



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Registered Nurse, Emergency	
Position Number	Community	Division/Region
48-17626	Yellowknife	Critical Care Services / Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Registered Nurse, Emergency Department (RN) is a professional caregiver who is responsible and accountable for providing quality patient care in accordance with the established standards of nursing practice of the Northwest Territories Health and Social Services Authority (NTHSSA), the Registered Nurse Association of the Northwest Territories and Nunavut (RNANTNU) to ensure that the patients' physical, emotional, psycho-social, educational and spiritual needs are met.

## 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 includes 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.

Stanton Territorial Hospital (STH) is a 100 in-patient bed accredited facility located in Yellowknife, Northwest Territories (NWT). STH is a referral center for approximately 43,000



NWT residents and 5,900 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.

Located within STH and reporting directly to the Manager, Critical Care Services the RN works as per rotation including weekends, as well as all shifts- days, evenings and nights, and practices capably and competently within the Professional Standards of RNANTU. The RN is one of 27 Registered Nurses (RN) providing acute care to patients of the 15 bed Emergency Unit. During all shifts there are 5 RNs on duty with either a Licensed Practical Nurse (LPN) and/or an RN working a mid-shift (1115-2345). The RN collaborates with the LPN for the provision of patient care in the event of a demonstrated alteration in the LPN's patients' acuity.

The RN is a member of the interdisciplinary team who provides direct nursing care to patients ranging from pediatric to geriatric, non-urgent to critically ill or requiring resuscitation where the outcomes are often unpredictable, and patients may be unstable. The incumbent has a sound knowledge of nursing process, theory, and responsibility. The RN demonstrates sound problem solving, communication, prioritizing, conflict resolution and decision-making skills and excellent organizational skills.

The RN acts as a patient advocate and facilitates communication between the patient, family and interdisciplinary Team. This will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the patient.

The incumbent will also work in collaboration with the Med-Response team to facilitate timely, safe and optimal care to patients of the NWT. Med-Response is a virtual clinic consult and dispatch center responsible for all the triage and coordination of air ambulance transfer in the NWT.

During every shift one RN will be accountable as Team Leader (Responsibility Nurse) for the overall nursing care of all patients within the Emergency Department and will collaborate with the inter-professional team, including the Manager, Critical Care Services, to facilitate and ensure safe patient care by promoting an atmosphere conducive to effective interdisciplinary communication. RNs acting as the Team Leader will have at least two years recent emergency care experience with demonstrated competence in all aspects of emergency nursing and will have completed the Canadian Triage and Acuity Scale (CTAS) education including adult and pediatric triage. The Triage emergency criteria are followed and documented appropriately.

Based on patient census and acuity throughout STH the incumbent may be required to provide standardized nursing care to any and/or all of the nursing units within the scope of a RNs practice.



## **RESPONSIBILITIES**

- 1. Provides direct nursing care to a wide variety of adult and/or pediatric patients requiring immediate medical treatment using a problem-solving approach and in accordance with the standards, guidelines and scope of professional nursing practice to facilitate individualized nursing care to patients.**
  - Assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the patient.
  - Assist patients to achieve their optimum level of health in situations of normal health, illness, injury, or through the process of dying.
  - Advocate the dignity and self-respect of patients,
  - Promote the autonomy of patients and help them to express their health needs and values to obtain appropriate information and services,
  - Identify and prioritize the physical, psychological, social and spiritual needs of the patient
  - Responsible and accountable for the patient outcomes
  - Demonstrate critical thinking
  - Document as per NTHSSA Standard Operating Procedures and nursing standards of practice
  - Perform and document a secondary assessment on all patients, building from the patient's chief complaint
  - Initiate admitted patient orders and consults
  - Provide report to oncoming staff and multidisciplinary team
  - Provide care in a compassionate and caring manner within a diverse cultural environment
  - Provide a safe and secure environment for patients, their families and the multidisciplinary team
  - Utilize Infection Prevention and Control (IPAC) measures
  - Safeguard the trust of patients by adhering to the Health Information Act and the legal and ethical principles relevant to nursing practice
  - Provide professional services to the public by applying and promoting principles of equality and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs
  - Exhibit professional behavior and accountability and responsibility by acting in a manner consistent with the professional code of ethics, responsibilities and standards of practice.
  - Demonstrate core values and behaviors consistent with the Government of the NWT Code of Conduct.



**2. The RN, facilitates, implements and modifies patient and family education/teaching based on the needs of the patient in relation to patient illness or injury (i.e. self-care, health promotion, etc.).**

- Use a holistic approach to facilitate individual learning for patients and their families upon transfer or discharge in relation to patient illness or injury (i.e. self-care, health promotion, etc.),
- Assess the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs by assessing, prioritizing, planning, implementing and evaluating patient care in compliance within their scope of practice.
- Research, develop, revise and evaluate on an ongoing basis, educational resources necessary to support patients by keeping current and relative trends and professional/health care related issues
- Support a culture that encourages and fosters bi-directional learning and teaching from students, patients, families and the multidisciplinary team.
- Coordinate the admission and transfer or discharge of patients. This includes explaining and ensuring that the patient understands the admission or discharge plan (established by the Healthcare Team for the patients care and treatment).

**3. As a Team Leader (Responsibility Nurse), assumes accountability for the standard of care delivered toward determining and achieving patient care goals.**

- Makes decisions necessary to promote change and ultimate outcome of goal attainment through demonstrated knowledge of established policies and procedures
- Communicates with other members of the healthcare team regarding the patient's health care to provide continuity of care and promote collaborative efforts directed toward quality patient care,
- Triage or delegates the responsibility for triaging patients to the other RNs on duty,
- Initiates treatment, as per the Medical Directives, ensuring all inclusion/exclusion criteria are followed and documented appropriately. Maintains knowledge of Medical Directive results of waiting room patients.
- Directs and supervises the functions of others who provide direct care and support (LPNs, etc.),
- Reports to the Manager, Critical Care Services and/or the Patient Care Coordinator (PCC) when wait times exceed CTAS guidelines and/or changes in human resources needs. Initiates the surge protocol when criteria are met.
- Coordinates the activities of critical situations/incidents within the Emergency Department,
- Completes or delegates daily duties on day and night shifts
- Promotes an atmosphere conducive to effective interdisciplinary communication and positive leadership and effective team building
- Fosters a cooperative working relationship with other hospital departments and services



- Demonstrates critical thinking

**4. Advocates for practice environments that have the organizational and resource allocations necessary for safe, competent and ethical nursing care.**

- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care,
- Collaborate with nursing colleagues and other members of the health care team to advocate healthcare environments that are conducive to ethical practice and to the health and well-being of patients and others in the setting,
- Orient new employees to the unit as well as Emergency Department specific programs
- Participate on committees, task forces, and research projects as related to the Emergency Department and those of other stakeholders.
- Incorporate current validated research and evidence-based practice into clinical practice.

**WORKING CONDITIONS**

**Physical Demands**

The incumbent will provide direct patient care and will be required to bend and stand in awkward positions while performing patient assessment or care and sitting at a desk.

**Environmental Conditions**

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

**Sensory Demands**

Patients within the Emergency Department are often connected to several monitors and may be connected to life support systems that require constant monitoring. 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 Emergency Department and while auditing the delivery of nursing services. The Emergency Department consists of 15 stretchers and will often be quite noisy. The incumbent must be able to recognize and address the different warning and monitoring indicators to ensure appropriate and timely patient care.

**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 personal injury and unknown and unpredictable situations.

The Emergency Department is often the most volatile nursing unit with the hospital with very abusive patients, people under the influence of alcohol and/or drugs and RCMP escorts. RNs, are often kicked, pushed, grabbed or verbally assaulted up to five reports a week with many additional incidents going unreported. There is a very real concern for safety and well-being which may cause extreme levels of stress on the incumbent both during and after working hours.

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 and an ability to apply nursing processes (assessment, planning, implementation and evaluation) and current nursing practice to ensure that the all patients' physical, emotional, psycho-social, spiritual, educational and daily living needs are met.
- Flexibility and adaptability to a changing work environment
- Interpersonal, communication, and leadership skills
- Ability to be an effective listener
- Customer service and collaboration skills
- Commitment to patient care
- Ability to collaborate with other interdisciplinary health professionals to care for patients
- Demonstrated competency in arrhythmia interpretation required
- Commitment to continuous professional development and continuing education requirements
- Ability to remain calm and function using a team approach to cope with stress and crisis situation.
- 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:**

The successful completion of a recognized degree program in Nursing and one of two avenues of professional development:

- Minimum two years of concurrent professional practice in an active Emergency Department. Equivalent experience in an active Intensive Care Unit will be considered on a case by case basis.
- Minimum three years of concurrent professional practice on Medical or Surgical Nursing unit.
- Completion of a certificate in Acute Critical Care Nursing will be considered as an advantage in both professional development pathways.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

- Registration under RNANT/NU prior to commencement of employment.
- Critical Care Level One or equivalency required
- Advanced Cardiac Life Support (ACLS) is mandatory and need completion within one year of hiring
- Pediatrics Advanced Life Support (PALS) is mandatory and need completion within one year of hiring
- Trauma Core Nursing Course (TNCC) preferred or completed within two years of hiring
- Emergency Nursing Pediatric Course (ENPC) course preferred or completed within 2 years of hiring
- Completion of Canadian Nursing Association Emergency Nursing certification (ENCC) preferred
- Emergency, practice, intervention and care- Canada (EPICC) foundation is preferred or completed within 2 years of hiring
- Membership in National Emergency Nurses Association (NENA) preferred
- Endoscopy certification
- Applicable Canadian Nursing Association Certifications are desired.
- Proof of immunization in keeping with current public health practices is required.

Stanton Territorial Hospital 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