



**Job Code:** 9298

**Grade:** FA

**HCWR:** N

**Job Title**

Patient Care Support Nurse

**Department**

Nursing

**Job Summary**

The Patient Care Support Nurse is a registered professional nurse (RN) who is responsible and accountable for providing and coordinating safe, effective individualized nursing care to patients and supportive care to significant others. Assesses patient's needs, implements, and evaluates nursing care according to established professional standards of care. The Patient Care Support Nurse is responsible for collaborating with the multidisciplinary team in all assigned units to facilitate and expedite patient flow and throughput, including admissions, transfers, and discharges. This position is also responsible for supporting staff RNs in the assigned units with clinical skills, patient care, and other tasks and must be continually flexible to receive and enact on assignments to provide relief to staff RNs related to emergencies and coverage for lunch and breaks and rounding. The Patient Care Support Nurse reports to the Staffing and Workforce management office to receive unit assignments and collaborates with the Unit Director/ Managers/Charge nurse throughout their shift, to support the continuity of care throughout Cook County Health (CCH).

**Typical Duties**

- Receives notification from Staffing Office of daily assigned unit location and is assigned primarily to designated Department and responsible to take assignment within departmental units to provide nursing care.
- Assists with patient care tasks within their designated clinical specialties, but when appropriate may also assist with nursing care tasks within their clinical competencies that emerge on other units on a temporary basis.
- May receive assignments to multiple units within the shift, within their primary department depending on patient care needs and performs all duties appropriate for a nurse within that department.
- May accompany patients awaiting a bed or transfer to the unit or testing area if monitoring or nursing care is required during the transition or testing.
- Identifies, plans, and cares for the total needs of patients taking into consideration the age-specific needs of patients served in assigned area of responsibility as assigned.
- Performs initial and ongoing assessment/data collection that includes consideration of biophysical, psychosocial, environmental, self-care, educational, and discharges planning factors systematically.
- Applies principles of infection control and safety.
- Performs the technical aspects of care according to established practice standards (Procedures, treatments, IV/Blood administration, medication administration).
- Demonstrates competency with inserting IVs and phlebotomy.
- Communicates pertinent information to patients, physicians, nurses, and other healthcare team members as appropriate.
- Formulates and updates an individualized plan of care based on the patient's assessed needs, desired outcome, and consideration of age-related requirements.
- Records accurately, concisely, and legibly in black ink or the electronic medical record the



### **Typical Duties**

following information: assessment, medication, tolerance of procedures, reassessment, and plan of care, interventions, and patient's responses and changes in patient condition and outcomes.

- Operates equipment correctly and safely necessary for providing patient care including monitors, ventilator care, IV pumps, and the like.
- Implements care in a knowledgeable, skillful, and safe manner based on established patient and nursing practice standards.
- Evaluates effectiveness of care and revise interventions as appropriate.
- Develops, implements, and evaluates educational services/programs for patients.
- Must be willing to work with patients receiving care for termination of pregnancy - pre procedure, during procedure and post procedure in Labor & Delivery and Obstetrics units.
- Makes appropriate and timely decisions in a crisis or emergency.
- Must be able to listen and respond to changes in assignments efficiently and ensure a safe handoff of patient care. Willing to be flexible in accepting assignments.
- Ensures appropriate and timely handoff communication to other staff nurses and charge nurses at shift change and assignment change to ensure continuous safe care.
- Demonstrates ability to communicate accurately, clearly, and concisely, orally written and electronically.
- Demonstrates caring and respect in verbal/nonverbal communications with patients, family members, and other team members.
- Demonstrates awareness of patient/family rights and ethical and legal issues.
- Provides general direction, guidance, and coordination of patient care given by other levels of nursing staff.
- Applies knowledge of standard operating policies and procedures, including operating equipment safely and necessary for providing patient care.
- Participates in staff orientation and staff development activities for the unit.
- Utilizes scheduling system to view and request assignment changes and time off. Responsible to update competencies and certifications. Communicates need for schedule changes/ inability to complete shift to staffing office immediately and per policy.
- Performs or directs cardiopulmonary resuscitation and other lifesaving interventions.
- Renews professional license promptly.
- Completes required competencies promptly.
- Maintains certification/ competencies as required in special areas of practice.
- Participates in quality improvement activities
- Performs other duties as assigned.

### **Minimum Qualifications**

- Licensed as a Registered Professional Nurse in the State of Illinois or the ability to obtain license two weeks prior to starting employment
- Current experience inserting IVs and performing phlebotomy
- Current Basic Life Support (BLS) certification through the American Heart Association
- Additional minimum qualifications required based on department assignment include:
- Med/Surg
- One (1) year of nursing experience in Medical/Surgical or Critical Care within the last three (3) years



**Minimum Qualifications**

- Critical Care/ICU
- One (1) year of nursing experience in Critical Care within the last three (3) years
- Current Advanced Cardiovascular Life Support (ACLS) certification through the American Heart Association
- Labor, Delivery, Recovery and Observation
- One (1) year of Labor & Delivery nursing experience within an acute care setting.
- Current Advanced Cardiovascular Life Support (ACLS) Certification
- Current Neonatal Resuscitation (NRP) certification or ability to obtain certification within three (3) months of starting employment
- Neonatal ICU and Pediatric ICU Positions
- One (1) year of Pediatric or Med/Surg Nursing experience in an acute care setting.
- Current Pediatric Advanced Life Support (PALS) certification or ability to obtain btain within 3 months of hire.
- Must possess an active Neonatal Resuscitation (NRP) certification or be able to obtain certification within three (3) months of hire.

**Preferred Qualifications**

- Bachelors of Science in Nursing from an accredited college or university
- One (1) year of nursing experience within the last three years in two or more of the following primary areas: Medical/ Surgical, Telemetry, Step down, Critical Care, Emergency Department, PACU, Ambulatory Procedures, Perioperative Services, Maternal Child, Labor and Delivery, Pediatric Intensive Care and Neonatal Intensive Care.
- Prior experience reading and interpreting EKG strips
- Chemotherapy Certification
- PICC Line Certification
- Bilingual

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of emergency procedures (i.e., fire/evacuation internal/external disaster plans)
- Knowledge of standard operating policies and procedures, including emergency decontamination procedures
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Emergency response skills
- Accurate mathematical skills to calculate medications levels using weight, age, etc.
- Ability to apply the nursing process and utilize technical skills for patient care delivery
- Ability to make decisions under pressure
- Demonstrate attention to detail, accuracy and precision
- Demonstrates awareness of patient/family rights and ethical/legal issues
- Demonstrates knowledge of and rationale for the safe use of equipment
- Demonstrates an ability to effectively utilize the nursing process as a basis for delivery of patient care



**Knowledge, Skills, Abilities and Other Characteristics**

- Demonstrates knowledge in the current use of all forms and reports required in the day-to-day operation of the unit
- Demonstrates responsibility for professional growth and development in maintaining competency in nursing practice
- Demonstrates accountability and collaborative practice with co-workers, other disciplines, and departments.
- Demonstrates accountability for professional growth and job performance by seeking opportunities to enhance job skills and knowledge.
- Maintains and advances the professional image of nursing and the practice of professional nursing
- Works collaboratively with all hospital services to accomplish daily work and maintain an environment of excellence.
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**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**