

## ***POSITION DESCRIPTION***

**TITLE:** **Palliative Care / Pain Management Nurse Coordinator**

<b>Job Code:</b>	<b>5754</b>	<b>Department:</b>	<b>Cancer Center, Paoli Hospital</b>
<b>FLSA Status:</b>	<b>Non-exempt</b>	<b>Reports To:</b>	<b>Cancer Center Manager, Paoli Hospital</b>
<b>Direct Reports:</b>	<b>N/A</b>		

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**Approval - Department**

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**Approval - Human Resources**

### **JOB SUMMARY:**

In collaboration with the multidisciplinary healthcare team, the Palliative Care / Pain Management Nurse Coordinator functions with the goal of increased quality of care for seriously ill, hospitalized patients and their families. This is accomplished through expert palliative care and pain management nursing practice in the areas of caregiving, coordination, consultation, education, research, and administration. The Palliative Care / Pain Management Nurse Coordinator is responsible and accountable for the provision of educational opportunities to promote an optimal level of knowledge and performance skills for Nursing personnel to enhance the quality of patient care. Educational information/programs are developed and maintained for all MLH system nursing employees, the community and students affiliating within the Main Line Health system. The Palliative Care / Pain Management Nurse Coordinator develops, institutes and maintains patient/family education and support material/programs as appropriate. Utilizing the principles of growth and development over the life span, the Nurse Consultant will demonstrate knowledge and skills necessary to provide/teach age appropriate care within the assigned clinical areas.

The Palliative Care / Pain Management Nurse Coordinator is responsible for the development and growth of the Palliative Care / Pain Management Program at Paoli Hospital. Functions as a consultant, clinician and mentor in the delivery and evaluation of palliative care and pain management services to hospitalized patients.

### ***Essential Accountabilities:***

#### **I. Clinician**

- A. Functions as a mentor to nursing staff.
- B. Makes rounds on patients in appropriate clinical/service areas to access care needs.
- C. Plans, implements, coordinates, and evaluates the care for hospitalized patients with advanced care needs. Respond to palliative care and pain management consultation requests. Assess, plan, communicate recommendations and evaluate management of the patient's pain and other symptoms:
  1. complete detailed symptom assessment
  2. consult appropriate resources (ie, social work, case management, physicians, pastoral

- care, pharmacy, etc) as needed
  - 3. collaborates closely with pharmacy when recommending pharmacological treatment for pain and symptoms management
  - 4. recommends non-pharmacological treatments as appropriate
  - 5. communicate recommendations to primary care physician, consultants as appropriate, and nursing staff
  - 6. evaluate effectiveness of interventions and make adjustments/recommendations to plan as appropriate
  - 7. provide support and education to patient and family
  - 8. follow patient until discharge
  - 9. document in the patient care record
- D.
- 1. Demonstrates an understanding of basic principles of physical and psychosocial assessment related to adult development.
  - 2. Confers with appropriate team members regarding actual/potential health care needs.
  - 3. Provides direct care for patients with complex needs in collaboration with staff.
  - 4. Follows patient/families through/across departmental lines as appropriate to that individual's care needs.
  - 5. Accepts and initiates referrals to appropriate departments in the institution or outside as appropriate for follow-up care.
  - 6. Coordinates family meetings among the patient, family and healthcare team to discuss goals of care
- E. Assures that all patients are treated with respect and consideration, that their right to treatment or service is respected, that confidentiality, privacy and security are maintained, and that they are involved in all aspects of their care.
- F. Maintains confidentiality, security and integrity of data and information.
- G. Demonstrates ability to assess, interpret and provide interventions based on age specific data.
- H. Demonstrates knowledge for geriatric and adult patients:
- of skills to provide appropriate patient care
  - principles of growth and development over the life span
  - of mandated reporting laws
  - of ethnic, religious and cultural impact in the diagnosis and treatment of chronic
- I. Participates in rounds with multidisciplinary team.
- J. Acts as a change agent through formulation of new protocols.
- K. Formulates, interprets, and implements policy, procedures, and standards.
- L. Acts as a resource person for staff to problem-solve potential complications that might arise in relation to specific therapies, ethical issues and complex decision making.
- M. Works collaboratively with other healthcare team members to provide comprehensive and consistent treatment for the palliative care patient.
- N. Applies palliative care and pain management research findings to patient care.
- O. Assists with developing policies and procedures related to palliative care and pain management.
- P. Develop data tools and utilize chart audits to assure clinical, financial and quality metrics are met
- Q. Participates in the monitoring and evaluation of indicators related to symptom management for quality assessment and performance improvement.
- R. Maintains Palliative Care Reference materials for nursing staff.
- S. Collaborates with Patient Care Managers, Supervisors and Clinical Educators in identifying patient needs as well as staff needs in palliative care nursing and provides ongoing programs

as needed.

T. Works to identify budgetary requirements of palliative care program

U. Participates in related committees as appropriate.

## II. Education

A. Works both independently and with other health care disciplines/departments in developing, implementing, and evaluating palliative care and pain management programs for patients, nursing, and community education.

1. Provides education to patients in areas of expertise.

2. Maximizes opportunities in the clinical setting for informal education of staff, patients, and families.

3. Acts as a resource person for outside institutions and patients following discharge.

4. Provides formal inservice education within the institution.

5. Provides continuing education outside the institution as appropriate.

B. Introduces nursing practice innovations and educates staff and other disciplines (as appropriate) re: same.

C. Seeks opportunities to participate in related community educational activities.

D. Serves as a clinical preceptor for undergraduate and graduate nursing students or others as appropriate.

E. Provides education to MLH affiliates as appropriate.

G. Develops and maintains a unit based orientation program, including cultural competencies of the population served, in conjunction with staff development, and unit preceptors.

## III. CONSULTANT

A. Collaborates with nursing councils on decisions affecting patient care and in establishing goals and priorities of clinical practice.

B. Participates as requested on nursing and multidisciplinary committees.

C. Accepts appropriate consultative requests for assistance to nursing staff, patients, and other disciplines both in and outside MLH as appropriate.

## IV. RESEARCHER

A. Establishes regular time period to review current nursing literature/research.

B. Interprets, evaluates, and communicates pertinent research findings to nursing staff which should be integrated into nursing care.

C. Collaborates with Director of Nursing Research in proposal development, data collection, analysis, and interpretation as appropriate.

D. Encourages and facilitates staff participation in the reading, interpretation, and conduction of nursing research as appropriate to their practice level.

## V. ADMINISTRATIVE ACTIVITIES

A. Participates in development of practice standards for the nursing department.

B. Assumes leadership position in practice related committees as appropriate.

C. Evaluates nursing research protocols as requested by the Director of Nursing Research.

## VI. PROFESSIONAL GROWTH

A. Maintains and updates personal competency and continuing education through attendance at CE programs.

B. Participates in related professional and/or community organizations.

C. Strives to contribute to nursing literature through submission of at least one article/year for publication.

## **POSITION SPECIFICATIONS:**

### Technical Skills:

Possess extensive working knowledge of medical/surgical and critical-care treatment and procedures, especially as related to palliative care and pain management patients. In addition, must possess up-to-date knowledge of nursing theory.

### Analytical Skills:

Ability to assess learning needs and abilities and implement teaching strategies. In addition, must be able to diagnose patient care problems and develop recommended solutions in conjunction with primary nurse and the physician.

### Control Skills:

Responsibility for indirectly influencing the members of the nursing staff.

### Communication Skills:

Proven ability to clearly communicate patient instructions and explanations of treatment; to motivate, instruct and encourage staff members; to discuss patient care issues with physicians and nursing staff.

### Physical Effort:

Moderate levels of physical and emotional stamina required to deal with stressful patient situations.

### Machinery, Tools, Equipment Used: (Includes, but not limited to)

Computer, telephone, infusion pumps, PCA (patient controlled analgesia) pumps, emergency resuscitation equipment, BP monitoring equipment, transfer devices.

## **PROCESS IMPROVEMENT ACTIVITY**

- ✦ Take leadership role in Department and Information Systems initiatives for changes in Nursing Policy.
- ✦ Attend inpatient multidisciplinary rounds
- ✦ Assist Patient Care Managers and Nurse Educators for palliative care and pain management related education and certification.
- ✦ Leads staff in developing and implementing Quality Initiatives especially identified as high risk patients
- ✦ Task Force team member to insure customer satisfaction.

## ***DEPARTMENTAL***

- Functions within general policies, stated mission and philosophies of MLH system and the Department of Nursing.
- Supports compliance of all MLH system, Department of Nursing and unit-specific standards, policies and procedures.
- Assists with developing standards of care and practice.
- Participates in performance improvement activities as needed.
- Communicates effectively with all levels of Nursing management.
- Acts as liaison and effectively interacts with:

- a) staff.
  - b) other departments.
  - c) physicians.
  - d) patients/significant others.
- Informs Nursing AVP/VP/Program Director of pertinent problems or situations and participates, as necessary, in resolving clinical or administrative problems.
  - Participates on System, Hospital and/or Nursing committees, as appropriate.
  - Maintains high visibility and accessibility to nursing personnel.

### ***STAFFING AND TRAINING***

- ◄ Provides Nursing management with input on performance appraisals.
- ◄ Maintains appropriate staff orientation and continuing education documentation.
- ◄ Maintains clear communication channels within units and problem solves when communication become unclear.
- ◄ Serves as a resource person and role model to all staff members.
- ◄ Meets regularly with Patient Care Managers.
- ◄ Participates in staff meetings as indicated.
- ◄ Demonstrates cost-conscious behavior by efficient utilization of resources.
- ◄ Promotes staff's professional development by providing opportunities for attendance at system and outside conferences.

### ***LEADING***

- ◄ Set good example in work performance for the staff of Main Line Health.
- ◄ Treat staff with respect and fairness.
- ◄ Vacation time in accordance with department and system guidelines.

### ***COMMUNICATION/DOCUMENTATION***

1. Interprets mission, philosophies and policies of Main Line Health and Department of Nursing to patients, families and others.
2. Maintains proper communication with patients, families, all care team members and ancillary departments.
3. Follows proper channels of communication.
4. Communicates pertinent information to the appropriate personnel regarding changes in unit/patient conditions.
5. Listens carefully before responding to a concern or recommendation.
6. Uses communication/interpersonal techniques/strategies with individuals that are intended to result in:
  - a) desired objectives/results.
  - b) perceived sense of satisfaction by the individual involved.
7. Expresses a difference in opinion in a constructive manner.
8. Responds to unacceptable behavior by:
  - a) addressing issue with staff member.
  - b) reporting incident.
  - c) documenting incident.
9. Gives positive feedback related to job performance to other staff members.

10. Participates in unit/department meetings related to patient care and/or unit function by:
  - a) contributing relevant information.
  - b) suggesting corrective action and/or potential solutions to identified problems.
11. Documents accurately and according to procedure:
  - a) in compliance with established guidelines and protocols.
  - b) using designated forms.
  - c) reflective of the nursing plan of care.
12. Utilizes the computer appropriately.
13. Observes all policies regarding patient rights and patient confidentiality.

***CUSTOMER SERVICE STANDARDS***

Customer service standards will be met by practicing the following:

- Establishing rapport with customers; introduce self and addressing customers in an appropriate manner.
- Keeping customers informed; explaining delays so customers will be kept current on procedure/time issues.
- Anticipating the needs of customers.
- Encouraging customers to ask questions; avoiding the use of technical language or jargon.
- Responding to customers’ issues and concerns quickly.
- Giving customers one’s undivided attention; listening attentively and responding in an appropriate manner.
- Acting in a courteous, considerate and professional manner.
- Maintaining an awareness of the surroundings, ensuring the sound level does not disturb others.

***Primary Customers or Key Working Relationships:***

Patients	Visitors	Departmental Manager	Employees Outside Department
Physicians	External Agencies	Managers in other Departments	Vendors
Family	Payers	Employees within Department	

**QUALIFICATIONS:**

***Education:***

1. Excellent communication and customer service skills for all aspects of customer (i.e. patient) interactions.
2. Knowledge of word-processing and familiarity with Microsoft office required.
3. Experience: minimum 3 years critical care or oncology experience
4. Graduate of approved undergraduate and graduate nursing programs.  
 Education/Training:  
 BSN (Bachelor of Science in Nursing) required;  
 MSN (Master of Science in Nursing) required or in progress.

5. Licensure/Certification/Registration: Licensed as a professional nurse in the State of Pennsylvania
6. Certification in Palliative Care preferred  
CHPN: Certified Hospice and Palliative Nurse: offered by NBCHPN (National Board for Certification of Hospice and Palliative Nurses)
7. Certification in Pain Management preferred  
The Pain Management certification exam is a partnership venture between the American Nurses Credentialing Center (ANCC) and the American Society of Pain Management Nurses (ASPMN).

#### **DEPARTMENT-SPECIFIC COMPETENCIES:**

1. Complies with Main Line Health, Department of Nursing and unit-specific standards, established policies and procedures.
2. Participates in and supports the quality assessment and improvement program.
3. Works with customers to understand their needs and concerns, and those of the surrounding communities.
4. Meets commitments to customers.
5. Takes responsibility to ensure high-quality care and service.
6. Makes decisions consistent with the organization's vision and values.
7. Prioritizes responsibilities centered around the needs of the patient, managing time to achieve maximum productivity.
8. Focuses on the activities that provide value to both our customers and the Main Line Health System.
9. Sees tasks through to completion in a timely, efficient and professional manner.
10. Aligns own work with organizational goals and ethical standards.
11. Actively supports decisions once they are made.
12. Accepts responsibility for own actions and actions of the team.
13. Assists other team members to facilitate successful operation of the unit.
14. Understands and utilizes the unique contributions of team members; effectively addressing any difficult interpersonal situation.
15. Observes and reports any unusual situations, reactions, effects or conditions related to the patient's health and welfare, in a timely manner.
16. Demonstrates cost-conscious behavior by efficient utilization of resources.
17. Assists with orientation of new employees.

#### **AGE-SPECIFIC COMPETENCIES:**

Patient population includes adult and geriatric patients.

#### **WORKING CONDITIONS:**

Ability to concentrate in an environment with frequent distractions. Self-motivated.

#### **PHYSICAL DEMANDS:**

Active—works on feet 75% of the day. Involves twisting, bending, squatting, walking, pushing or pulling. May work on irregular surfaces. Lifts 20-50 pounds occasionally, with frequent lifting of 20-30 pounds.

**Important Additional Physical Capabilities: (Check all that apply)**

- |   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> Bending   | <input checked="" type="checkbox"/> Listening Skill              | <input checked="" type="checkbox"/> Standing Unassisted |
| <input checked="" type="checkbox"/> Crouching | <input checked="" type="checkbox"/> Pulling                      | <input type="checkbox"/> Tool Handling                  |
| <input checked="" type="checkbox"/> Fingering | <input checked="" type="checkbox"/> Pushing                      | <input checked="" type="checkbox"/> Verbal Skills       |
| <input checked="" type="checkbox"/> Gripping  | <input checked="" type="checkbox"/> Reaching-Horizontal/Vertical | <input checked="" type="checkbox"/> Walking             |
| <input checked="" type="checkbox"/> Kneeling  | <input checked="" type="checkbox"/> Stair Climbing               |   |

***Equipment Used:***

Personal computer with Windows format, typewriter, facsimile machine, network printers, envoy machine and copy machine.

***Exposures:*** Takes proper precautions as outlined in Hospital Safety Manual, Infection Control Policy and Fire and Emergency Manual.

**EXPOSURES: (Check all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Environment Hazardous (heat, cold, rain, etc.) | <input checked="" type="checkbox"/> Radiation   |
| <input checked="" type="checkbox"/> Chemical or Gas Exposure            | <input type="checkbox"/> Electrical Hazards   |
| <input type="checkbox"/> Mechanical Hazards                             | <input type="checkbox"/> Non-Hazardous  |
| <input type="checkbox"/> Fire   | <input checked="" type="checkbox"/> Other (please describe) <u>infectious disease</u> |

**VISUAL ACUITY REQUIREMENTS: (Check all that apply)**

- General vision: perceiving an object(s) with the eye(s).
- Near vision: seeing an object(s) which is within 16 inches of the eye(s) clearly.  
An example is the use of microscope.
- Far vision: seeing an object(s) which is 20 feet from the eye(s) clearly.
- Color vision: Distinguishing between the chromatic colors.
- Peripheral vision: Seeing outside the central area of focus (i.e., side vision).
- Depth perception: Judging the distance of objects and the spatial relationship of objects at different distances.
- Visual monotony: Focusing on the same object(s) throughout the working day with the eyes.

**AREA-SPECIFIC WORK RULES:**

1. Follows procedures outlined in Administrative Policy and Procedure Manual.
2. Confidentiality and Customer Service skills for all patients and family are maintained.