

**FULTON COUNTY MEDICAL CENTER  
POSITION DESCRIPTION**

**POSITION TITLE:** Quality of Care Coordinator/RN Supervisor

**REPORTS TO:** DIRECTOR OF NURSING

**REVISION DATE:** October 2017

**I. POSITION SUMMARY:** The Quality of Care Coordinator (QOCC):

1. Coordinates and directs clinical, administrative and psychosocial aspects of care and services provided in a person-centered manner honoring resident preferences on a designated neighborhood
2. Fosters a team approach and empowers all team members to actively engage in the decision making.
3. Collaborates with other members of the Interdisciplinary team, Medical Staff, and other consultants to achieve maximum quality of care and quality of life.

**II. ESSENTIAL DUTIES AND RESPONSIBILITIES** (as listed on attached performance competencies and skill)

**III. EDUCATION REQUIREMENTS/LICENSE/CERTIFICATE/REGISTRATION/EXPERIENCE:**

1. Current RN license in Pennsylvania
2. Current CPR certification
3. Minimum of three (3) years of experience in Long Term Care is preferred

**IV. CUSTOMER FOCUSED EXPECTATIONS:**

While performing functions of this position, the QOCC will understand the mission, vision and values of the Fulton County Medical Center and be able to articulate their application in Person Centered Care concept practiced in the neighborhoods on Long Term Care. He/she must be committed to transformation of the neighborhood into a Community where and all team members and residents play an important role in the overall function and decision making of the neighborhood.

**V. TYPICAL PHYSICAL DEMANDS (Subject to modification or accommodation as required)**

1. Standing or walking 90 percent of the time with frequent exertion of physical effort in positioning, lifting or moving residents and equipment, bending, squatting, twisting and kneeling during normal shifts.
2. Standing or walking frequently throughout the facility.
3. Sitting occasionally on a hard or cushioned chair.
4. Reaching top heights of up to 2 feet overhead.
5. Able to move rapidly in response to emergencies.
6. Visual acuity with color perception in order to decipher fine print, detect changes in resident's skin color and colors of solutions and pharmaceutical agents.
4. Auditory acuity sufficient to hear phone conversations, call bells, heart/lung sounds, and normal voice tones when not facing the individual and able to hear as well as see blood pressure readings with accuracy.
8. Ability to operate hand and foot controls on beds, wheelchairs and mechanical lifts.
9. Manual dexterity, digital sensitivity and flexibility to check pulses and temperatures of residents.
10. Good hand/eye coordination.

**VII. Work Environment:**

The QOCC is subject to hazards, including electrical current, infectious diseases, and pathogenic organisms, including blood-borne pathogens.

**VIII. EQUIPMENT USED:**

1. IV Pumps
2. Electronic Vital Sign Measurement Devices, stethoscope, blood pressure cuff, otoscope
3. Assistive Devices used by Residents, including mechanical lifts and ambulation devices
4. Personal protective equipment for infection control
5. Standard office equipment: computer, photocopier, fax machine, telephone
6. Other items as assigned by job duties.

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Signature

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Date

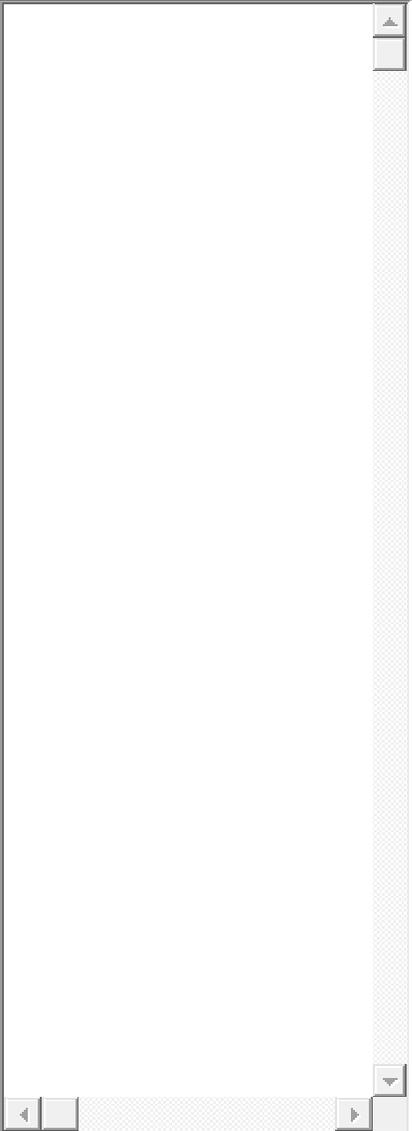
- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text" value="LTC Nursing"/>	Current Title: <input style="width: 95%;" type="text" value="Quality of Care Coordinator"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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<b>Methods of Measurement Include the Following:</b>		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
<b>Period Covered by this Evaluation:</b> <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			
	D	M	E	
<b>FACILITY WIDE COMPETENCY</b>				<div style="border: 1px solid #ccc; height: 400px; width: 100%;"></div>
<b>FCMC AND/OR PROFESSIONAL STANDARDS</b> <ul style="list-style-type: none"> <li>Is knowledgeable of and comply with regulatory agencies, including federal, state and local authorities/regulations.</li> <li>Adheres to FCMC policies, procedures and operating systems as they apply to LTC.</li> <li>Is knowledgeable of and complies with Infection Control protocols.</li> <li>Protects resident confidentiality, including compliance with HIPAA regulations</li> <li>Demonstrates a sincere effort to make FCMC a safe environment for residents and staff.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>PERFORMANCE IMPROVEMENT</b> <ul style="list-style-type: none"> <li>Actively participates in current Quality Initiatives and Performance Improvement priorities</li> <li>Encourages and empowers staff to initiate Quality projects.</li> <li>Collaborates with team members and residents to makes recommendations and take actions to improve structure, systems and/or outcomes</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>Demonstrates the values of FCMC: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources.</li> <li>Demonstrates commitment to serving the customer, whomever that may be.</li> <li>Demonstrates excellence in communication with the customer.</li> <li>Creates a welcoming environment for residents and other interdisciplinary team members</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
Oversees the life of the Neighborhood. Utilizes a leadership style which promotes collaboration, coaching and teamwork. Communicates regularly with team members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sets the tone and mood for the neighborhood: make rounds; acknowledge residents and team members; set standards for the Neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ensures that care and services are provided in a person centered manner, honoring resident preferences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Utilizes good, thorough physical assessment skills and nursing judgement when assessing residents with a change in condition or who have been reported on the 24-hour report sheet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ensures the neighborhood operations are in compliance to policies and State/Federal licensing regulations; assures that care is being provided in accordance with residents' needs, preferences and plan of care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates the ability to coordinate care with physicians; writes thorough and accurate orders as received from the physician; ensures that orders are followed; assists with maintaining clean, current recaps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates compliance with departmental dress code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Conducts Neighborhood meetings and empowers all neighborhood team members to actively engage in the decision making.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Resolves problems and concerns involving the team, residents and families. Actively participates in goal planning; participates in other Quality Initiatives and meetings as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provides for effective utilization and distribution of staff on the current shift, as well as covering call-offs as indicated for other shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assists in the monitoring of fall protocols, Resident Rights, abuse preventions and behavioral interventions. Works closely with all team members and other interdisciplinary staff to provide maximum quality of care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assists staff nurses in assessing the condition of residents and planning for nursing management. Advises and assists nurse in administering new or unusual treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Makes administrative and clinical decisions for specific shifts based on policies and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provides assistance in coordination of admissions to and discharges from the neighborhood which includes welcoming and orienting residents and their families as well as providing discharge teaching when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ensures the environment of the neighborhood is reflective of home: clean, safe and visually appealing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain positive relationships with co-workers, residents, families, and visitors. Keep residents and families informed of changes in a timely manner; assure that staff are kept current on new policies/procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Follows emergency procedures and promotes safe work practices in order to maintain a safe environment for residents and staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates ability to keep administration informed of reportable incidents within the allotted 24 hour time frame	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates the ability to adapt to change on the neighborhood, communicating change in a positive manner and making changes only when change will improve resident or team outcomes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Evaluates and coaches all neighborhood team members; Interviews and hires team members in conjunction with the team and Human Resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exhibits a passion for eldercare and a commitment to person centered care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Demonstrates the ability to be organized with excellent analytical and planning skills; demonstrates efficiency with budgeting and managing resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assists with orientation of new team members and ongoing coaching of all team members, clinical and non-clinical.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performs additional duties and tasks as assigned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Non Essential Functions:				D	M	E	Comments
1. Participates in professional development activities: a. Attend in-service classes, on-line courses, attendance at webinars or seminars. b. Share knowledge with others. c. Read in-house and out-of-house communications keeping current in the field				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, set priorities d. Demonstrates exemplary role modeling skills				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
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Comments:

Future Plans and Actions:

Employee Comments:

To update our files, please answer the following questions:  
 Have you received a higher education degree in past 12 months: Yes \_\_\_ No \_\_\_  
 Please forward to Human Resources  
 Have you received a certification in the past 12 months: Yes \_\_\_ No \_\_\_  
 Please forward to Human Resources

**I have reviewed this Performance Evaluation**

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Employee Signature

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Evaluator Signature

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Department Head or Designee Signature

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Date

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Date

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Date