



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Coordinator, Day Procedures	
Position Number	Community	Division/Region
48-10919	Yellowknife	Patient Care Services/Stanton

PURPOSE OF THE POSITION

The Clinical Coordinator, Day Procedures (CC) provides clinical leadership, clinical supervision, and subject matter expertise to the staff of Day Procedures Unit (DPU) which includes Surgical Daycare, Endoscopy, and IV Therapy and ensures safe and effective patient care and nursing practice. The CC provides clinical education, support, and mentorship to nursing staff in accordance with established standards of nursing practice, required organizational practices (ROPs), Northwest Territories Health and Social Services Authority policies, and related Stanton Territorial Hospital (STH) procedures. The CC works closely with Management, Specialists, Medical Device Reprocessing (MDR) and other relevant Departments to ensure the safe and efficient coordination of procedures through the operative, endoscopic and IV Therapy process. The CC also ensures that the physical, emotional, psycho-social, cultural, spiritual, and educational needs of the patient are met and leads the evaluation of the patient and family experience in the DPU.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify



performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

STH is located in Yellowknife, NWT and is the referral center for approximately 43,000 NWT residents and 6,000 residents from the Kitikmeot Region of Nunavut. STH provides healthcare services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

The DPU encompasses Surgical Daycare admit/recovery and Endoscopy beds, endoscopy suites and IV Therapy Chairs. Patients come from across the NWT and the Kitikmeot region of Nunavut for surgical care. Activities require that DPU nurses maintain specialized skills in supporting pre and post-operative care, supporting general surgeons and GI specialists with endoscopy procedures as well as administering IV Therapy.

Located within STH and reporting directly to the Manager, Operating Room and Day Procedures, the CC works Monday to Friday, and is responsible for coordinating care and service and ensuring the quality of care within the DPU including providing clinical leadership education and support to all DPU staff. The CC works with nursing staff, in consultation with the Manager, various Specialists and the DPU staff to implement patient treatment planning, and patient & family care. The CC ensures the appropriate transition of patients back to Ambulatory Care and inpatient units through communication, planning, and coordination. The CC provides clinical supervision, mentorship, support, education, and guidance to RNs in the provision of patient care. The CC works in collaboration with general surgeons and GI specialists in a dyadic relationship to triage waitlists for both surgical and endoscopic procedures, following a routine, planned schedule.

The CC models and promotes excellence through the demonstration of clinical best practice with patients in collaboration with RNs, and provides seasoned advice and recommendations to RNs, to help them effectively address difficult, complex, or unusual situations. As an educator, resource and mentor, the CC helps guide nurses from task orientation to more empowered analytical thinking and care giving approaches. These provisions have a direct impact on the quality of services delivered to clients and their families, and on the cost of the services provided. In all situations, the CC is expected to remain calm, controlled, and professional regardless of the situation and demonstrate compassionate care to the client, family and other members of the healthcare team.

Based on patient census and acuity throughout STH, the CC may (within reasonable expectations) be required to provide standardized nursing care to any/or all of the nursing units within the scope of their nursing practice.



RESPONSIBILITIES

1. Coordinate the delivery of safe and effective, patient and family centered nursing care within the DPU.

- Coordinates and schedules (or delegates the scheduling of) all clinical procedures and ensure that appropriate equipment, tools and supplies are available for the scheduled procedures.
- Participates in NTHSSA/STH initiatives to research, develop and implement best practices in collaboration with Specialists, key stakeholders, staff, and community members.
- Models and teaches best nursing practices in the care of patients and in the implementation of patient and family centered practice.
- Ensures that Indigenous patients are able to obtain appropriate access to the Indigenous Wellness Program and works in conjunction with the Indigenous Wellness Program Staff to ensure that the cultural, social and spiritual needs of this client group are effectively addressed.
- Assists patients to achieve their optimum level of health in situations of normal health, illness, injury, or in the process of dying.
- Advocates for the dignity and self-respect of patients.
- Promotes the autonomy of patients and helps them to express their health needs and values to obtain appropriate information and services.
- Safeguards the trust of patients in that information learned in the context of a professional relationship is shared outside the healthcare team only with the patient's permission or as legally required.
- Applies and promotes principles of equity and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs.
- Uses a holistic approach, including healing touch to facilitate individual learning of patients and their families upon admission and transfer or discharge in relation to patient illness or injury (i.e., self-care, health promotion, etc.)
- Assesses the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Acts in a manner consistent with their professional code of ethics, responsibilities, and standards of practice.
- Ensures that procedures supporting the delivery of safe and effective nursing care are reviewed and recommends/implements appropriate updates in consultation with the Manager, Specialists, and other system leaders.
- Participates in STH and territorial quality improvement planning to ensure a standardized approach to nursing care with patients.
- Identifies transitional care planning needs for complex patients and coordinates planning and discharge with transitional care team.



- Provides coaching and leadership to peers, students and other members of the healthcare team (HCT) to develop skill levels necessary to achieve the standard of care.
- Collaborates with nurses, peers and other members of the HCT to advocate healthcare environments that are conducive to the ethical practice and to the health and well-being of patients and staff.
- Participates on committees, task forces, and research projects as related to the OR.
- Ensures that the stock of unit supplies (medical and non-medical) is adequate and arrange for or delegates the ordering of supplies as required.
- Collects or delegates collection of unit statistics when required.

2. Monitor and evaluate nursing care, and implement quality improvement processes, to enhance the quality of care provided to patients placed in the DPU to ensure safe and effective care, and to improve patient & family experience.

- Conducts audits on the delivery of nursing services by individual nurses and identify learning needs, develop nurse specific training/learning plans and facilitate or arrange for the delivery of training identified within the specific training/learning plans.
- Conducts unit audits to determine unit wide training requirements and arrange for the delivery of appropriate training accordingly.
- Identifies and implements clinical quality improvement processes and reports on results.
- Works collaboratively with Indigenous Wellness and other stakeholders to ensure that staff are trained to be culturally appropriate in their practice. Facilitates the evaluation of culturally appropriate nursing practice.
- Conducts regular daily rounding on patients to determine their perspective on the quality of services provided, and to respond proactively to patient needs.
- In consultation with their manager, develops patient feedback processes, and includes patients in the development of quality improvement processes in the DPU.
- Coordinates services with outside agencies/centers/institutions to facilitate equipment repair/exchange necessary for endoscopy procedures.
- Ensures that all patients have an effective plan of care, and that the plan identifies actions specific to the patient's safety and needs.
- Assists manager to revise and implement pre/post-operative and endoscopic nursing procedures.
- Ensures implementation and evaluation of Accreditation Canada Standards (i.e. Required Organizational Practices) and Practices Canadian Association of Gastroenterology (CAG) Standards.
- Collaborates with Patients and families to evaluate their overall experience with STH Operative services and care.

3. Provide Mentorship and professional development support to DPU nursing staff to ensure that they have the knowledge, skills and abilities to provide quality operative



nursing care to patients.

- Conducts a competency-based learning needs assessment with each new operative nurse through consultation, direct observation, and the implementation of clinical/chart audits.
- Conducts clinical/chart audits on a periodic basis and reviews audit results with nurses and develops/implements quality improvement plans as required.
- Facilitates a professional development plan for each nurse in collaboration with the Manager, Operating Room and Day Procedures.
- Provides clinical support and education to nurses to facilitate competency development.
- Facilitates a learning environment, in which senior, experienced nurses are able to provide appropriate mentorship to nurses new to the field.
- Develops, implements and evaluates orientation programs to ensure that the staff have the necessary resources to achieve optimal healthcare for their patients, and on other units as required.
- Liaises with Aurora College and/or other Nursing Colleges to support the positive clinical experience of nursing students and graduates.
- Conducts and/or arranges for the delivery of orientation and ongoing training of new employees within the SDC and Endoscopy.
- Periodically reviews nursing knowledge and proficiency to ensure that nurses are able to retain their skills and that nursing skill sets are enhanced in conjunction with emerging best nursing practices.

4. Assist the Manager, Operating Room and Day Procedures in the development of a sustainable DPU, and an effective staff team.

- Supports the Manager in planning the human resource needs of the department.
- Assists with the recruitment and hiring of new staff.
- Provides and/or coordinates orientation to new staff.
- Assists with the review of job descriptions to ensure they reflect current best practices and standards.
- Provides feedback to the Manager on staff individual and team performance.
- Provides developmental feedback to nursing staff, for the purpose of improving their skills, professionalism, knowledge and enhancing their professional growth.
- Evaluates and recommends developmental/educational opportunities for nursing staff, including providing recommendations for the inclusion of developmental goals that comprise the performance planning process.
- Holds regular staff meetings to review procedures, share information, develop quality processes, and enhance team performance.

WORKING CONDITIONS



Physical Demands

The incumbent's day will be divided between education, mentorship, clinical supervision, and direct patient care duties. In addition, the incumbent will be required to bend and stand in awkward position while performing patient assessments or care and sitting at a desk. Working with young children and all types of patient ability/disability requires that DPU nurses may be engaged in lifting on a regular basis and be potentially at risk for workplace injuries.

Environmental Conditions

During their shift (100% of time) the incumbent will be exposed to communicable diseases, blood and body fluid, hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risk to the incumbent.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment and continuous observation of patients within the OR and while auditing the delivery of nursing services.

Mental Demands

The incumbent may be exposed to emotionally disturbing experiences and is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the healthcare team.

In addition, within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

There is uncertainty in knowing what to expect while at work. There is legitimate concern about being responsible for the lives of patients and their families, risk of assault and unknown and unpredictable situations.

The incumbent is required to be motivated and innovative in the area of continuing education and practice to encourage professional growth of self and others.

KNOWLEDGE, SKILLS AND ABILITIES

- Advanced knowledge of the nursing process.
- Knowledge of education principles related to adult learners in order to develop and deliver subject-specific training and development.
- Knowledge and ability to use computer, operate word processing applications, send and receive electronic mail, and conduct research over the internet.



- Knowledge and ability to network resources within and outside STH (i.e., Social Services, Public Health, medevac teams etc.)
- Ability to educate patients and their families (where applicable) on appropriate self- care methods and techniques.
- Ability to operate and/or use standard and/or specialized medical equipment.
- Aware of and implements, monitors, and audits patient and organizational safety initiatives.
- Demonstrated leadership skills.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Bachelor's Degree in Nursing and a minimum of five (5) years of recent clinical experience within Endoscopy.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- Registration under RNANT/NU prior to commencement of employment.
- Proof of immunization in keeping with current public health practices is required.
- Endoscopy certification
- Applicable Canadian Nursing Association Certifications are desired.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

Position Security (check one)

No criminal records check required
 Position of Trust – criminal records check required
 Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:



Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Select language

Required
 Preferred