATIONS

Education:

Master's degree in Nursing, Health Care Administration, Business or related field.

Experience:

Five years experience in health care management with documented achievements and leadership responsibilities, Knowledge of JCAHO requirements, productivity and cost management and service delivery required. Ability to function in collaborative decision making environment.

Licensure/Registration/Certification:

Current licensure in the State of Wisconsin as a registered nurse

Other Knowledge/Skills/Abilities:

Knowledge and operation of computer based systems.

ESSENTIAL JOB FUNCTIONS

1. Participates as full member of the Senior Executive Team in planning, leading, organizing, implementing and evaluating various operating functions and processes essential for organizational success.

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2. Facilitates the ongoing improvement of work processes to meet customer needs and position the organization for long-term success especially in patient care services.
3. Demonstrates understanding of the Hospital's mission and values and their impact on leadership practices. Supports/encourages employee involvement in processes that improve their work.
4. Develops knowledge and expertise of trends and developments in the healthcare industry to facilitate growth of management and staff.
5. Maintains level of visibility and accessibility to support the development of the leadership role.
6. Acts as internal "change agent" influencing change to support quality (leadership) management environments, influencing manager-to-leader professional development.
7. Models fiscal responsibility by cost effective leadership of resources consistent with Hospital and System goals and objectives.
8. Responsible for maintaining structures and processes to facilitate both vertical and horizontal communication in a timely manner.
9. Collaborates with medical staff, clinical leadership and other necessary individuals to identify opportunities and successfully address issues in assigned areas.
10. Contributes to Hospital policy formulation through active involvement with Hospital departments, various task forces, committees and work groups.
11. Participates in the assessment of community health care resources and utilizes their assessment in the delivery of patient care services within the hospital and in outreach activities.
12. Assures quality patient outcomes through research-based nursing practice by creating an environment that encourages the use of research in practice.
13. Uses research in decision-making to maintain high quality, cost effective care.
14. Responsible for creating a work environment that facilitates and encourages involvement of the staff in critical thinking to enact professional nursing practice.
15. Collaborates with other executives in the organization in making decisions about health care services, settings, and organizational priorities.
16. Advocates organizational adherence to the American Nurses Association Standards of Care, Standards of Professional Practice, and Code of Ethics.
17. Maintains Magnet status for the hospital.

MARGINAL FUNCTIONS

NA

SPECIAL FACTORS

- Sets and meets well-articulated individual and team expectations of high performance.
- Delivers on commitments.
- Helps others and personally responds well to ambiguity, uncertainty, and change.
- Energizes people around organizational objectives.
- Surfaces and resolves conflict to create better solutions.
- Encourages people to speak their minds and express their feelings and ideas without fear.

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- Is decisive, can make difficult decisions.
- Coaches others to develop their skills.
- Acts with integrity and treats people with respect.
- Solves problems by bringing information and people together, setting up timetables and taking actions.
- Takes personal initiative to support the organization's actions on behalf of the poor.
- Handles underperformance, difficult, or tense situations directly and with diplomacy and tact.

In addition to the leadership behaviors applicable to the position, the Vice President of Patient Care Services should be competent in the following:

- The ability to communicate and articulate thoughts and ideas effectively.
- Ability to strategically plan.
- Demonstrating a solid understanding of the health care business including financial aspects.
- Collaboratively working with others, creating excellent working relationships and varying approaches and styles to people and situations.
- Demonstrating the emotional intelligence necessary to respond appropriately to stressful situations, accepting criticism/feedback and being tolerant of differing viewpoints.

ENVIRONMENTAL FACTORS

Definitions:

Rare = 1-10% of workday (approximately 5-50 minutes of 8 hour day).

Occasionally = 11-33% of workday (approximately 50 minutes to 2-1/2 hours of 8 hour day).

Frequently = 34-66% of workday (approximately 2-1/2 hours to 5 hours of 8 hour day).

Continuous = 67 –100% of workday (approximately 5-8 hours of 8 hour day).

Frequent operation of computer and viewing monitor.

VALUES-BASED BEHAVIORAL EXPECTATIONS

Ministry Health Care and Saint Joseph's Hospital believes our actions must be guided by a strongly held set of values. We provide holistic **SERVICE** that meets people's needs and involves people in decisions that are important to them while considering the good of society. Our Christian beliefs shape our **VISION** of social responsibility. Wherever we are, our **PRESENCE** should be marked by compassion, integrity, collaboration and accountability. **JUSTICE** calls us to help confront conditions of oppression and to help change structures that violate people's dignity.

Ministry Health Care Core Values

Service is using your skills, talents, and resources for the benefit of others.

Presence is treating others with such a sincere regard that each person feels important and worthwhile.

Vision is striving for a common understanding of what society could be like and actively working to achieve it.

Justice is taking action, personally and corporately, to promote human rights and responsibilities.

Ministry Health Care Core Values Expectations

Saint Joseph's Hospital staff work in a values-based environment with multiple customer groups including co-workers, patients/families, and physicians, allied care providers, vendors and the general public on a routine basis. It is important that staff demonstrate behaviors consistent with Ministry Health Care's Core Values and Customer Service Expectations in these and similar ways:

- Is flexible when schedule changes are needed.
- Listens actively to concerns.
- Is accountable for own decisions and actions.
- Challenges self and others to look for creative ways to improve how work is done.
- Takes risks to create new approaches to traditional practices.

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- Helps identify and correct injustices.
- Shares ideas in a constructive and positive manner.
- Listens to and objectively considers ideas and suggestions from others.
- Keeps commitments.
- Keeps others informed of work progress, timetables, and issues.
- Addresses problems and issues constructively to find mutually acceptable and practical business solutions.
- Manages personal response to change.
- Manages conflict effectively.
- Manages emotional responses effectively.
- Is an effective team member.
- Addresses others by name, title, or other respectful identifier.
- Respects the diversity of our workforce in actions, words, and deeds.

Customer Service Expectations

Utilizes the **FIRST** approach to customer service.

- Follows through on commitments made to customers.
- Informs customers and includes them in decisions that affect them.
- Respects privacy and dignity of others, especially those who are vulnerable.
- Serves external and internal customers proactively and in a timely manner.
- Treats others with courtesy and respect.

PHYSICAL REQUIREMENTS

1. Eighty percent of day is spent sitting with back support for one to two hours at a time, intermittent standing and walking to all areas of the medical center.
2. Ability to manage stress related to complex issues and handling multiple projects/priorities.

MENTAL REQUIREMENTS

1. Ability to manage multiple projects and priorities and the stress associated with balancing those projects and corresponding deadlines.
2. Must use logical reasoning principles and sound judgment to arrive at solutions for work related problems some of which are abstract and for which no established procedures exists.
3. Build and maintain effective inter-personal relationships with internal and external customers.
4. Develop innovative and creative strategies/solutions with limited resources.
5. Must be capable of analyzing issues and data for hospital wide impact and long-range effect.

COMPETENCIES & SPECIAL REQUIREMENTS

Competencies

Demonstrate on an annual basis knowledge of OSHA standards including Hazardous Waste, Hazardous Materials and Hazardous Drugs standards, Blood Pathogen standards, Tuberculosis (TB) standard, and Respiratory Protection standard, Fire Safety, Latex Precautions and other identified emergency codes.

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Various leadership competencies to include but not limited to, change management, clear, concise communication, conflict management and coaching.

Special Organizational and Departmental Requirements:

POSITION RELATIONSHIPS

Supervises: Director, Medical Services
Director, Critical Care
Director, Surgical Services
Director, Clinical Effectiveness
Director, Women's/Children's Services
Manager, Radiation/Oncology

Reports to: Hospital President

SUBMITTED BY:

Vice President Patient Care Services

Date

APPROVED BY:

President

Date

Human Resource Services Director (or designee)

Date

REVIEWED BY:

_____ Employee Health

_____ Performance Center-Rehab Services

_____ HRS

NOTE: This document is reflective of the primary essential functions and requirements needed to perform the job successfully. It is not intended to be an all-encompassing document.