

JOB TITLE: Nurse Manager Infusion Services	DEPARTMENT: Infusion	POSITION OF SUPERVISOR: Director of Pharmacy and Oncology
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40 hours	EFFECTIVE DATE:

Position Summary: The Infusion Services Nurse Manager is responsible for the direct oversight and management of personnel assigned to the outpatient Infusion services area. This position is responsible for all aspects of daily infusion services operations and assures provision of care to infusion patients by utilizing the nursing processes and principles of continuous quality improvement in collaboration with members of the healthcare team. Performs various duties to ensure that quality and regulatory requirements of the department are consistently achieved and assists the Director of Pharmacy and Oncology in meeting the needs of staff and patients. Infusion Services Nurse Manager is responsible for outpatient infusion services including chemotherapy. Must be proficient in IV insertions for adults, PICC line and Port-a-Cath management, phlebotomy, blood transfusions, performing nursing H&P/assessment, communication with ordering physicians and staff, etc. Serves as a liaison between staff and outside departments/providers to ensure employee and patient needs are met. Must possess a high degree of self-motivation and directional initiative with ability to function successfully independently.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	Graduation from an accredited school of nursing. BSN or MSN preferred.
Experience:	Prefer at least 2 years of experience as a registered nurse Infusion experience preferred Oncology Infusion experience preferred
Special Skills, Licenses or Certifications:	Basic computer knowledge including Microsoft Word, Outlook, and Excel required Strong customer service and telephone skills required BLS required, ACLS preferred ONS Chemo/Bio Certification required or able to obtain within 3 months of hire ONS/ONCC Chemotherapy Certification preferred
Language Skills:	<ul style="list-style-type: none"> • Demonstrates ability to read, write, and clearly express one's self in English 100% of the time • Additional languages preferred • Demonstrates ability to listen • Demonstrates ability to clearly convey thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Ability to walk at a rapid pace 90% of the time • Ability to work at heights of 24-40 inches • Ability to push wheelchairs • Ability to transfer adult patients from wheelchair to chair, chair to wheelchair • Able to lift, move, and/or position weights, patients >50 pounds • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, keyboards, mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time.

	<ul style="list-style-type: none"> • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable. • High degree of self-motivation and directional initiative. • Ability to function successfully independently. • Ability to cope and remain calm in escalating situations. • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. • In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.
Work Environment:	Work is performed in an outpatient infusion setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients. Work may expose employee to liability due to current public consciousness, potential chemical exposure, and potential equipment and device/product hazards.
Cross-Training of Position:	PSMC cross-trains job positions. Infusion works very closely with the Oncology Department and is often cross-trained for Oncology Nurse Navigator.

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC’s Code of Conduct and WISER values.
2. Comply with **all** PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Comply with all PSMC and department procedures, rules, directives, and accomplishes annual goals.
4. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
5. Be courteous, respectful, honest, and solution-oriented in dealing with others.
6. Communicate accurately, clearly, and effectively both orally and in writing.
7. Possess excellent organizational skills and the ability to multi-task.
8. Work independently and perform the job with minimum supervision.
9. Checks email at least once per work shift.
10. Work effectively on PSMC/department team matters and recognize situations that require teamwork.
11. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
12. Respect the importance of compliance and quality programs and support the same.
13. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
14. Participate in employee training, Disaster Preparedness and emergency events.
15. Perform other job duties, as assigned by Director.

Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.

Leadership Qualities and Characteristics:

1. Consistently demonstrates commitment to safe, quality patient care and friendly service to the patients and community.

2. Fosters a participatory organization climate that is open, positive, reinforcing, and supportive to employees.
3. Promotes a culture of high performance and continuous improvement that values learning, commitment to quality and collaboration.
4. Serves as an advocate and chief spokesperson for the department, utilizing honest, transparent and consistent communication.
5. Works effectively and collaborates with others to achieve shared goals with others in a tactful and respectful manner.
6. Demonstrates leadership, integrity, and courage by making and supporting decisions that support the organization's mission and goals.

Accountability:

1. Establishes standards and clear expectations in all areas – job performance, training, continuing education, certifications, conduct, and adherence to department and organizational values.
2. Holds self and staff accountable in a consistent and respectful manner.
3. Promotes effective actions for positive employee behavioral change and demonstrates decisiveness and fairness when determining discipline.
4. Completes multiple projects while keeping focus on constant improvement to current programs.

Interpersonal Skills:

1. Empowers employees to achieve their highest success through fostering a team environment where respect and appreciation are promoted and valued.
2. Effectively communicates with a high level of trustworthiness, diplomacy, courtesy, and tact at all times.
3. Treats people with respect and individuality and is fair and equitable in all interactions.
4. Exhibits excellent problem-solving and conflict management skills using sound and fair judgement in a calm and professional manner.
5. Demonstrates adaptability and flexibility in relationships, situational issues, and when new information becomes available.
6. Is able to work productively in a high-pressure, unpredictable, and stressful work environment, bringing a positive attitude and problem-solving approach.
7. Demonstrates ability to effectively manage projects and prepares plans, spreadsheets, and reports on the same.
8. Demonstrates excellent ability to self-manage, organize, prioritize work and meet deadlines.

Vision:

1. Clearly articulates and demonstrates the department's vision, mission, and goals in everyday actions.
2. Ensures strategic goals are clearly aligned with the mission and values of the organization.
3. Promotes and leads organizational change in a positive and productive manner.
4. Applies innovative and creative thinking to constantly improve the organization, welcomes and implements new and cutting edge programs and processes
5. Actively seeks out inventive ways to implement cutting edge programs to better meet the needs of the community.

Human Resource Management:

1. Responsible for maintaining a culture that exhibits professionalism, positivity, and efficiency where all members of the department have equal opportunity to succeed.
2. Provides opportunities for staff development and cross-training as needed.

3. Oversight of individual employee evaluations and performance improvement plans based on field performance and management observations.
4. Shares organizational priorities with all staff members.
5. Conducts timely and informative meetings with department staff emphasizing open and truthful communication.
6. Responsible for oversight of recruiting, interviewing, and fair selection for new staff and works hand-in-hand with HR to ensure positions are filled quickly with quality candidates.
7. Ensures that problems identified are addressed per policy and in a timely manner.
8. Is responsible to assure that all department staff have accurate and current job descriptions.
9. Schedules staffing for effective and efficient delivery of services.
10. Demonstrates commitment and sensitivity to diversity, cultural, gender, and sexual preference, religious and other individual differences and adapts behavior and communication to accommodate these differences.
11. Ensures all department personnel:
 - a. Complete required orientation programs
 - b. Receive specific department training by the department manager or his/her designee
 - c. Are assessed periodically for training/education needs
 - d. Participate in department meetings or other meetings to understand current goals of PSMC, inter-departmental matters, policies and procedures, etc.
 - e. Participate in education trainings/programs and staff meetings

Strategic Planning and Development:

1. Establishes annual strategic and operational goals and objectives in conjunction with departmental managers assuring consistency with PSMC's mission and strategic plan.
2. Develops short-term and long-term plans in conjunction with employees that inspire motivation and cooperation.
3. Identifies potential opportunities for clinical and educational service expansion

Fiscal Management:

1. Develops and demonstrates an understanding of budgetary principles and is accountable for the fiscal management of all department operations.
2. Prepares and proposes department budgets balancing the broad needs of the organization, the need to operate an effective department, and budget limitations.
3. Prepares and proposes a department capital replacement plan.
4. Implements and monitors the approved department budget.
5. Plans and forecasts trends impacting department budgets including capital and technology needs.
6. Communicates budget to department personnel and supporting service departments.
7. Monitors budget variances and initiates corrective action as needed.
8. Monitors and provides accurate timekeeping and submits payroll in a timely manner.
9. Utilizes the general ledger effectively (currently Multiview)
10. Participates in grant processes as required.

Standards and Compliance:

1. Ensures department compliance with all applicable federal, state, and local regulations including Appendix W
2. Monitors compliance with policies and procedures and initiates corrective measures in a timely manner, as required.
3. Possesses the knowledge and ensures adherence to industry and regulatory practices to ensure environmental protection and worker safety.

4. Assures effective guidelines, protocols, and department policies are develop, interpreted for personnel, enforced, and timely updated in the policy manager system. Maintains the department in a state of readiness for unannounced licensing surveys.
5. Regularly holds department meetings and maintains an organized record of agenda and minutes for such department meetings.
6. Maintains confidentiality of all material that he/she comes in contact with in performing his/her duties and follows all HIPAA regulations.
7. Report, investigate, and respond to all variance reports in the variance software program.

Meeting/Committee Participation:

1. Daily management huddle
2. Manager/Director meetings
3. Others as assigned.

Department Specific Duties:

1. Manage all aspects of daily operations of the infusion services department.
2. Communicates with staff any pertinent information needed to perform their duties.
3. Acts as a resource to staff.
4. Works with precertification, registration, billing, lab, and materials to assure that any issues are dealt with in a timely manner.
5. Provides data and presents monthly statistical reports to Director of Pharmacy and Oncology.
6. Help develop and successfully meet department Key Performance Indicators.
7. Assists the Director of Pharmacy and Oncology in the implementation of performance improvement projects.
8. Maintains a basic understanding of CPT codes and infusion charge processes and reviews infusion charges for accuracy.
9. Serves as a liaison between infusion staff and outside departments/providers to ensure employee and patient needs are met.
10. Responsible for ensuring quality risk management events, patient complaints, employee exposure or injuries are reported per PSMC policy.
11. Acts as super user for EHR and works collaboratively with Informatics Department to improve and disseminate workflow changes to staff.
12. Monitors and directs daily work assignments and priorities for all assigned staff.
13. Actively participates and directs department needs for the recruitment, training, and retention of staff.
14. Completes annual evaluations for all assigned staff.
15. Demonstrates the ability to perform age specific nursing care by reviewing History & Physical (H&P) and performing a nursing assessment identifying potential patient problems and performs nursing care according to policy.
16. Utilizes findings from the assessment to form a plan of care and follows through with discharge patient education.
17. Provides ongoing patient education.
18. Utilizes the National Patient Safety Goals in patient care.
19. Responsible for chart prep including order verification, assuring insurance auth has been obtained, and lab orders.
20. Responsible for scheduling patients.
21. Responsible for triaging patient phone calls and responding to portal messages.
22. Participates in coordination of care by bringing any concerns to Director of Pharmacy and Oncology.

23. Reviews all provider orders associated with an infusion encounter and enter orders into electronic health record as needed.
24. Communicates effectively with ordering provider to ensure that all orders are accurate and complete.
25. Communicates with Precertification personnel to make sure all orders have passed medical necessity or have obtained prior authorization from patient's health insurance prior to administration.
26. Demonstrates evidence-based care and the maintenance of access devise used in the oncology population.
27. Performs Injections and IV therapy (IV starts, PICC line/Port access) utilizing aseptic technique, appropriate dose calculations, operates infusion pumps, and documents in the medical record appropriately.
28. Administers medications according to pharmacy guidelines and per PSMC policy as applicable.
29. Researches each medication to be given and knows the appropriate doses, times to be infused, side effects, etc.
30. Administers chemotherapy/biotherapy per Oncology Nursing Society Guidelines and dons appropriate personal protective equipment (PPE).
31. Applies evidence-based clinical practice guidelines, symptom management tools, standards, and protocols in patient evaluation and care.
32. Demonstrates knowledge of treatment modalities used in cancer care.
33. Implements symptom management and monitoring parameters based on selected therapy.
34. The nurse will utilize resources such as Lexicomp, Nursing Drug Handbooks, and PSMC pharmacist.
35. Performs blood transfusions according to provider orders and hospital protocol.
36. Performs therapeutic phlebotomy according to protocol.
37. Utilize eFax to process faxes.
38. Able to scan records into patient charts.
39. Participates in department inventory process every 6 months.
40. Checks voice mails and EHR message groups and responds as appropriate.
41. Uses approved abbreviations. Refer to PSMC policy: Abbreviations in the Medical Record.
42. Must be able to communicate with patients in a positive, polite manner and act as a patient advocate.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Manager	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by the employer or me at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations that would prevent me from performing these functions with or without

accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.

- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)