



## IDENTIFICATION

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Registered Nurse, Acute Care/Emergency	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-4195	Fort Smith	Acute Care/Fort Smith

## PURPOSE OF THE POSITION

The Registered Nurse (RN), ACC/ED, at the Fort Smith Health Centre provides direct nursing care to all clients, newborn to elderly, that ranges from non-urgent to critically ill or palliative in both inpatient and outpatient settings. The health facility's outpatient department is equipped and prepared to handle presenting medical emergencies. Nursing care is provided in accordance with established standards of nursing practice for Registered Nurses through the governing body of the College of Registered Nurses of the Northwest Territories and Nunavut (CANN), and the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) in concordance with Accreditation Canada Standards and Required Operational Practices. This will guide the RN to provide physical, emotional, psychosocial, spiritual, and culturally appropriate holistic care.

## SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), apart from Hay River and Tlicho regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous peoples. 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 1400 health and social services staff.

While the Tlicho 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 NWT. 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the governments transformation strategy.

The NTHSSA – Fort Smith region is responsible for the effective delivery of primary and emergent care and social services to approximately 2500 residents of Fort Smith and the surrounding areas. The Regional facilities include one type C Health Facility, and a 28-bed long term care facility called Northern Lights Special Care Home.

This position reports directly to the Clinical Coordinator, Acute Care (CCAC) located in Fort Smith. The nurse in charge (NIC) will act, after hours, in the absence of the CCAC to make decisions appropriate to the RN's scope of practice. The NIC will be assigned on a rotating basis.

The RN is a member of the nursing team and responds to actual or potential health problems, plans, and performs interventions and evaluates client outcomes with the intention of maintaining or regaining client health. There will be two RNs on duty for each shift, with a nurse on call every 24h period, seven days a week, when staffing permits.

The RN acts as a client advocate and facilitates communication between the patient, the family and other health care professionals. This ensures a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the client. In addition, the RN may be required to assist the physician with both invasive and non-invasive procedures required to save a patient's life. There is always a physician on call and available to the RNs, but the physician is not always present in the facility after hours or on weekends. As such, the RN may be required to use critical thinking and nursing judgement to guide independent nursing interventions to begin treatment of a patient before the physician arrives. These proactive steps may include but are not limited to IV initiation, laboratory sample collection, ECG completion, cardiac monitoring, oxygen therapy, and some emergency medication administration.

The RN is required to collect, process, and report Point of Care Testing (POCT). This includes and is not limited to urine samples, blood samples, etc. Other samples are collected, processed, and stored by the RN in the laboratory department for future transport. The RN is responsible for daily Quality Control for point of care testing including but not limited to CBC, ID Now, and Istat machines, urine dipsticks, drug screens and pregnancy tests.

The RN is required to assist the Midwifery department in providing routine and emergency care during labor and delivery to clients. Mother and baby are transferred to the Acute Care unit post-partum and the RN follows established guidelines for postnatal and newborn care.



As the first point of contact, the RN is responsible for completing full Suicide Risk Assessments when appropriate in addition to providing and coordinating mental health resources.

The RN is responsible for answering and dispatching ambulance calls. There is a dedicated ambulance phone at the Acute Care desk from which calls for ambulance assistance are received from the community and through the 9-1-1 service. It is the duty of the RN who receives the call to dispatch the ambulance and record the event. The RN is the point of contact for EMS services who are responding to a call for the purpose of providing guidance and ensuring safety.

Triaging ED clients is a critical function of the RN and requires the incumbent to make assessments based on what they are being told and what they see, hear, or sense from the client. This requires skill in using all senses to assist with the identification of potentially life-threatening illness or injury. The RN is expected to remain calm, controlled, and professional in all situations and demonstrate compassionate care to the client, family, and other members of the health care team.

The RN must be motivated and innovative regarding continuing education and practice to encourage the professional growth of self and others.

## **RESPONSIBILITIES**

- 1. Provides direct, independent nursing care to a wide variety of adult and pediatric clients requiring medical treatment ranging from non-urgent to emergent/resuscitation in both inpatient and outpatient settings using critical thinking and in accordance with the standards, guidelines, and scope of professional nursing practice.**
  - Assesses, plans, implements, documents, and evaluates care to ensure a coordinated holistic approach which best meets the needs of the client.
  - Assists clients to achieve their optimum level of health during mental health issues, illness, injury, intra/postnatal period or through the process of dying.
  - Advocates for the dignity and self-respect of clients.
  - Promotes the autonomy of clients assisting in the expression of their health needs and values to obtain appropriate information and services.
  - Safeguards the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the client's permission or as legally required.
  - Applies and promotes principles of equality and fairness to assist clients in receiving unbiased treatment and a share of health services and resources proportionate to their needs.
  - Acts in a manner consistent with their professional code of ethics, responsibilities, and standards of practice.
  - Treats every client with respect and offers a culturally safe environment for treatment.



**2. Facilitates, implements, and modifies clients and family's education/teaching based on the needs of the clients.**

- Uses a holistic approach to facilitate individual learning of clients and their families upon admission, transfer, or discharge, in relation to client illness or injury (i.e. self-care, health promotion, etc.)
- Assesses the client for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Researches, develops, revises, and evaluates on an ongoing basis, educational resources necessary to support clients.
- Coordinates the admission, transfer, and discharge of clients. This includes explaining and ensuring that clients understand the admission or discharge plan.
- Provides thorough documentation of assessment, treatment, interventions, and other relevant contact with or on behalf of the client/family.

**3. As NIC, the RN, ACC/ED, assumes accountability for the standard of care delivered toward determining and achieving client care goals.**

- Makes decisions necessary to promote change and ultimately, outcome of goal attainment for the client.
- Communicates with other members of the health care team regarding the patient's health care to provide continuity of care and promotes collaborative efforts directed toward quality client care.
- Triage or delegates the responsibility of triaging patients to the other RN on duty.
- Directs and supervises the functions of others who provide support.
- Ensures adequate staffing levels during all shifts (i.e. calling in appropriate relief)
- Coordinates the activities of critical situations/incidents within the Acute Care/Emergency units.
- Identifies and understand role in disaster responses and Universal Emergency Codes and is aware of the regional and territorial safety plans (Fire Safety, Code Orange, etc.)
- Demonstrates critical thinking.

**4. Promotes excellence in nursing practice and advocates for clinical environments that have the organizational and resource allocation necessary for the application of best practices, and for safe, competent, and ethical nursing care.**

- Provides coaching and leadership to peers, students, and other members of the healthcare team to develop skill levels necessary to achieve the standard of care.
- Shows initiative to remain current and up to date with best nursing practice through attendance at in-services and trainings, personal reading, participation in mock demonstrations, and use of PDI.
- Collaborates with nursing colleagues and other members of the health care team to advocate health environments that are conducive to ethical practice and to the health and well-being of clients and others in the setting.



- Maintains an organized and efficient workspace by ensuring nightly, weekly, and as required stock checks (crash carts, IV trays, blanket warmer, emergency rooms, etc.), are completed and areas are stocked with necessary supplies for safe and complete client care.
- Orientates new employees to unit specific programs and mandate.
- Participates in committees, task forces and research projects as related to the nursing profession.
- Works with RN colleagues and other members of the health care team in revising and developing policies and procedures for their specific unit.
- Promotes teamwork to encourage a healthy and respectful workplace.
- Promotes, encourages, and assists the Clinical Coordinator, Acute Care and the Regional Manager, Health Services in maintaining a safe workplace.
- Actively engages self and others, including the client/family to address conflict positively and constructively.
- Adheres to requirements of Infection and Control Guidelines for NWT and practices additional precautions when required.
- Maintains a professional standard for greeting, triaging, and treating clients.

**5. Provides emergency nursing services to the public experiencing health issues, or crisis.**

- Takes a lead role in disaster responses with the Acute Care / Emergency Unit.
- Responds and provides triage and emergency nursing care.
- Applies the Canadian Triage Acuity Scale (CTAS) to all clients presenting to emergency.
- Mobilizes resources and provides care in adherence to clinical guidelines for emergency response.
- Initiates emergency call and dispatches ambulance services when required.

**6. Provides administrative support to ensure efficient service and continuity of care.**

- Prepares in-patient charts for admission, discharge, transfer and return to medical records.
- Ensures that all out of province/country/Worker's Compensation Board clients health care information is adequately established for medical billing purposes.
- Assists in discharge of patients by faxing prescriptions and discharge summaries to health centers, booking travel arrangements and follow-ups appointments for clients.
- Other duties assigned by the Clinical Coordinator, Acute Care.



## **WORKING CONDITIONS**

### **Physical Demands**

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

50% of the incumbent's day will be spent standing and walking. The incumbent's day will be spent lifting, moving, supporting patients who are dependent on the nurses for support (i.e. turning, general mobility, etc.). Lifting of and physical support of clients may be done on an individual basis or as a group.

In addition, sometimes the high patient census and fast paced nature of the Emergency Unit, the RN, ACC/ED, will spend significant amount of time walking or rushing from room to room to provide patient care which may cause substantial levels of fatigue and physical distress.

### **Environmental Conditions**

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

### **Sensory Demands**

The Acute Care/ED consists of two trauma stretchers, two exam rooms and 5 inpatients beds. Clients within the Emergency Department (ED) are often connected to monitors that require constant attention. The incumbent will be required to use the combined senses of touch, sight, smell, and hearing during on-going assessment and continuous observation of clients within the ED. Triaging patients is a critical function of the RN, Emergency requiring the incumbent to make assessments not only based on what they are being told by the patient but also based on what they see, hear or sense from the patient. Appropriate assessment of patients could easily be the difference between life and death.

### **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 clients and their families, risk of personal injury and unknown and unpredictable situations.



The ED is often the most volatile nursing unit within the hospital with potentially abusive clients, clients under the influence of alcohol and/or drugs, clients experiencing mental health crisis and RCMP escorts. RNs may be subjected to physical or verbal assault by clients in crisis (i.e. kicked, pushed, grabbed or yelled at). 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.

### **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 all the clients physical, emotional, psycho-social, spiritual, educational, and daily living needs are met.
- Advanced knowledge of biological, physical, and behavioral sciences to recognize, interpret, and prioritize finding, and determine and implement a plan of action based on accepted standards of practice.
- As a wide and all-encompassing range of illnesses/injuries are admitted to the Health Center, the RN must be up to date with the disease processes, treatments, and assessments for a very broad range of client population.
- As the specialist in ACC/Emergency, the RN must be able to provide training, advice and assessment using specialized equipment, medications, tools, and techniques (including, but not limited to EKG, Emergency drugs, defibrillator, fluid warmer, “bair hugger”, etc.)
- Ability to respond calmly, adapt/alter normal procedures, apply critical thinking, apply conceptual thinking; ability to listen responsively; participate willingly and support team decisions; and provide feedback for developmental purposes.
- Knowledge of and an ability to network resources within and outside of the FSHC (i.e. social services, physiotherapy, homecare, public health, medevac teams, etc.) in order to ensure support of patients and their families.
- Customer service, listening, interpersonal, communication, collaboration and leadership skills.
- Commitment to client care.
- Ability to function within the limitations and standards as established by CANN.
- Willingness to participate in staff meetings and department specific projects.
- Ability to operate a desktop computer to send and receive electronic mail, access PeopleSoft, MediPatient and EMR, and conduct research over the internet.
- Ability to operate and/or use standard medical equipment (these include but not limited to ECG, IV pumps, stretchers, blood glucose monitors, cardiac monitors, etc.).
- Ability to effectively operate non-medical equipment used during the care of clients within the FSHC (these include but are not limited to lifts, wheelchairs, bathing equipment, etc.).
- Cultural awareness & sensitivity – knowledge and awareness of the culture and traditions of Northern Peoples from the community of Fort Smith and other communities served by the FSHC.



- 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 bachelor's program of Nursing and one (1) year of Emergency or Critical Care nursing experience in a fast-paced work environment.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

- Current registration under CANN.
- Basic Life support (BLS)
- Canadian Triage Acuity Scale (CTAS)
- Advanced Cardiac Life Support (ACLS) is mandatory, needs completion within one year of hire.
- Pediatrics Advanced Life Support (PALS) is mandatory, needs completion within one year of hire.

Fort Smith Regional Requirements\*

- Nurses must be able to complete within a reasonable time frame and remain current with the following certifications:
  - Glucometer (BrainShark)
  - IV pump certification
  - Immunization certification
  - WHMIS
  - ISTAT/POCT testing.
  - CBC analyzer/Centrifuge
  - ID now
  - ECG
  - Blood collection
  - Central Venous Access Device (CVAD)
  - Emergency skills workshop (ESW)
  - Neonatal resuscitation p (NRP)
  - Fetal Health Surveillance (FHS)
- The NTHSSA has numerous certifications that are required upon hire, depending on the area where the employee works.
- All nurses are encouraged to maintain desirable training and /or certifications which include:
  - Mental Health first aid
  - Trauma Nursing Core Course (TNCC)



- Emergency Nursing Pediatric Course (ENPC)
- Canadian Nursing Association Emergency Nursing Certification (ENCC)
- Emergency, practice, intervention, and care – Canada (EPICC)
- Applicable Canadian Nursing Association Certifications
- Proof of immunization in keeping with current public health practices.

**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