DESCRIPTION SUMMARY: Performs a variety of non-professional patient care, cleaning and organizing activities for patients under the clinical supervision of a RN or LPN. Also performs a variety of organizational, clerical and communication functions in support of the nursing unit.

EDUCATION, CREDENTIALS AND TRAINING:

Required: High school graduate or equivalent. Nursing Assistant certification and listed with the NC Division of Facility Services Registry. Ability to read and understand simple instructions and keep simple records. BCLS certification. Proficient in basic clerical skills and use of standard office equipment. Incumbent will be required to demonstrate competency in the performance of duties specific to infant, pediatric, adult and geriatric patients.

Preferred: In addition to above: Knowledge of medical terminology. Formal medical secretarial training. Basic computer applications skills.

EXPERIENCE: No previous experience required. Given training and on-the-job experience, incumbent should be proficient in basic aspects of job within 3 months.

OTHER: Verbal communication skills. Interpersonal skills. Self directed and motivated. Organizational skills.

ORGANIZATIONAL RELATIONSHIPS:

Supervises: None

Reports To: Nurse Director, Assistant Nurse Director. Receives clinical supervision from Charge Nurses, staff RNs or LPNs on a daily basis.

COMMUNICATIONS: Requires relatively constant communications with patients, patient families and other unit personnel. Occasional contact with physicians and other hospital personnel. Obtains, presents or discusses information pertinent to job responsibilities. Requires courtesy, tact and good communication skills to
clarify or give facts, discuss and resolve minor problems, avoid misunderstanding and promote goodwill.

**WORKING HOURS AND OVERTIME STATUS:** Works a rotating shift as scheduled to include weekends and holidays. May be required to work alternate schedule or additional hours as workload demands. Classified as non-exempt for purposes of overtime.

**DRESS POLICY:** Approved departmental uniform

**WORKING ENVIRONMENT:** Spends majority of time in light and temperature controlled patient rooms. Routinely exposed to somewhat unpleasant odors. Routinely handles sharp objects and contaminated or potentially infectious materials, supplies and equipment. Potential exposure to air and blood borne pathogens. Occasionally interacts with combative patients.

**EXPOSURE DETERMINATION:** OSHA requires an exposure determination concerning which employees may incur occupational exposure to blood or other potentially infectious materials. The exposure determination is made without regard to the use of personal protective equipment (i.e. employees are considered to be exposed even if they wear personal protective equipment.) This exposure determination is required to list all job classifications in which all employees may be expected to incur such occupational exposure, regardless of frequency. It is the department's responsibility to perform exposure determination for all employees and to list job classifications in one of three categories.

- **Category 1** includes employees who are routinely exposed to blood borne pathogens
- **Category 2** includes employees who are not usually exposed, but for whom contact with infectious materials can be reasonably anticipated during the course of their duties.
- **Category 3** is for employees who are not exposed to infectious materials during the normal operations of their job duties.

This job is rated as a category ___1___ (1, 2, or 3).

**BIOHAZARDOUS DRUGS:** As a health care facility which dispenses drugs, some of which have been identified as hazardous by NIOSH, our goal is to provide training and where necessary, personal protective equipment (PPE) to insure employee safety. *See list of hazardous drugs in Pharmacy Policy Manual, Chemotherapy Preparation section. Warning labels will be used to identify drugs requiring special handling or waste disposal procedures. It is the department’s responsibility to train in safe handling and disposal. It is the employee’s responsibility to follow policies and procedures, and to report situations and/or make recommendations to improve safety.

It is also the department’s responsibility to perform exposure determination for all employees and to list job classifications in one of three categories.

- **Category 1** includes employees who are routinely exposed to hazardous drugs.
- **Category 2** includes employees who are not usually exposed, but for whom contact with hazardous drugs can be reasonably anticipated during the course of their duties.
- **Category 3** is for employees who are not exposed to hazardous drugs during the normal operations of their job duties.

This job is rated as a category ___2___ (1, 2, or 3).

**KEY ELEMENTS: NURSING ASSISTANT/UNIT SECRETARY**

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<thead>
<tr>
<th>Completes assignments by the end of the shift, with no more than 2-3 noted exceptions per year, not attributable to changes in patient acuity or census, or emergency situations known and validated by the Charge Nurse.</th>
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<tr>
<td>Performs clinical and therapeutic procedures in accordance with established policy, procedure and technique, with no more than 2-3 noted exceptions, and no exceptions resulting in the need for medical intervention.</td>
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<td>Responds quickly and accurately in response to instructions or standard protocols during emergency situations, with no more than 1-2 noted exceptions per year, and no exceptions resulting deterioration in the patient condition.</td>
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<td>Effectively communicates and coordinates required activities, including transcribing, requisitioning and charting duties, in accordance with procedure and time frames, so that delays or errors do not occur, with no more than 3-6 noted exceptions per year, and none resulting in deterioration of patient condition.</td>
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**JOB ACCOUNTABILITIES**

1. **Performs admission duties upon arrival of patients to unit.**
   - Orients patient and/or families to their room and to various policies
   - Smoking and bed rail policies
   - Use of call light, bed controls, thermostat, television, telephone, bathroom and shower
   - Takes and records patient's vital signs, temperature, weight and other required admission data
   - Makes basic assessments of patient's personal care needs
   a. Pleasantly greets new patients within 5 minutes, on average, of their arrival to the unit, and accomplishes the general orientation of the patient to the unit and their room in accordance with procedure.
   b. Accurately obtains vital signs, temperature, weight and other required admission data in accordance with procedure within 30 minutes of patient's arrival.
   c. Appropriately assesses type and extent of personal care which may be required by the patient given the age and developmental, physical and emotional status, and reports same to Charge Nurse.

2. **Provides for the basic personal needs of patients to the extent warranted by condition/capabilities of patient.**
   - Bathing (bed baths, sitz baths, assistance with baths or showers)
   - Personal hygiene (oral care, hair care, shaving, foley care and pericare)
   - Assistance with bedpan and urinals, or with ambulation to the bathroom
   - Dressing/undressing
   - Preparation of patients for meals (hand washing, proper positioning, etc.)
   - Feeding, or assisting patients with eating meals (cutting meat, opening containers, moving items within reach, etc.)
   - Providing fresh drinking water
   - Changing linens on occupied and unoccupied beds
   - Keeps patient room tidy and cares for flowers
a. Follows established procedures in the delivery of personal care.
b. Respects and protects the patient's privacy and dignity when performing personal care.
c. Promptly and courteously accommodates requests made by patients with respect to personal care, ensuring that appropriate nurse is made aware of any request that fall outside of the care plan.
d. Follows the care plan with respect to the provision of personal care.
e. Selects and applies appropriate procedures, techniques and communications based on the age and developmental status of patients.

3. Responds to call lights and addresses patient needs.
   a. Responds to call lights within 3 minutes on average, and courteously and appropriately addresses patient's needs, ensuring that appropriate nurse is made immediately aware of any requests which fall outside of the care plan, or which require a licensed nurse to perform.

4. Accomplishes specified therapeutic and clinical aspects of the nursing care plan.
   - Turns and positions patients, provides back rubs and similar measures to prevent decubitus
   - Helps patients achieve various activity levels
   - Helps and encourages patients to perform therapeutic exercises
   - Encourages post-operative patients to cough and perform deep breathing exercises
   - Records patient's intake and output
   - Collects routine, clean catch and foley catheter urine specimens
   - Collects sputum and fecal specimens
   - Applies hot and cold, non-sterile compresses
   - Observes and reports foley drainage to Charge Nurse, and ensures the proper location of tubing and bag
   - Checks incontinent patients frequently, and cleans perineal area after voiding
   - Monitors and refills croupettes and vaporizers
   - Obtains and records limb and girth measurements
   - Performs cleaning/fleet enemas, douches
   - Performs surgical site preparations
   - Prepares and transports post-mortem patients to the morgue
   - Observe patients for unusual or adverse signs and reports observations to Charge Nurse
   - Observe patients for signs of confusion or restlessness and reports observations to Charge Nurse
   - Obtains daily weights on all pediatric patients
   - Restrains children for procedures, as needed
   - Responds to Rapid Assessment Interventions (RAT)
   
a. Performs therapeutic and clinical aspects of care in accordance with procedure and technique.
b. Follows care plan with respect to therapeutic and clinical procedures.
c. Ensures that appropriate nurse is immediately notified when unusual or adverse signs are observed.
d. Promptly and appropriately responds in accordance with instructions or established protocol in emergency or STAT situations.
e. Stays within limits set for Nursing Assistant I when performing basic nursing procedures.
f. Properly and accurately records required information on appropriate records and forms.
5. Transports patients via wheelchair or stretcher, and assists with their lifting/positioning.
   - Transports patients via wheelchair or stretcher to various locations throughout the hospital
   - Assists with the lifting of patients to and from stretchers
   a. Employs established safety procedures and precautions when transporting patients and assisting with their ambulation, so that no injuries occur to self or the patient due to failure to comply.
   b. Follows instructions given by nurse or physician when assisting with patient moving, positioning or restraining.

6. Performs discharge procedures.
   - Helps patients to gather and pack up personal items
   - Ensures patients have prescriptions, diet instructions and other needed post-hospitalization items/information
   - Transports patients, (for discharge after checking that instructions have been given)
   a. Ensures that required discharge tasks are accomplished in accordance with procedure and time frame.

7. Communicates and collaborates with other members of the healthcare team and provides assistance with procedures.
   - Provides input into nursing care plan
   - Reports unusual or adverse symptoms or behaviors
   - Keeps others informed on patient care activities
   - Adjusts lights, drapes patients, positions patients and gathers supplies when assisting with procedures
   a. Effectively collaborates on, and provides input into, the provision of care provided to assigned patients with other unit personnel, ensuring that communications are clear and relevant, and that time frames are adequately addressed.
   b. Accurately relays information between patients, patient families, nursing staff, ancillary departments and physicians within appropriate time frames.
   c. Ensures that any unusual or adverse symptoms or behaviors are immediately reported to appropriate nurse.
   d. Accurately follows instructions given by nurses and physicians, when assisting them with patient care procedures.
   e. Keep appropriate personnel informed on all aspects of responsibilities on an on-going basis, without prompting.

8. Performs receptionist duties.
   - Answers unit telephone; assists caller, routes call, relays information or takes messages
   - Receives, assists and directs visitors
   a. Answers unit telephone promptly and courteously.
   b. Effectively handles caller requests and/or takes accurate message to include name of caller, telephone number, time of call and message.
   c. Promptly and courteously greets and assists visitors by providing information regarding visitation policies, by providing directions to patient rooms and various other hospital locations, and by relaying messages to members of the healthcare team or to patients.
   d. Accurately communicates and/or applies policies, procedures and rules relevant to patient visitation, admission, transfer or discharge, and the release of information regarding patient status.
   e. Ensures that information given out is within limits set for position.

9. Serves as a central communications source for unit activities.
- Schedules ordered tests with appropriate departments, and schedules follow-up appointments as needed
- Responds to intercom calls from patients, and responds, or relays request to nursing personnel
- Activates paging system for routine calls and emergency messages
- Expedites the delivery of messages pertaining to unit activities
- Notifies other departments of information required for their purposes, i.e., diet changes, readiness of patient for procedures and lab work, etc.
- Informs nursing staff of new reports and orders
- Obtains and relays lab results and other information to, from and among staff and physicians

  a. Accurately and effectively relays required information between patients, nursing staff, ancillary departments and physicians within appropriate time frames.
  
b. Ensures that patient intercom requests are addressed within 5 minutes, on average, following through with the appropriate nursing personnel when not addressed promptly, and keeping the patient informed when delays are necessary.
  
c. Uses the paging system appropriately, without overuse, which may disturb patients.
  
d. Keeps nursing staff informed as to new reports, orders and the need to implement orders on an on-going basis, ensuring timeliness of notification.

10. **Transcribes physicians' orders and prepare associated requisitions.**
- Transcribes physicians' orders
- Prepares associated requisitions or other forms for RN or LPN approval

  a. Accurately and completely transcribes orders in accordance with procedure.
  
b. Transcribes orders within 15 minutes of receipt.
  
c. Accurately prepares necessary requisitions in response to physician orders, ensuring they are routed to appropriate nursing personnel for approval before dispatching.
  
d. Tactfully and politely seeks clarification or corrections to unclear or incomplete orders, as warranted, so that orders are not delayed or incorrectly implemented.

11. **Performs charting duties relating to patient admissions, transfers, discharges and deaths.**
- Compiles and assembles forms for charts
- Attaches diagnostic reports to patient records as received from Laboratory, Radiology, etc.
- Keeps charts in order with all forms properly identified
- Prepares charts in advance of need
- Disassembles charts for medical records and thins charts as needed
- Reviews discharged patient records for completeness and required signatures
- Forwards charts to appropriate locations for transfers and discharges
- Completes necessary paperwork and arranges for the transport of deceased patients

  a. Ensures that patient charts are initiated and assembled correctly, that applicable chart forms are added as needed, that forms/records are properly stamped with patient identification, and deficiencies with respect to signatures and omitted information are noted and resolved, on an on-going basis.
  
b. Properly disassembles and purges charts in accordance with procedure, prior to sending to Medical Records.
  
c. Ensures that chart locations are known, and that charts are returned to the proper location when not in use.
d. Ensures that sufficient supplies of routinely used forms are maintained on hand at all times, so that delays do not occur due to depletion.

e. Accurately follows established procedures for the release and transport of deceased patients.

12. Prepares processes or maintains records, reports, logs, forms and other documents.
- Charts temperatures, intake/output and blood pressure data
- Verifies patient diet cards against diet orders
- Photocopies charts and other documents

a. Required documentation is accurate, complete, timely, legible, properly edited and reflects proper use of terminology.

b. Immediately seeks clarification when patient data to be charted appears unusual or unlikely.

c. Immediately notifies appropriate nursing personnel when variances appear between patient diet cards and diet orders.

13. Cleans, disinfects, organizes and/or restocks patient care areas, wheelchairs, stretchers and equipment.

a. Accomplishes routine and specially assigned tasks in accordance with procedure or instructions, standards for cleanliness, and time frames.

14. Participates in quality assurance and quality improvement activities.

a. Routinely provides relevant and timely input into the quality assurance and quality improvement activities of the unit, without prompting.

b. Accurately accomplishes any assignments relating to these activities, in accordance with procedure or instructions and time frames.

15. Maintains skill competence.

a. Remains capable of communicating and demonstrating all skills required for the position.

b. Attend at least 80% of scheduled staff meetings, and acquires at least 3 hours of relevant continuing education per quarter.

16. Performs other duties as assigned.
- Runs errands
- Assists in the orientation of new personnel
- Other duties as assigned

a. Effectively explains procedures and protocols, demonstrates techniques, and answers questions when assisting with the orientation of new personnel, as assessed through observation and feedback.

b. Accomplishes routine and non-routine miscellaneous assignments in accordance with procedures or instructions, and time frames.