Position Title: **Clinical Specialist**

Date Description Written or Revised: 11/1/04

**Position Summary**: The Clinical Nurse Specialist (CNS) is a professional nurse with in-depth knowledge in the area of a clinical specialty. The CNS demonstrates the ability to synthesize theories of the physical, biological, and behavioral sciences through the utilization of the nursing process. The CNS serves as a role model in the leadership and delivery of quality nursing care by integrating the role components of clinician, educator, researcher, and consultant. The strength of the role of the CNS is in active collaboration with the Nursing Leadership, physicians, and community partners to ensure optimal quality of care. The philosophy and objectives of ________ and the framework of nursing practice are used as the basis for practice.

A review of this description has excluded the marginal function of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisors.

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**Reporting Relationship**: Director, Health Informatics

**Employees Supervised**: None

**Department Age Specific Requirements** Participates in the care of the patients in the following age groups: _x__ Not Applicable

- Neonate (0-1 month)
- Infant (1 month - 1 year)
- Toddler (1 year – 3 years)
- Preschool (3 years – 6 years)
- School Age (6 years – 12 years)
- Adolescent (13 years – 18 years)
- Early Adult (19 years – 45 years)
- Late Adult (45 years – 64 years)
- Geriatric (65 years+)

**Education, Experience and Licensure/Certification Requirements** Requirements are representative of minimum level of knowledge, skills and/or abilities.

- Master of Science degree in nursing
- Two years experience with Microsoft programs and applications
- Clinical skills applicable to the use and development of telehealth/telemedicine technologies
- Certification in the specialty area
- State R.N. licensure
- Communication skills, verbal and written

**HOURS:**

- Full Time flexible 40 hours per week, depending on project training requirements, travel requirements, meetings and development work.

**Physical Demands**

Underlined is the requirement that applies to this position
Sedentary = Primarily sitting/lifting 10 lbs maximum.
Light = Lifting 20 lbs maximum with frequent lifting/carrying up to 10 lbs.
Medium = Lifting 50 lbs maximum with frequent lifting/carrying up to 20 lbs.
Heavy = Lifting 100 lbs maximum with frequent lifting/carrying up to 50 lbs.
Very Heavy = Lifting objects over 100 lbs with frequent lifting/carrying up to 50 lbs.

Checked are the appropriate factors for this position
O = Occasionally  = 0-33% of the work shift
F = Frequently  = 34-66% of the work shift
C = Constantly  = 67-100% of the work shift
N/A = Not Applicable for this position

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<thead>
<tr>
<th>Physical Factors</th>
<th>N/A</th>
<th>O</th>
<th>F</th>
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<td>Standing</td>
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<td>Walking</td>
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<td>Sitting</td>
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<td>Pushing (wt 100+)</td>
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<td>Pulling (wt 100+)</td>
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<td>Stooping</td>
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<td>Kneeling</td>
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<td>Crouching</td>
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<td>Reaching</td>
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<td>Filing</td>
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<td>Typing (Computer)</td>
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<td>Xeroxing</td>
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<td>Talking</td>
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<td>Hearing</td>
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<td>Color Vision</td>
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<td>Driving</td>
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<tr>
<th>Environmental Factors</th>
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<th>F</th>
<th>C</th>
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<tr>
<td>Exposure to weather</td>
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<td>Extreme heat</td>
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<td>Extreme cold</td>
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<td>Noise</td>
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<td>Dust, Vapors, Fumes</td>
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<td>Odors</td>
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**Bloodborne Pathogens** Checked is the appropriate category for position

___ Category I – Job classifications in which tasks involve exposure to blood, body fluids, or tissues.

_x__ Category II – Job classifications in which tasks involve no exposure to blood, body fluids or tissues, but employment may require performing unplanned Category I tasks.

___ Category III – Job classification in which tasks involve no exposure to blood, body fluids or tissues, and Category tasks are not a condition of employment.

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**Organizational Based Competency**

1. **Expression of Values**

**Response to Need:** Anticipates customers needs; adapts to change; supports problem solving based on needs; completes job assignments accurately and on time; maintains stable performance and behavior when faced with opposition, pressure and/or stressful situations.
Stewardship: Understand and adheres to the Organizational Responsibility Program requirements; understands and adheres to the Business Code of Conduct; has understanding of budget and is a good steward of the hospital resources; finds better or more efficient ways of completing tasks.

Wholeness: Behavior reflects mission, vision, and values of system; responds to the various needs of patients, guests and staff; understands the link between the job and overall organizational goals; respects the spiritual, psychosocial, emotional and medical needs of our customers.

Respect: Acts in a way that indicates understanding and accurate interpretation of others concerns, motives and feelings; Is sensitive to feelings of others; recognizes strengths and limitations in others; develops corporation and collaboration towards solution which benefits all parties involved; promotes atmosphere of respect for all.

Excellence: Expresses desire to improve and develop self; sets and achieves own development goals and volunteers to learn; demonstrates a strong positive image of self and own skills, capabilities and judgement; desires to set and meet challenging objective and compete against self defined standard of excellence; participates in quality improvement processes.

2. Human Resource Assessments

Licensure/Certification: Appropriately maintains performance standards to meet accreditation, licensing and regulatory requirements; keeps required professional certifications/licensure current.

Attendance: Understands and adheres to Hospital policies and procedures involving attendance; accurately uses time system/time sheet; is flexible and cooperative about schedule changes made to maximize departmental productivity; willing to accept job reassignments in positive manner; participates in hospital and departmental meetings and inservices.

Policies/Procedures: Understands and adheres to Hospital, departmental, administrative, safety policies/protocols/procedures; actively supports and implements directed organizational changes; serves as a resource for departmental, administrative, and/or educational needs as required.

Competencies: Completes competencies on time and with accuracy. This includes Age Specific Competency, Safety/Lab Competency and departmental competencies.

3. Customer Service

Supports organizations Customer Service initiative and models expected behavior; is courteous and attentive to patients, physicians, visitors and employees and any other individuals with whom they may come in contact; strives for service excellence by seeking challenges and turning them into opportunities.

4. Communication

Communicates (written or orally) in a clear, timely and professional manner in group or individual situations; listens and explores issues before providing advice/options, responds with empathy; exhibits discretion and maintains confidentiality of information; provides information accurately and completely, keeping supervisor and staff informed; utilizes formal written communications when indicated/required (i.e. Employee injury reports, unusual occurrences reports, defective medical devices, repair and maintenance, other Hospital/Departmental form); independently resolves interpersonal conflicts in a professional manner, using chain of command for assistance when needed; uses computer system appropriately as needed for work related information, communication and to complete assigned duties.

5. Teamwork/Professionalism

Models professionalism by addressing others with appropriate actions and appearance; Work in a spirit of teamwork and trust; conducts self in professional manner and maintains professional boundaries in working
with others; acts as a resource in mentoring new staff, students, or co-workers; accepts responsibility for own behavior.

**Position Based Competency**

1. **Special Projects/Clinical Coordinator**
   Participates in committees and/or programs to re-design healthcare delivery at Saint Vincent Healthcare and its regional clients. Collaborates with other departments or disciplines (stakeholders) to develop methods and/or systems for improving quality and/or reducing costs. Utilizes interactive planning process to plan and implement change. Serves as an educational resource by teaching personnel and/or students current standards of care. Participates in the planning, implementation and evaluation of service area Quality Assessment and Quality Improvement activities. Identifies problems, proposes solutions, and reviews the findings of monitoring and evaluation activities, utilizing the interactive planning process with service area personnel. Develops clinical protocols for operations and services. Supports and participates in data collection and documentation requirements for clinical applications and research. Develops and assists in presenting proposals, as required, to the Interinstitutional Review Board (IRB). Communicates research findings to staff and colleagues and participates in the preparation and submission of research findings for publication.

2. **Telemedicine/Telehealth Clinical Liaison**
   Collaborates with Telehealth partners to assess, plan, implement, and evaluate overall orientation, staff development, and continuing education programming. Designs competency based training programs and provides the necessary operational and skills training to clinical practitioners. Assists in videotelecommunications and telemedicine operations. Serves as a liaison between clinical partners and Telehealth personnel regarding clinical telehealth/telemedicine applications and opportunities. Supports and participates in data collection and documentation requirements for clinical applications and research. Participates in developing or revising standards of care, protocols, assessments, policies, procedures, and other processes and documentation pertaining to the clinical use of telemedicine/telehealth technology systems. Collaborates with Telehealth staff and partners in developing patient and family awareness and education programs. Assists in department planning processes. Coordinates needs analysis, evaluation and selection of medical peripherals. Assists in developing grant mandated documentation processes and strategies and grant reports. Assists Director with grant budgets as appropriate. Coordinates telemedicine scheduling process with the assistance of Telehealth staff. Coordinates information dissemination regarding credentialing/privileging requirements and processes for telemedicine in collaboration with Professional Review, Rocky Mountain Health Network and other appropriate departments, committees and agencies. Coordinates information dissemination and policy development/revisions relative to reimbursement, JCAHO, HIPAA and other regulatory issues relating to telemedicine practice. Assists in establishing in-state and out-of-state telemedicine activities to meet the needs of physician specialty practices and SVH employed physicians.

3. **Telehealth Clinical Consultant**
   Maintains communication with national/local organizations and attends meetings in order to have input into decisions affecting the practice of telehealth/telemedicine technology integration with nursing. Participates in appropriate national telemedicine association meetings/activities and collaborates with Clinical Specialists from other networks. Develops telemedicine relationships and opportunities with national centers of excellence. Participates in committees which promote and encourage quality patient care utilizing telemedicine/telehealth technologies. Utilizes education skills effectively. Collaborates in the development of orientation material for new users of the telemedicine technology. Acquires and maintains operational skills and competencies in telemedicine/telehealth. Coordinates chart audits and reviews as required to meet clinical evaluation, regulatory and/or grant requirements. Develops clinical protocols for clinical operations and services. Develops and maintains collaborative roles with local educator and clinical instructors at school of nursing. Collaborates with Telehealth staff and partners in developing and creating increased awareness of educational programs for patients and families based on specific needs integrating telemedicine technology. Collaborates with management in utilizing QI results for planning education programs. Maintains a close collaborative relationship with the partners and/or medical staff who utilize the telemedicine/telehealth technologies. Serves as a resource to the nursing community and
other disciplines formally and informally in practice situations, in-service education settings, and community settings. Obtains feedback from customers (managers, staff, patients, physicians, partners, and visitors) regarding their perceptions of the service provided to them and then utilizes this information to improve service delivery. Identifies risks, promptly investigates problems and complaints and takes action as appropriate to improve service.
Department Name _______________________________ Department number ______

Evaluation Date ______________ Date to Employee __________________________

Type of Evaluation ____ 6month ____ Annual  Status ___Exempt ___ Non Exempt

Competency documentation attached (annual only)
___SKIP/Lab Competency/TB Test
___Age Specific Competency
___Employee Standards of Business Conduct
___BLS/ACLS/other professional certifications (if applicable)
(Departmental/Job Specific Competency requirements to be kept in Department Files)

Appraisal Scoring: (Use whole number only in scoring)
Score the performance in each job factor below on a 1-5 scale as follows:
1= Consistently fails to meet job factor expectations
2= Occasionally fails to meet job factor expectations
3= Consistently meets job factor expectations
4= Consistently meets and occasionally exceeds job factor expectations
5= Consistently exceeding job factor expectations and recognized by peers/customers as role model for others.

Organizational Based Competency  Score

1. Expression of Values ______
2. Human Resource Assessments ______
3. Customer Service ______
4. Communication ______
5. Teamwork/Professionalism ______

Average Score ______

Position Based Competency  Score

1. Special Projects/Clinical Coordinator ______
2. Telemedicine/Telehealth Clinic Liaison ______
3. Telehealth Clinical Consultant ______

Average Score ______

Average Total Score (Hospital + Departmental) ______

Summary of Competency

Areas of Strengths
Areas for Improvement

Goals

Previous Year Goals

Goals for Next Year

Employee Comments

Signatures

Department Director/Manager ________________________________ Date ________________
Evaluator ________________________________________________ Date ________________
Employee ________________________________________________ Date ________________