

EMPLOYEE NAME: _____

**Position Description
University of Wisconsin Hospital and Clinics**

University of Wisconsin Hospital and Clinics is committed to the highest standard of Customer Relations principles for its patients, visitors and fellow staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors and fellow staff members

DEPT: Emergency Department

WORKING TITLE: Pediatric Emergency Care Coordinator

REPORTS TO: Clinical Nurse Manager, Emergency Department

COST CENTER: 1801

FLSA STATUS: Exempt

DATE: August 1, 2009

POSITION SUMMARY:

The Pediatric Emergency Care Coordinator (PECC) is a registered nurse who is accountable for the effective coordination of pediatric patients/families in the Emergency Department. The PECC oversees the program of care for pediatric patients in the Emergency Department and is also a strong resource and role model to Emergency Department staff in regard to the direct provision of pediatric emergency care. The PECC works in close collaboration with the Medical Director for Pediatric Emergency Medicine, Emergency Department leadership as well as members of Pediatrics and Pediatric Nursing with the vision of providing the best pediatric emergency care in the area and the goal of a free-standing pediatric emergency department in the future.

The PECC is an active member of the interdisciplinary team and collaborates in the development, execution and evaluation of the interdisciplinary plan of care. He/She considers factors related to ethics, safety, effectiveness and cost in planing and delivering care.

The PECC establishes goals and strategies for meeting the continuing care needs of the pediatric emergency patient, family, and/or other care provider. He/She provides care in collaboration with other nursing staff members.

The PECC utilizes research findings and evidence based practice to further improve the program of care for the pediatric emergency patient population. He/She demonstrates knowledge of, leads and participates in improving organizational performance activities. The nurse coordinator acquires and maintains knowledge in pediatric emergency nursing practice and assumes responsibility for the professional development of self, other nursing staff and students.

The PECC works with the interdisciplinary team to assure that systems of care are in place for patients to move across the continuum of care. This includes development of patient care protocols, order sets, and systems that allow care to take place in an effective and efficient manner. The PECC also puts systems in place to evaluate the effectiveness of patient care.

The PECC provides direct patient care to pediatric patients in the emergency department.

CORE ORGANIZATIONAL COMPETENCIES

Technical Skill: Incumbent performs his/her job demonstrating technical ability, understanding of job expectations and compliance with organizational policies and procedures. The incumbent performs the following **job responsibilities:**

70% A. Clinical Practice and Leadership

1. Works with nursing and medical staff to identify issues of concern and solve problems in caring for the pediatric emergency patient.
2. Enforces adherence to hospital and department policies and procedures.
3. Collaborates with nursing staff to develop nursing standards of care for pediatric emergency patients.
4. Serves as a role model to other nursing personnel by demonstrating effective direct patient care, leadership and professional behavior.
5. Serves as liaison to appropriate in-hospital and out-of-hospital pediatric care committees.
6. Serves as liaison to inpatient nursing as well as to referring hospitals as appropriate, EMS agencies, primary care providers and any other medical resources needed to integrate services for the continuum of care of the pediatric emergency patient in conjunction with UWHC ED leadership.
7. Supports program growth and development with concurrent benchmarking of best practice and outreach education.
8. Oversees the stocking and monitoring of pediatric equipment and medication availability.

20% C. Maintenance of Quality Care

1. Leads the development of policies and procedures for the care of the pediatric emergency patient. Assures these policies are approved and periodically reviewed by the appropriate committee.
2. Develops, maintains, and evaluates emergency pediatric patient care standards for the Emergency Department.
3. Monitors nursing activities related to pediatric emergency patient care.
4. Coordinates medical and nursing management of pediatric emergency patient care in the emergency department.
5. Acts as a consultant and clinical resource to Emergency Department staff through provision of patient care and coordination of care.
6. Serves as role model, demonstrating effective patient care leadership and professional behavior.
7. Supports patient advocacy and the patient's Bill of Rights.

10% D. Education/Outreach

1. Provides assistance and support for pediatric education of out-of-hospital providers affiliated with the ED.
2. Facilitates ED nursing continuing education in pediatrics and provide orientation for new staff members.
3. Supports and/or participates in research programs approved by the Hospital and the University.
4. Participates in patient, family and staff teaching.
5. Collaborates with clinic instructors and faculty in planning, guiding, and evaluating medical and/or nursing student's clinical experience.
6. Supports and/or participates in community outreach programs.
7. Develops appropriate written patient education materials.
8. Interprets and supports the philosophy, objectives, policies and procedures which guide personnel, patients, and the public.

9. Creates an environment in which staff learning is supported and stimulated.

Patient Safety: Incumbent is committed to and performs the highest standards of patient safety. Incumbent will demonstrate prescribed operating procedures to ensure the highest level of patient care and service.

Teamwork: Incumbent is expected to participate as a member of Ambulatory Services sharing mutual goals and a common mission. Incumbent will demonstrate respect and cooperative relationships in fulfilling the goals and mission of UWHC and UWCCC and this position.

Communication: Incumbent will demonstrate good interpersonal skills with all whom they interact including other hospital staff, visitors, and most importantly, patients and their family members. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Incumbent must effectively send, receive, and respond to information ensuring a high level of patient care and service.

Initiative: Incumbent is committed to and performs quality work contributing to quality patient care. Incumbent assumes responsibility and accountability for his/her actions. To meet the challenges of a changing environment, incumbent is timely in meeting his/her job responsibilities and strives to provide excellent customer service. Incumbent values accomplishments and shows enthusiasm and pride in the hospital. Incumbent demonstrates a self-directed work effort that confirms the ability to recognize personal strengths and weaknesses. Incumbent is expected to develop goals for professional growth and strive to achieve those goals.

Customer Service: Incumbent is expected to demonstrate a commitment to courteous, sincere, and sensitive customer service. Incumbent will present a positive and caring attitude in all interactions with patients, visitors, and staff. Incumbent is patient, tolerant, and accepts diversity. Incumbent presents a positive image of themselves and of the hospital in all personal and telephone interactions.

Quality Improvement: Incumbent demonstrates a commitment to quality and excellence. Problems are solved through critical evaluation of data based information and continuous improvement efforts that lead to effective quality-based outcomes. Incumbent is expected to be able to accurately identify and diagnose an issue, identify alternatives, implement a plan, evaluate and communicate results.

POSITION SPECIFIC COMPETENCY(S)

Clinical Skill: See above

Age groups served:

Possesses knowledge and skills required to effectively care for patients in the following age groups:

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|----------|------------------------------------|----------|------------------------------------|
| X | Infants (Birth - 11 months) | X | Toddlers (1 - 3 years) |
| X | Preschool (4-5 years) | X | School Age (6-12 years) |
| X | Adolescents (13-19 years) | X | Young Adult (20-40 years) |
| | Middle Adult (41-65 years) | | Older Adult (Over 65 years) |

Demonstrated ability as outlined on age-specific orientation competencies. Refer to annual performance appraisal that includes performance criteria.

MINIMUM QUALIFICATIONS:

1. Registration as a professional nurse in the state of Wisconsin
2. Four years relevant emergency/ critical care experience and pediatric clinical experience within a children’s hospital required; Three years relevant pediatric emergency nursing experience within a children’s hospital preferred;
3. BSN required, Master’s Degree strongly preferred.
4. CPR certification, ENPC and/or PALS verification required, TNCC verification preferred.
5. Knowledge regarding quality improvement and standards of care within practice area.
6. Experience in teaching patient and families
7. Excellent communication and organizational skills.
8. Special interest, knowledge, and skill in emergency care and resuscitation of infants and children.

WORK SCHEDULE:

Monday – Friday, with hours between 7 AM – 11:30 PM. Hours are flexible.

FTE PERCENT: 50%

Employee Signature _____ **Date:** _____

I have read and understand that the statements above are a description of the functions assigned my position.

Supervisor Signature _____ **Date:** _____

Attach Organizational Chart

Job descriptions represent a general outline of job duties, functions, and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

It is UWHC’s policy to base hiring decisions solely on an individual’s ability to perform essential job functions. Persons with disabilities are eligible for this position provided they could perform those functions with reasonable accommodation.

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