

Tulsa Spine and Specialty Hospital

Nursing Assistant – Nursing Unit

JOB DESCRIPTION AND PERFORMANCE STANDARDS	
Date:	Last revision date: <u>11/01/2005</u>
Employee name:	Job title: <u>Nursing Assistant</u>
Department: <u>Nursing Unit</u>	Reports to: <u>Clinical Nurse Manager</u>
<p>I acknowledge that I have read this Job Description and have received a copy for my personal files. I understand that I am responsible for maintaining the requirements specified herein as a condition of employment at Tulsa Spine and Specialty Hospital.</p> <p>Employee Signature: _____ Date: _____</p> <p>HR / CNL Signature: _____ Date: _____</p>	
MISSION STATEMENT	
<p>The mission of Tulsa Spine and Specialty Hospital is to provide excellence in Surgical Intervention, Diagnostic Imaging, Pain Management, and Customer Service.</p>	
BASIC PURPOSE OF THE JOB	
<p>Under general supervision of the Registered Nurse, the Nursing Assistant utilizes medical, technical skills to provide direct and indirect patient care, assisting with activities of daily living, personal care, comfort measures, and maintenance of a safe, clean environment. These responsibilities include safe transport of patients via wheelchair or stretcher, dispatch services and appropriate documentation of services. The NA may also function as an observer for any patient who has been assessed to require constant observation in order to maximize his/her safety. In addition, the NA performs general receptionist and clerical duties in order to facilitate efficient functioning of the nursing unit.</p>	
CONTACTS	
Supervises	<input checked="" type="checkbox"/> No supervisory responsibilities _____ Approx. number of direct reports _____ Approx. number of indirect reports
Age of Patient Populations Served	<input type="checkbox"/> Neonates 1 – 30 days <input type="checkbox"/> No Patient Contact <input type="checkbox"/> Infants 30 days – 1yr. <input type="checkbox"/> Children 1 – 12 yrs. <input checked="" type="checkbox"/> Adolescents 13 – 18 yrs. <input checked="" type="checkbox"/> Adults 19 – 70 yrs. <input checked="" type="checkbox"/> Geriatrics 70+
Internal Contacts	<input checked="" type="checkbox"/> Patients <input checked="" type="checkbox"/> Providers (i.e., physicians) <input checked="" type="checkbox"/> Staff (i.e., clinical and admin support staff) <input checked="" type="checkbox"/> Volunteers <input type="checkbox"/> Others: _____

External Contacts	<input type="checkbox"/> Patients <input type="checkbox"/> Providers <input type="checkbox"/> Vendors <input type="checkbox"/> Community agencies and advocates <input type="checkbox"/> Regulatory agencies <input type="checkbox"/> Others: _____
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OVERTIME STATUS

Exempt (salaried – not eligible for overtime)
 Nonexempt (hourly – eligible for overtime)

JOB REQUIREMENTS

Minimum Education	High school graduate or equivalent preferred
Minimum Work Experience	Minimum six months previous hospital or nursing home experience preferred or State of Oklahoma Nurse Aide Certificate
Required Licenses/Certifications	Training/equivalent experience as a nursing assistant, CNA, EMT, or Medical Assistant Current Basic Life Support certification
Required Skills, Knowledge and Abilities	Ability to communicate effectively and document information accurately Ability to deal efficiently and effectively with a wide variety of individuals Knowledge of basic medical terminology preferred Basic computer knowledge is preferred Ability to move or lift patients and equipment

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift.
Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

General Activity	Number of Hours <table style="width: 100%; text-align: center;"> <tr> <td></td> <td><u>6-8</u></td> <td><u>4-6</u></td> <td><u>2-4</u></td> <td><u>1-2</u></td> <td><u>None</u></td> </tr> <tr> <td><i>Stand/Walk</i></td> <td><u>X</u></td> <td>_____</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td><i>Sit</i></td> <td>_____</td> <td>_____</td> <td>_____</td> <td><u>X</u></td> <td>_____</td> </tr> <tr> <td><i>Drive</i></td> <td>_____</td> <td>_____</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> </table>		<u>6-8</u>	<u>4-6</u>	<u>2-4</u>	<u>1-2</u>	<u>None</u>	<i>Stand/Walk</i>	<u>X</u>	_____	_____	_____	_____	<i>Sit</i>	_____	_____	_____	<u>X</u>	_____	<i>Drive</i>	_____	_____	_____	_____	_____						
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Body Fluid Exposure	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																		
List any other physical requirements:	<ul style="list-style-type: none"> ▪ Ability to communicate effectively and document information accurately. ▪ Ability to deal efficiently and effectively with a wide variety of individuals. ▪ Ability to handle behavioral issues of patients and visitors while under highly stressful situations. ▪ Visual acuity required for observation of patients, computer screen and job procedures. ▪ Mental demands include analytical skills including initiative, language ability, and memory of numerous methods for handling multiple situations, reasoning, ability to interpret a variety of multi-disciplinary tasks. 																		
MENTAL AND EMOTIONAL REQUIREMENTS																			
Indicate the mental and emotional activities required of this job in the course of a normal shift (check all that apply).																			
<input checked="" type="checkbox"/> Handles multiple priorities <input checked="" type="checkbox"/> Independent discretion/decision making <input checked="" type="checkbox"/> Makes decisions under pressure <input checked="" type="checkbox"/> Manages anger/fear/hostility <input checked="" type="checkbox"/> Manages stress appropriately <input checked="" type="checkbox"/> Works alone effectively <input checked="" type="checkbox"/> Works in close proximity to others and/or in a distracting environment <input checked="" type="checkbox"/> Works with others effectively																			

ESSENTIAL FUNCTIONS

Essential functions are those tasks, duties and responsibilities that comprise the means of accomplishing the job's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable. Following are the essential functions of the job, along with the corresponding performance standards.

1. Demonstrates skills and judgment necessary to provide direct care to patients under the direct supervision of licensed personnel.

- A. Observes and reports patient status and needs.
- B. Answers call lights and attends to / reports patient needs.
- C. Obtains weights, vital signs and reports results.
- D. Performs Glucometer testing and reports results.
 - Enters appropriate code and repeats test when out of range results are obtained.
 - Enters appropriate code and notifies nurse when I-Stat testing is indicated.
- E. Obtains specimens and transports to lab.
- F. Updates patient Intake/Output including oral intake only, measured urine output, and measured urinary catheter output after emptying.
- G. Assists patient with activities of daily living, including cleansing of perineal area and catheter care.
- H. Assists patient with feeding / meals.
- I. Assists patient with elimination needs.
- J. Transfers, moves and repositions patient.
- K. Transports patient.
- L. Makes occupied/unoccupied beds.
- M. Assists with patient admission, transfer and discharge.
- N. Orients patient and family to room, hospital policies and unit routines.
- O. Assists in packing personal belongings, supplies and valuables at discharge.
- P. Transports patient via wheelchair or accompanies ambulatory patient to car at discharge.
- Q. Assists with post mortem care.

2. Demonstrates skills and judgment necessary to provide non-direct patient care/support services to staff under the direction of licensed personnel.

- A. Assists with maintaining a safe, clean and orderly environment
- B. Operates all equipment and performs all procedures/care in a safe manner
- C. Demonstrates proper body mechanics in all activities.
- D. Cleans and stocks supplies and equipment as directed
- E. Receives and directs phone calls promptly and accurately following hospital etiquette guidelines.
- F. Assists Unit Secretary with filing, order entry, transcription, faxing and copying as assigned.

3. Maintains current knowledge/certification.

- A. Attends hospital-sponsored training programs as required by department.
- B. Maintains BLS certification.
- C. Attends all mandatory inservice education programs.
- D. Performs yearly Glucometer competency.

4. Demonstrates maturity and accountability for job performance. Supports facility's mission and values, the philosophy, objectives and goals of department and assesses areas of personal and professional growth.

- A. Maintains an effective rapport with patients, visitors, physicians, co-workers, subordinates, and other managers.
- B. Works collaboratively with other staff members to provide continuous service to the organization.
- C. Demonstrates good judgment and analytical ability in preparing work for review.
- D. Promotes confidentiality and uses complete discretion when discussing sensitive information.
- E. Maintains professional composure and confidence during stressful situations.
- F. Inspires confidence from callers, visitors, and co-workers by remaining well-informed and prepared at all times.
- G. Demonstrates ability to express self in all areas of communication (verbal/written/non-verbal).
- H. Presents neat appearance in proper attire and identification as required by the position, department, and hospital.
- I. Remains attentive to detail, record-keeping and required documentation inherent to position.
- J. Demonstrates knowledge of current computer systems used in the organization.
- K. Completes assignments accurately and on time.

L. Willingly accepts assignments to special projects.

4. Demonstrates maturity and accountability for job performance. Supports facility's mission and values, the philosophy, objectives and goals of department and assesses areas of personal and professional growth (continued).

- M. Adheres to work schedule; notifies manager of needed changes in schedule.
- N. Provides proper notification for absence, is not excessively absent as per hospital policy.
- O. Is punctual to work and in attendance to meetings.
- P. Maintains assigned equipment, reports malfunction and orders service as necessary.
- Q. Responsible for charging of supplies utilized.
- R. Participates in continuing education programs and utilizes the information in areas of practice.
- S. Participates in $\geq 75\%$ of staff meetings.
- T. Participates in performance improvement activities, including data collection, development of indicators, and evaluation of criteria.

5. Supports and promotes excellence in customer service.

- A. Assists all patients, family members / significant others, physicians, visitors, and employees in a friendly manner.
- B. Introduces self and uses caring, thoughtful words either in person or on the telephone.
- C. Demonstrates ethical and appropriate behavior for clinical environment to include, but not limited to dignity, patient rights and privacy, and the maintenance of confidentiality of patient information.
- D. Demonstrates caring. If unable to assist in meeting an individual's needs, offers to find someone who can.
- E. Demonstrates proper telephone etiquette. If transferring a telephone call, announces the caller and briefly explains the situation before completing the transfer.
- F. Always makes eye contact when speaking with patients, family members / significant others, physicians, visitors, employees, etc.
- G. Knocks before entering a room or office.
- H. Addresses all individuals with courtesy.
- I. Keeps voice down; does not shout or use improper language.
- J. Responds to all inquiries promptly and courteously.
- K. Works together in the spirit of teamwork.
- L. Shares information so that the people who need to be aware of the facts are informed.

6. Supports and promotes Infection Control Program.

- A. Demonstrates adherence to infection control policies.
- B. Demonstrates correct hand washing technique.
- C. Demonstrates knowledge of appropriate personal protective equipment (PPE) and use.
- D. Notifies Infection Control Practitioner of real or potential exposures.
- E. Demonstrates knowledge of OSHA regulations:
 - Complies with OSHA regarding Bloodborne Pathogens Exposure Control Plan.
 - Complies with OSHA regarding TB Exposure Control Plan.
- F. Demonstrates knowledge of organization's Hazardous Waste Management Plan:
 - Appropriately segregates waste at the point of origin.
 - Discards waste in appropriate bags, receptacles, etc.

7. Supports and promotes Safety Program.

- A. Demonstrates adherence to safety policies.
- B. Maintains a clean and safe environment for patients and co-workers:
 - Follows all general safety rules.
 - Identifies the person designated as Safety Officer.
 - Notifies Safety Officer of real or potential safety hazards.
- C. Demonstrates understanding of fire drills, internal / external disaster plans and procedures, and evacuation procedures.
- D. Demonstrates knowledge of Safety Committee activities.

8. Supports and promotes Risk Management Program.

- A. Demonstrates adherence to risk management policies.
- B. Submits variance reports according to hospital policy.
- C. Notifies Risk Manager of incidents involving injury or having the potential for injury.
- D. Maintains confidentiality regarding knowledge of adverse events.

NONESSENTIAL FUNCTIONS

Nonessential functions are those tasks, duties and responsibilities that are not critical to performance of the job. Following are the nonessential functions of the job, along with the corresponding performance standards.

1. Assumes all other duties and responsibilities as necessary.

- A. Demonstrates dependability/flexibility in meeting scheduling needs of the unit and hospital.
- B. Provides safe uncluttered environment for patients and visitors.

ORGANIZATIONAL COMPETENCIES

Following are the organizational competencies and corresponding performance standards for all employees in the organization.

1. PRACTICES PROFESSIONALISM:

- A. Maintains a positive, calm demeanor in all situations.
- B. Takes responsibility for own actions.
- C. Demonstrates personal self-control.
- D. Solves problems independently.
- E. Smiles / projects a positive attitude to others.
- F. Offers and accepts constructive criticism.
- G. Works effectively under stressful situations.
- H. Speaks positively about the hospital, it's leaders, managers and staff.
- I. Portrays a friendly, caring, competent and confident attitude.
- J. Addresses concerns / complaints immediately and privately with other involved party.
- K. Handles unresolved conflict appropriately, addresses concerns/complaints via chain of command.
- L. Remains up-to-date and knowledgeable of facility-wide and department policies that affect position.
- M. Utilizes therapeutic touch appropriately.

2. SATISFIES PATIENTS / ALL OTHER CUSTOMERS:

- A. Visits with patient / family to assess patient satisfaction needs.
- B. Speaks courteously and respectfully to all customers.
- C. Answers phone promptly, identifies self and department.
- D. Offers assistance without being prompted.
- E. Assesses for patient's satisfaction.
- F. Utilizes methods / interventions designed to exceed patient expectations.
- G. Demonstrates a positive tone of voice and body language.
- H. Participates in maintaining appearance of facility.
- I. Actively contributes to maintaining a clean, quiet environment.
- J. Responds to customer requests / patient call lights and follows up in a timely manner.
- K. Inquires about and responds appropriately to patient's report of pain (reports findings and/or manages pain per physician orders).

3. DEMONSTRATES TEAMWORK BEHAVIORS:

- A. Offers assistance to others (when work is complete) without being prompted.
- B. Is supportive of team goals and efforts.
- C. Respects the policies of own and other departments.
- D. Takes action to clarify information received from others.
- E. Does not contribute to negative situations.
- F. Avoids negative comments / statements.
- G. Encourages and supports others.
- H. Communicates effectively with patients, families, and co-workers.
- I. Reports potential problems and offers possible solutions.
- J. Demonstrates behaviors that support "teamwork" approach rather than seeking individual recognition.
- K. Recognizes and acknowledges the contributions of others.
- L. Works with other departments to solve common problems.
- M. Supports hospital mission/values at work and in the community.
- N. Demonstrates respect when requesting assistance / resources.

4. DEMONSTRATES ETHICS, HONESTY, AND INTEGRITY:

- A. Reflects TSSH values and sensitivity to ethical and compliance principles in performing daily activities.
- B. Does not contribute to negative situations.
- C. Communicates information timely, truthfully, and tactfully.
- D. Respects personal / hospital property.
- E. Does not discuss hospital issues in public or in patient care areas.

5. PROTECTS PATIENT RIGHTS:

- A. Protects confidentiality and privacy in all areas (verbal, written, and computer-generated information.
- B. Communicates at appropriate patient levels.
- C. Uses appropriate salutation / greeting based on patient preference.
- D. Knocks on door before entering room.
- E. Introduces self when entering room.
- F. Informs / educates prior to procedure / task, discusses outcome options.
- G. Respects patient's personal privacy and dignity.
- H. Respects patient's autonomy, allowing him/her to make informed decisions about care, and then respecting decision.

6. MANAGES INFORMATION APPROPRIATELY:

- A. Collects data in an accurate and timely manner according to departmental policy.
- B. Interprets data appropriately.
- C. Makes decisions based upon accurate and complete data collection.
- D. Utilizes appropriate procedures during computer downtime.
- E. Communicates information as needed.
- F. Makes decisions consistent with patient condition.
- G. Maintains / retains records according to TSSH policy.

7. PARTICIPATES IN PERFORMANCE IMPROVEMENT INITIATIVES:

- A. Identifies internal and external customers.
- B. Reports problems and follows up as necessary.
- C. Participates in assigned team projects.
- D. Makes recommendations for performance improvement activities.
- E. Uses outcomes measurements to assess/improve department and/or organizational systems/processes.
- F. Assists with implementation of solutions.

8. CONTROLS COSTS:

- A. Does not waste supplies.
- B. Understands cost containment and impact to TSSH.
- C. Follows hospital procedures for charging / replacing supplies and/or equipment.
- D. Uses time appropriately.
- E. Does not clock in before designated time.
- F. Consistently clocks in and out according to policy.
- G. Completes work in a timely manner and avoids unapproved end of shift overtime.

9. PRACTICES SAFETY / INFECTION CONTROL:

- A. Uses personal protection equipment (PPE) appropriately.
- B. Practices proper hand washing.
- C. Prevents and reports safety and/or environmental hazards.
- D. Responds to all emergency codes / alarms as per policy.
- E. Practices appropriate isolation techniques.
- F. Ensures that work area is uncluttered and free of safety hazards.
- G. Reports all patient/visitor/employee occurrences as per policy.
- H. Utilizes equipment in an appropriate and safe manner.
- I. Knows location of fire extinguishers and oxygen cut-off valves.
- J. Disposes of biohazardous materials per policy.
- K. Enforces hospital-wide NO SMOKING policy.

STANDARDS OF EMPLOYMENT - All employees must meet the following standards.

- 1. Attends all mandatory education and required department-specific education and training programs and can describe his/her responsibilities related to general safety and regulatory compliance.
- 2. Maintains confidentiality of all hospital and patient information at all times.
- 3. Follows the hospital exposure control plans/bloodborne and airborne pathogens.
- 4. Reports for work in attire that is professional, neat, clean, and appropriate for the work environment.
- 5. Wears proper identification while on duty.
- 6. Reports to work on time and meets acceptable standard for attendance.
- 7. Attends a minimum of two staff meetings per year, reads minutes for all staff meetings, and participates in committees as required.