

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date	
Employee Name		Division Standards Compliance Department			
Position No / Agency-Unit-Class-Serial 502-304-8096-XXX		Unit Quality Improvement Section			
Class Title Supervising Registered Nurse (Safety) Quality Improvement Manager		Location Department of State Hospitals - Patton			
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CBID S17	Work Week Group: 2	Pay Differential	Other
<p>Briefly describe the position's organizational setting and major functions: Under the administration direction of the Standards Compliance Director and clinical direction of the Nurse Administrator, the Supervising Registered Nurse (SRN) is responsible for the administrative and clinical supervision of nursing staff and analysts within the Quality Improvement section. The SRN is responsible for the overall management and supervision of an organized nursing unit/department on a 24-hour basis in a State hospital providing care to forensic patients, who are developmentally or mentally disordered offenders; is responsible for the nursing care and practices of an organized nursing unit or equivalent responsibility for a nursing service; plans, implements, evaluates, and provides for continuity of forensic patient care; works with other disciplines to integrate nursing services to provide a total treatment program; and teaches, plans, directs, supervises, and evaluates nursing personnel.</p> <p>If assigned the incumbent may perform the responsibility of custody responsibilities, observes and intervenes in instances of disruptive or assaultive behavior; supervises and, as needed, assists subordinate staff in: the counting, distributing, and accounting of all utensils to prevent their use as weapons; inspecting forensic patients' mail and living areas for hazardous contraband; inspecting facility to identify security breaches that could lead to forensic client, patient, or inmate escape; observing and intervening in forensic client, patient, or inmate behavior that may signal an impending escape attempt; and escorting forensic clients, patients, or inmates to other areas of the facility. Exercises supervision of nursing staff, recruits and assigns or recommends assignments of nurses and technicians. Duties include but are not limited to:</p>					
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%.				
30%	<p><u>Quality Improvement Responsibility</u></p> <ul style="list-style-type: none"> • Ensures the efficient and effective operation of the Quality Improvement section of Standards Compliance. • Supervises the hospital-wide nursing/medical audits, Nursing Plan of Care, Medical Conditions, PRN Pain Medication, Routine Pain 				

	<p>Medication, Seclusion, Restraint, Temporary Conditions, Nursing PT Weekly Notes, Nursing RN Monthly Notes, RN Physical Change in Status, Annual Assessments, and Annual Health and Physical (H&P) Audit.</p> <ul style="list-style-type: none"> • Monitors, evaluates, and supervises audits on various hospital issues. Develops and/or revises audit tools to ensure key data is captured for the hospitals. Reviews audit drill-down data to ensure timelines, quantity, and quality compliance. Ensures inter-rater reliability for all audits conducted. • Reviews appropriate data monitor collection of Key Indicators and Triggers, NRI Oryx Data, and Senate Bill 130 (SB130) Use of Seclusion and Behavioral Restraints external reports. • Serves as a project lead and prepares clear, concise, and comprehensive managerial reports. Maintains comprehensive and accurate documentation files. • Monitors various processes in support of performance improvement. • Advises on policy matters related to quality improvement and regulatory agencies. Develops policy language and makes program and policy recommendations.
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<p>30%</p>	<p><u>Regulatory Compliance</u></p> <ul style="list-style-type: none"> • Coordinates, tracks, and audits compliance with outside regulatory agencies including The Joint Commission (TJC) and California Department of Public Health (CDPH). Ensures compliance with Title 22 Licensing Regulations. • Researches and interprets standards/regulations and assess their impact on the facility. Interprets hospital policies, Administrative Letters, Nursing Policy and Procedures, and Administrative Directives. • Serves as an expert consultant on all applicable State, Federal, and voluntary standards, rules, regulations and public laws governing the operation of health care facilities, and on their interpretation, application and implementation. • Coordinates and conducts CDPH and TJC Licensure Surveys preparation activities, assigns escorts, provides chart review, and conducts tours in secured treatment areas including patient living quarters. • Consults with program management, designs, and implement plans of corrections (POC) for deficiencies and citations. Ensures follow-up of POC objectives are satisfied. • Facilitates requests for information/interviews from CDPH unannounced independent evaluators. • Prepares and submits requests to CDPH for any changes in licensing category or room designation and maintenance of all records necessary regarding licensure, licensed bed count, and room designations. Corresponds with CDPH until requests are concluded. • Provides semi-annual aggregated data to the Standards Compliance Director for Governing Body Reports.
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	<ul style="list-style-type: none"> • Assists in responding to TJC complaints. • Assists TJC Coordinator in the development of Mock Tracers.
30%	<p><u>Personnel Management and Supervision</u></p> <ul style="list-style-type: none"> • Directly supervises administrative and clinical personnel within the Quality Improvement Section of the Standards Compliance Department. • Is responsible for the consistent implementation of department policies and procedures and all legal requirements to ensure that staff are working at full potential. • Participates in the recruitment, interview, selection, orientation, and assignment of new personnel. Monitors productivity and quality standards and educates staff accordingly. Reviews performance of staff and recommends appropriate action, which may include commendations, disciplinary actions, responses to employer/employee relations, and/or other administrative response. • Assures nursing staff maintain compliance with mandatory training and professional licensing requirements. • Completes quarterly review of unscheduled time-off usage for staff and takes appropriate action. • Assess staff training needs and develop and implement pertinent training for staff to enhance job skills and promote competency. Provides assignments and opportunities that encourage staff development and upward mobility. Ensures staff compliance with all the mandatory training requirements. • Assures compliance with Equal Employment Opportunity rules and regulations and assures conformance with labor contracts. • Supervises Risk Management Coordinator and provides consultation to the Nursing Performance Improvement Coordinator on the analysis and recommendations of the monitoring data.
10%	<p><u>Interpersonal Relationship and Leadership</u></p> <ul style="list-style-type: none"> • Fosters a positive and productive work environment. • Interacts with all levels of management, supervisors, and employees, within the department and agency on a regular basis. • Formulates, implements, and recommends policy in a variety of functional areas. • May represent the Standards Compliance Director or designee in committee meetings and serves as liaison on policy matters. • Acts as Standards Compliance (SC) Director as needed. • Represents Standards Compliance in attending hospital-wide meetings and provides feedback to management, including Nurse Executive Committee. • Establishes, communicates, and implements department goals and objectives. • Provides leadership that develops and trains staff for current and future work assignments.

	<ul style="list-style-type: none"> Promotes effective teamwork, conducts meetings, develops efficient lines of communication, and supports positive staff morale.
Other Information	<ol style="list-style-type: none"> SUPERVISION RECEIVED: The SRN is under the administrative direction of the Standards Compliance Director and clinical supervision of the Nurse Administrator. SUPERVISION EXERCISED: The SRN supervises the nursing staff assigned to the Standards Compliance Department and three Associate Governmental Program Analysts KNOWLEDGE AND ABILITIES: <p>KNOWLEDGE OF: Professional nursing principles and techniques; medical terminology; hospital routine and equipment; and medicines and narcotics. Techniques of effective supervision; unit management; the interrelationships of all treatment activities in a hospital setting; the department's Equal Employment Opportunity objectives; a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet affirmative action objectives.</p> <p>ABILITY TO: Apply nursing techniques; observe and record symptoms and behavior; keep records and prepare reports; gain the interest, respect, and cooperation of clients; and plan, organize, and direct the work of others. Affectively contribute to the department's Equal Employment Opportunity objectives.</p> REQUIRED COMPETENCIES: <p>INFECTION CONTROL: Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.</p> <p>HEALTH AND SAFETY: Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.</p> <p>CPR: Maintains current certification.</p> <p>AGE SPECIFIC: Provides services commensurate with age of patients / clients being served. Demonstrates knowledge of growth and development of the following age categories: <input checked="" type="checkbox"/> Young Adult (18-29) <input checked="" type="checkbox"/> Early Adult (30-50) <input checked="" type="checkbox"/> Late Adult (51-79) <input checked="" type="checkbox"/> Geriatric 80+)</p> <p>THERAPEUTIC STRATEGY INTERVENTION (TSI) / THERAPEUTIC OPTIONS (TO): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior in accordance with policy.</p>

CULTURAL AWARENESS: Demonstrate awareness to multicultural issues in the workplace that enable the employee to work effectively.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

SITE SPECIFIC COMPETENCIES: Knowledge of Title 22 Licensing Regulations and TJC Standards. Ability to interpret and apply State and Federal regulatory agencies requirements and analyzes how those requirements affect hospital functions; follow directions; keep appropriate records; disseminate information clearly and concisely to staff and the public; establish and maintain effective relations with all levels of hospital staff; communicate effectively; and prepare clear and concise reports.

Fundamental of nursing care; apply basic nursing knowledge, skills and attitudes; general behavioral and psychiatric procedures; client/patient behavior and mental health principles and techniques involved in the care and treatment of individuals or groups of mentally disordered clients/patients; establish effective therapeutic relationships with mentally disordered clients/patients; work with a treatment team to provide occupational, recreational, vocational, and educational therapy programs for clients/patients; custody procedures; apply sound judgment for situations including the protection of persons and property; recognize symptoms requiring medical or psychiatric attention; think and act quickly in emergencies; current first aid methods; medical terminology; pharmacology; cardiopulmonary resuscitation; management of assaultive behavior techniques; hospital procedures.

TECHNICAL PROFICIENCY (SITE SPECIFIC): Working knowledge of commonly used office material/equipment; proficiency in development and use of automated reports, spreadsheets, and databases; proficiency in use of Microsoft Office (Excel, Word, PowerPoint, and Outlook), Adobe, SharePoint, Microsoft Teams, and WebEx; knowledge of Tableau, WatchDox, PLATO Software, Medical Conditions Database, and WaRMSS System.

5. LICENSE OR CERTIFICATION: It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Service. Employees in this classification must:

Possess the legal requirements to practice as a Registered Nurse.

6. TRAINING: Training Category = Discipline Specific RN. The employee is required to keep current with the completion of all required training.

7. WORKING CONDITIONS:

The employee is designated as a Work Week Group E (Exempt) employee. As an exempt employee, the employee may work weeks of longer or shorter duration and may be required to work any shift and

schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties.

- Adhere to their designated work schedule and follow procedures for reporting absences or tardies.
- Maintain a professional appearance according to hospital policy.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients and the public.
- Comply with hospital policies and procedures.
- Enter patient occupied areas in all weather conditions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisors Signature

Date

Reviewing Officer Signature

Date

