



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Registered Nurse, Ambulatory Care Clinic	
Position Number	Community	Division/Region
48-4443	Yellowknife	Patient Care Services / Stanton

## PURPOSE OF THE POSITION

The Registered Nurse, Ambulatory Care Clinic, works with multiple Specialist Programs within the Stanton Territorial Hospital (STH) to coordinate the care of Northwest Territories and Nunavut patients. The position is responsible for the provision of case management care in accordance with established standards of nursing practice and the philosophy and objectives of STH to ensure that the patient's physical, emotional, psychosocial and educational 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 Tłı̄chǫ 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 Tłı̄chǫ 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 is an accredited facility located in Yellowknife, and is the referral center for NWT residents and the residents from the Kitikmeot Region of Nunavut (NU). STH

provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Located in Yellowknife, at the Stanton Ambulatory Care Clinic (ACC), the Registered Nurse (RN), Ambulatory Care Clinic (ACC) reports to the Manager, Specialist, Renal and Chemotherapy Services (Manager), and is responsible for providing nursing and navigating functions to patients receiving physician specialist care for one or more of the following programs: Permanent Physician Specialists-General Surgery, Internal Medicine, Obstetrics and Gynecology, Orthopedics, Pediatrics, Otorhinolaryngology; Visiting Physician Specialists - Pediatric Allergist, Gynecological Oncology, Adult Oncology, Neurology, Orthopedic Backs, Pediatric Cardiology, Pediatric Orthopedics, Rheumatology, Urology and Nephrology, as well as 'Other Services - Fracture Clinic.

Working collaboratively within an interdisciplinary healthcare team within the NTHSSA and NU and Alberta Health Services (AHS), the clinic nurse provides integrated, comprehensive, individualized care and support to patients and their families. The incumbent facilitates healthcare services by facilitating and navigating patients and their families through the intricacies of the healthcare system.

The RN acts as case manager for patients referred to the specialist programs by family practitioners, Nurses in Charge (NIC) of Health Centres in the NWT and, other provinces and territories. The nurse is accountable for providing nursing and medical administrative functions for one or more specialty programs. When providing educational information to patients, the incumbent must listen actively and observe body language together, in order to ensure that the information provided is being clearly understood. As well as providing nursing care at appointments, the nurse acts a patient advocate, facilitating communication and information between the patient, family, physician and other healthcare professionals. This will result in a holistic approach to planning, organizing, teaching and relationship development that will best meet the needs of the patient.

The environment is dynamic and constantly changing, resulting in continually re-evaluating and shifting priorities. The RN is expected to remain calm, controlled and professional in all situations and to demonstrate care and compassion to the client, family and other members of the health care team.

## **RESPONSIBILITIES**

### **1. Provides patient and family centered case management and clinical support.**

- Collaborates and functions as part of the interdisciplinary team to achieve patient outcomes based on diagnoses and prognoses.
- Provides the coordination, communication and continuity for physician specialists and the programs they deliver, including patient/family care planning, discharge and follow up appointments.
- Applies nursing knowledge and critical thinking skills to prioritize care.
- Collaborates with other health centres to ensure patient care is planned and delivered within a timely manner.

- Assesses, plans, implements, evaluates and documents care to ensure a coordinated holistic approach which best meets the needs of the patient.
  - Ensures that patient and family centered care is the program's focus.
  - Communicates information such as diagnostic reports to the appropriate physicians to ensure timely patient care and follow-up.
  - Delivers test results to patients, providing support, information, education, advice and follow-up when directed by a physician.
  - Provides nursing assistance and support to physician specialists and patients for a wide variety of treatments, tests and procedures.
  - Communicates with community health professionals to coordinate travel clinics.
  - Establishes and maintains a therapeutic nurse-client relationship.
  - Assesses the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs.
  - Facilitates individual learning in relation to patient illness or injury.
  - Deliver treatments, administer medications, process laboratory specimens and take blood samples as required and ordered by physicians.
- 2. Acts as a Coordinator to support the flow of patients through the Specialist programs.**
- Assists with the organization and coordination of appointments.
  - Ensures that physicians and other health professionals have the information, medical equipment and supplies required to care for or follow-up with the patient.
  - Assists with medical travel preparation as necessary by providing patient education and information.
  - Ensures a seamless transition from out-patient to in-patient care when necessary.
- 3. Educates patients and families, and other staff as required.**
- Provides pre and post procedural education, direction and information to patients and their families.
  - Acts a resource for patients and their families.
  - Provides support with decision making.
  - Provides 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.
  - Orientates new employees to unit-specific specialty programs.
  - Ensures that patient and family centered care is the program's focus.
- 4. Provides leadership and quality improvement support to improve patient and family centered care.**
- Collaborates with nursing colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and others in the setting.
  - Participates in committees, working groups, and research projects relating to the ACC.
  - Researches, develops, revises and evaluates, on an ongoing basis, educational resources necessary to support patients and their families.

- Participates in program development for specialty program education and teaching.
- Provides support, 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.
- Provides orientation of new employees.
- Collects and documents demographic and statistical information.
- May be designated as the team leader in the Clinical Coordinator, ACC's absence to coordinate the day-to-day operations of the clinic.

## **WORKING CONDITIONS**

### **Physical Demands**

Between 50% to 80% of the incumbent's day will be spent standing and walking as the incumbent works in hospital and clinic environments. In addition, the incumbent will be required to perform patient transfers, patient assessments or care while standing or bending often in an awkward position.

### **Environmental Conditions**

During work hours the incumbent will be exposed continually to potentially communicable diseases, blood and body fluids, human waste, and hazardous materials (sharps, toxic cleaning and sterilizing solutions).

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment, testing, procedures and continuous observation of patients within the Specialty Clinics.

### **Mental Demands**

The incumbent may be exposed to death and other emotionally upsetting experiences and, as a result of the emotional state of family members, there is uncertainty in knowing what to expect while at work. There is also a concern about being responsible for the lives of clients and their families, risk of assault, and unknown and unpredictable situations.

Within the health care setting there is significant lack of control over the work pace, with frequent interruptions.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and application of nursing practices - both clinical and supportive care.
- Knowledge of biological, physical and behavioural sciences and ability to utilize this knowledge to determine and implement the nursing process (assessment, planning, implementation and evaluation).
- Knowledge and/or willingness to learn the application and use of specialized equipment in order to support patient care and education.
- Verbal and communication skills.

- Ability to acquire knowledge of NTHSSA resources, including Alberta Health Services (AHS).
- Competency in computer-based work and database systems.
- Ability to develop and maintain networks at local/territorial and inter- provincial levels.
- Ability to assess human bio-psychosocial responses.
- Ability to work effectively in a cross-cultural setting.
- Ability to apply critical thinking skills to develop strategies that successfully meet the needs of patient and family focused care.

**Typically, the above qualifications would be attained by:**

A Bachelor's Degree in Nursing.

**ADDITIONAL REQUIREMENTS**

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

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**

- 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