BILLINGS CLINIC

JOB DESCRIPTION

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JOB TITLE JOB NUMBER PAY GRADE

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| --- | --- | --- |
| CAH Certified Nurse Assistant I | 935 | 118 |
| CAH Certified Nurse Assistant II |  |  |
| CAH Certified Nurse Assistant III |  |  |
|  |  | Non-Exempt |
|  |  | Budget Class 3000 |

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REPORTS TO EVALUATES

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| Director or Clinical Coordinator  | None |

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INTERNAL RELATIONSHIPS EXTERNAL RELATIONSHIPS

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| Billings Clinic and CAH Facility staff and customers | Public, regulatory agencies, and other health care providers |

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PURPOSE/DISTINGUISHING CHARACTERISTICS

Under general supervision of a licensed Nurse assists in the delivery of patient/resident care. Works collaboratively with the interdisciplinary care team to meet the physical, psychosocial, educational and spiritual needs of the patient/resident and family.

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ESSENTIAL JOB FUNCTIONS

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|  | 1. | Supports and models behaviors consistent with Billings Clinic’s mission, vision, values, code of business conduct and service expectations.  Meets all mandatory organizational and departmental requirements.  Maintains competency in all organizational, departmental and outside agency standards as it relates to the environment, employee, patient safety or job performance. |
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|  | 2. | Utilizing a holistic approach, performs basic nursing care and treatments within scope of practice as directed by the licensed nurse to include the goal-directed plan of care for the patient. |
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|  | 3. | Ensures complete, accurate and timely entry into patient medical record as indicated by patient need and documentation guidelines, consistent with departmental policies and procedures, to include, but not limited to, activities of daily living (ADLs), vital signs, intake and output measurements and hourly rounding.  |
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|  | 4. | Adheres to Billings Clinic and facility safety standards, policies and practices. Anticipates and identifies problems and safety issues, then initiates appropriate action.  |
|  |  |  |
|  | 5. | Utilizes performance improvement principles to assess and improve the quality of patient/resident care.  |
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|  | 6. | Demonstrates collaborative, supportive, and caring behaviors in communication with patients/residents, families, visitors, and the interdisciplinary care team. |
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|  | 7. | Acts as a resource, role model and mentor. Responds to questions and assists with problem resolution.  |
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|  | 8. | Takes responsibility for identification of own growth and development needs; meets all system and departmental educational and continuing education requirements. |
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|  | 9. | Performs all other duties as assigned or as needed to meet the needs of the department/organization. |
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|  | 10. | For level II and level III: Completes yearly level II and level III competency checklist. |

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KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

1. Common policies and procedures, both organizational and departmental
2. Compliance Program
3. Code of Business Conduct
4. Regulatory standards (i.e., State Survey, OSHA)
5. HIPAA and confidentiality requirements
6. Patient care treatment, planning and assessment within scope of practice
7. Patient rights
8. Infection control and safety practices, policies and procedures
9. Basic medical terminology
10. Basic anatomy and physiology

SKILL IN:

1. Customer service techniques and Personal Service Excellence (PSE) necessary to interact with patients, families, and members of the interdisciplinary care team with a variety of developmental and sociocultural backgrounds
2. Performance of tasks and procedures as directed by the RN and/or LPN in accordance with established policies, procedures, and protocols
3. Operation of patient care equipment and electronic applications

ABILITY TO:

1. Incorporate cultural diversity and age appropriate care into all aspects of communication and patient care; scope of services provided will encompass age groups ranging from infant to geriatric
2. Demonstrate empathy and sensitivity necessary to elicit patients’ cooperation and allay apprehensions
3. Provide/relay information to patients, residents, and/or families and report on patient condition and/or unusual findings with members of the interdisciplinary care team as appropriate
4. Utilize time management concepts to maximize tasks effectively
5. Communicate clearly and effectively both verbally and in writing
6. Establish and maintain collaborative relationships
7. Work effectively in a team environment
8. Work with general supervision
9. Function in a chaotic work environment with changing priorities as it relates to patient care needs
10. Lift and move objects weighing up to 50 pounds unassisted

COMPLEXITY & DIFFICULTY:

* Professional conduct in dealing with difficult situations with co-workers, patients, families and visitors. Requires ability to deal with patients with acute, chronic and complex disease processes and those who are dying.
* Resourcefulness in dealing with simple to moderate complexity requires ability to prioritize duties with assistance of nursing personnel.

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MINIMUM QUALIFICATIONS

1. High school diploma or its equivalent, preferred
2. Formal nurse aide training
3. Current Montana license as a Certified Nursing Assistant
4. Six months CNA experience in performing patient care in a health care institution, preferred
5. Healthcare Provider CPR Certification

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WORKING CONDITIONS

* Normal patient/resident care environment with little exposure to excessive noise, dust or extremes of temperature. Regular exposure to odors and difficult patient/resident care activities.
* May be required to work varying shifts, weekends and/or holidays. May be required to float to areas of need.
* Utilization of computers and electronic applications for clinical information systems
* Frequent standing, walking, bending and stooping

**Blood Borne Pathogen Category:** Category I: Tasks that involve exposure to blood, body fluids or tissues.

**Airborne Contaminant Category:** Category I: Tasks that routinely require activities that may involve exposure to airborne contaminants.

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PREPARED ON: May 22, 2017

REVIEWED AND ACCEPTED BY HUMAN RESOURCES:

Effective Date:

Management:

The above is intended to describe the general content of and requirements of the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

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|  | **Certified Nursing Assistant** **Level I** | **Certified Nursing Assistant** **Level II** | **Certified Nursing Assistant****Level III** |
|  |  |  | Number of positions available will be based on business needs as agreed upon by the Director Nursing and other Department Leader |
| Minimum qualifications | * High school diploma or equivalent
* Certified Nursing Assistant
* CPR Certification
* Full-time staff are expected to meet criteria for Level II within one year of hire
* Part-time or per diem staff
 | * High school diploma or equivalent
* Certified Nursing Assistant
* CPR Certification
 | * High school diploma or equivalent
* Certified Nursing Assistant
* CPR Certification
 |
| Experience |  Six (6) months related work experience in a health care environment preferred to develop proficiency in basic Certified Nursing Assistant procedures and processes encompassing all age groups | One (1) year of CNA experience required with at least six (6) months work experience within the specific CAH facility as a CNA Assistant I to develop a detailed understanding and proficiency in Certified Nursing Assistant procedures and processes encompassing all age groups  | One (1) year of CNA experience required with at least six (6) months work experience within the specific CAH facility as a CNA Assistant II to develop a detailed understanding and proficiency in Certified Nursing Assistant procedures and processes encompassing all age groups  |
| Knowledge | * Proficient in basic patient care and treatment, planning and observation within the scope of practice for a Certified Nursing Assistant
* Competent to perform routine, non-complex aspects of patient care, treatments and procedures
 | * Comprehensive knowledge of patient care, treatment, planning and observation within the scope of practice for a Certified Nursing Assistant.
* Demonstrated ability to perform high level, complex aspects of patient care, treatments and procedures with proficiency, accuracy and minimal supervision
 | * Comprehensive knowledge of patient care, treatment, planning and observation within the scope of practice for a Certified Nursing Assistant.
* Demonstrated ability to perform high level, complex aspects of patient care, treatments and procedures with proficiency, accuracy and minimal supervision
 |
| Analytical Skills | * Analytical skills necessary to understand a variety of basic and/or routine problem scenarios associated with patient care
* Refers more difficult problems to a Level II or III staff person, LPN, RN, physician and/or non-physician provider
 | * Analytical skills necessary to resolve non-routine problems including potentially unsafe acts and/or conditions
* Refers more difficult problems to LPN, RN, physician and/or non-physician provider
 | * Analytical skills necessary to resolve non-routine problems including potentially unsafe acts and/or conditions
* Refers more difficult problems to LPN, RN, physician and/or non-physician provider
 |
| Interpersonal Skills | * Interpersonal skills which enable the incumbent to appropriately respond to a variety of patient/family requests and inquiries, to respond to inquiries from physicians, nursing staff and other health care providers, and to check for understanding, allay apprehension and enlist cooperation of the patient
* Ability to utilize and apply PSE skills
 | * Ability to deal with difficult situations in a mature and professional manner
* Interpersonal skills which enable the incumbent to assist with orientation and training and to respond to questions and assist with problem scenarios from Level I staff
* Acts as a role model in the ability to utilize and apply PSE skills
 | * Ability to deal with difficult situations in a mature and professional manner
* Interpersonal skills which enable the incumbent to assist with orientation and training and to respond to questions and assist with problem scenarios from Level I & II staff
* Acts as a role model in the ability to utilize and apply PSE skills
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|  | **Certified Nursing Assistant** **Level I** | **Certified Nursing Assistant** **Level II** | **Certified Nursing Assistant****Level III** |
|  |  |  | Number of positions available will be based on business needs as agreed upon by the Director Nursing and other Department Leader |
| Technical Skills/Cross-training | * Assists patient activities of daily living, such as baths, oral hygiene, grooming, tolieting, ambulating and turning
* Basic laboratory specimen handling and processing (urinalysis, blood sugars, etc.)
* Basic hospital/ED patient quick registrations and full registrations
 | Must meet 2 of the 4 requirements for Level II consideration and must be working in these areas 20% of the time:* Ability to prepare simple IV solutions to hang and discontinue IV’s and Foley catheters
* Comprehensive knowledge of sterile technique, to include wrapping and sterilizing, within scope of practice for a Certified Nursing Assistant
* Ability to assist Physician with laceration repair to include simple wound cleaning in the ER
* Comprehensive knowledge of Lucas mechanical CPR proper placement
* Teaches one (1) in-services or educational sessions per year on specialized equipment, quality improvements, safety or other topics as pre-approved by the Director/Clinical Coordinator
 | Must meet 2 of the 4 requirements for Level III consideration and must be working in these areas 20% of the time:* Crossed trained to work in Registration/Scheduling area and performing all types of registration and scheduling needs
* Cross-trained on unfamiliar tasks and/or equipment operation as approved by the Director/Clinical Coordinator
* Cross-trained as an Endoscopy Technician
* Cross-trained to work in Supply Chain area
* Teaches one (1) in-services or educational sessions per year on specialized equipment, quality improvements, safety or other topics as pre-approved by the Director/Clinical Coordinator
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| Supervision of Others |  None | * Must attend a Billings Clinic preceptor class
* Acts as a preceptor and participates in orientation/training of new staff. Assumes leadership role in department and acts as a resource to Level I staff assisting with resolving problems or responding to procedural questions
 | * Must attend a Billings Clinic preceptor class
* Acts as a preceptor and participates in orientation/training of new staff. Assumes leadership role in department and acts as a resource to Level II staff assisting with resolving problems or responding to procedural questions
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|  | **Certified Nursing Assistant** **Level I** | **Certified Nursing Assistant** **Level II** | **Certified Nursing Assistant****Level III** |
|  |  |  | Number of positions available will be based on business needs as agreed upon by the Director Nursing and other Department Leader |
| Independent Judgment Independent Judgment | * Practices within scope of practice as determined by state regulations and Billings Clinic guidelines
* Work is performed under the clinical supervision of the RN or LPN
* Work is performed independently in accordance with assigned schedules and operating procedures
* Assumes responsibility for the follow-up of problem scenarios and coordinates appropriately with the LPN, RN, and/or physician
* Expected to prioritize all aspects of job performance
 | * Practices within scope of practice as determined by state regulations and Billings Clinic guidelines
* Work is performed under the clinical supervision of the RN or LPN
* Work is performed independently in accordance with general directives. Utilizes independent judgment to maximize productivity and efficiency while meeting and anticipating patient and Nursing staff needs
* Assumes responsibility and accountability for initiating necessary follow-up to prevent problem scenarios and/or to resolve problem scenarios.
 | * Practices within scope of practice as determined by state regulations and Billings Clinic guidelines
* Work is performed under the clinical supervision of the RN or LPN
* Work is performed independently in accordance with general directives. Utilizes independent judgment to maximize productivity and efficiency while meeting and anticipating patient and Nursing staff needs
* Assumes responsibility and accountability for initiating necessary follow-up to prevent problem scenarios and/or to resolve problem scenarios.
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| Leadership | Demonstrated personal accountability in all facets of role responsibilities | * Demonstrates personal accountability in all facets of role responsibilities
* Is responsible for outcomes relating to orientation and training of other staff
* Anticipates and deals with issues proactively
* Participates in departmental and/or organizational committees
 | * Demonstrates personal accountability in all facets of role responsibilities
* Is responsible for outcomes relating to orientation and training of other staff
* Anticipates and deals with issues proactively
* Participates in departmental and/or organizational committees
 |
| Quality Assurance Risk Management | * Adheres to patient safety goals and standards
* Participates in QI/RM activities within the department
 | * Adheres to patient safety goals and standards
* Participates in one or more of the following QI/RM activities within the department
* Identifies a departmental risk or enhancement and offers solutions for implementation
* Identifies a QI/RM monitor that would enhance and/or improve the department and monitors for a minimum of one quarter to trend or analyze and reports findings back to manager/supervisor
* Conducts staff training/education sessions on safety or QI/RM topics
 | * Adheres to patient safety goals and standards
* Participates in one or more of the following QI/RM activities within the department
* Identifies a departmental risk or enhancement and offers solutions for implementation
* Identifies a QI/RM monitor that would enhance and/or improve the department and monitors for a minimum of one quarter to trend or analyze and reports findings back to manager/supervisor
* Conducts staff training/education sessions on safety or QI/RM topics
* Participates in a quality improvement or process improvement multi-disciplinary
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|  | **Certified Nursing Assistant** **Level I** | **Certified Nursing Assistant** **Level II** | **Certified Nursing Assistant****Level III** |
|  |  |  | Number of positions available will be based on business needs as agreed upon by the Director Nursing and other Department Leader |
| FiscalResponsibility | Participates in the financial viability of the organization by ensuring appropriate utilization of supplies and equipment and maximizing the flow of patient care to maximize effective utilization of the nursing staff’s time | Participates in the financial viability of the organization by ensuring appropriate utilization of supplies and equipment and maximizing the flow of patient care to maximize effective utilization of the nursing staff’s time | Participates in the financial viability of the organization by ensuring appropriate utilization of supplies and equipment and maximizing the flow of patient care to maximize effective utilization of the nursing staff’s time |