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**Position Description: Director, Critical Care**

Our client is a prestigious edge, highly respected Medical Center located in the San Francisco Bay Area. The Medical Center provides services in virtually all specialties, and is staffed with doctors trained to treat almost any problem or condition.

Founded in 1990, our client is an integral part of the community. The Medical Center is 127-bed facility and it is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and is licensed by the state of California and approved for the acceptance of Medicare patients.

Our client is a leading edge facility and as such has pioneered a number of procedures and medical devices, to name only a few: the first hospital in California to treat postoperative atrial fibrillation using Guidant's new SYNCRUS™ Internal Cardioversion System, the first hospital on the West Coast to perform the Afx microwave treatment on a beating-heart, the first hospital to have performed the first two incision minimally invasive hip replacement surgeries and the first hospital in the world to have a voice activated robot used in surgery.

Our client is part of one of the nation's largest healthcare systems, which owns or operates 115 acute care hospitals and related businesses serving communities in 17 states. The company employs approximately 113,750 people nationwide. The company's acute care hospitals, with 28,512 licensed beds, offer a wide array of medical services and serve as the anchors for its regional health care delivery networks.

**The Management**

An overview of top management shows an exceptional blend of clinical, operational and business development expertise in the field of acute and specialty care and services. Underlying the management team's skill-set is a passionate, deep-seeded and visionary commitment to excellence, innovation and growth.

The style of management and the organizational culture of excellence are deeply rooted in the principles of teamwork and mutual support. To complement the management team an individual must be able to blend their individual success into that of the entire team and share in the commitment and the satisfaction of the patient and family, as well as the professional staff and co-workers.

The level of teamwork and support among management group is extraordinarily high and remarkably effective. This group of managers, with their collaborative style and complete commitment to the mission, is the heart of the organization's success.

### **Position Description**

The Director, Critical Care and is responsible for the Intensive Care Unit (ICU) and the Definitive Observation Unit (DOU). The ICU has 12 beds and 42 employees and the DOU has 27 beds and 33 employees. Reporting to the Chief Nursing Officer, this position has 24/7 responsibility for overall operation of both units.

The successful candidate will plan, organize, direct, maintain and evaluate patient care and unit activities according to established policies and procedures to provide high quality, individualized patient care and he or she will maintain the integrity of the service to meet all accreditation and licensure requirements.

### **Responsibilities**

- ✓ Applies the principals of the Medical Center's Mission Statement.
- ✓ Identifies and establishes unit goals that are consistent with the Medical Center's values and strategic plans and develops strategies for achieving those goals.
- ✓ Implements unit policies and procedures to support the provision of high quality, individualized patient care.
- ✓ Demonstrates knowledge of and adheres to all applicable professional / regulatory practices, state/ federal regulations and the Medical Center's policies and procedures.
- ✓ Protects hospital resources through appropriate and careful use of supplies and equipment.
- ✓ Develops and measures realistic patient care standards.
- ✓ Establishes and maintains scope of patient care services considering the age-specific needs of each patient.
- ✓ Participates in hospital wide performance improvement activities. Develops unit-based programs as needed to improve patient care.
- ✓ Accountable for upholding, supporting and maintaining the Service Excellence Vision Statement and demonstrating the Medical Center's Service Excellence Goals.
- ✓ Facilitates customer satisfaction through prompt response to customer needs and concerns.
- ✓ Communicates with all customers clearly and openly while showing care and concern.
- ✓ Handles difficult or sensitive patient, family, staff or physician issues with attentiveness, confidentiality, diplomacy and tact.
- ✓ Seeks appropriate resources as needed.
- ✓ Accurately prepares and analyzes unit capital, labor and operating budgets.
- ✓ Operates unit within the unit's budget.
- ✓ Documents, justifies and corrects negative variances, as appropriate.

**Responsibilities (Continued)**

- ✓ Communicates budgetary information to staff; monitors FTE and operating budget variances on a daily and/or monthly basis to ensure optimum productivity and utilization of human and material resources.
- ✓ Implements prudent measures to reduce operating costs while maintaining productivity and high quality of service.
- ✓ Establishes and maintains high quality standards and performance expectations of all the staff.
- ✓ Uses observation techniques, chart reviews, patient interviews to evaluate patient care delivered.
- ✓ Consults with Administrative Nursing Supervisor/ Shift Manager to collect information.
- ✓ Demonstrates innovative and creative approach to new ideas.
- ✓ Facilitates “change” and promotes a collaborative positive approach with other units.
- ✓ Works with and establishes collaborative working relationships with medical staff members.
- ✓ Proactively problem solves departmental issues.
- ✓ Works collaboratively with the Director of Business Development to promote department.
- ✓ Insures department complies with JCAHO, DHS and all other pertinent accreditation/licenses agencies.
- ✓ Provides a safe environment in which services are rendered.
- ✓ Assures compliance with infection control standards and waste management practices.
- ✓ Corrects hazardous conditions in a timely manner; provides staff with related training.
- ✓ Promotes safety in the performance of job functions according to policies and procedures.
- ✓ Assures appropriate unit response in both reporting and responding to facility emergencies such as fire, infant abduction, and disruption in utilities and hazardous materials spills.
- ✓ Ensures that unit personnel attend and successfully complete general and departmental orientation, in-service programs and annual mandatory competency update requirements.
- ✓ Demonstrates a positive professional image; performs responsibilities in a professional manner; demonstrates flexibility in the provision of patient care/service and utilizes a collaborative approach with co-workers.
- ✓ Serves as a role model through initiative, intellectual curiosity, conflict resolution, morale and achievement.
- ✓ Ability to deal with multiple priorities and short time frames

**Experience/ Credentials:**

Minimum three years progressive management experience in the field of Critical Care

Minimum five years experience in an acute care setting

Current California RN license

BSN required, MS in Nursing or related field preferred

Current BLS card

### **Personal Style and Character Traits**

The Director, Critical Care is a key position in the organization. The successful candidate must have the following skills:

Excellent Communication Skills, both written and oral: The successful candidate's communication style should be direct, but not confrontational. The successful candidate must be a good listener. He or she must have the ability to get a complete understanding of the needs and requirements for the patient, physician, and staff, and clearly prioritize those.

Sense of urgency: The successful candidate will possess a high energy level, which allows them to react to situations quickly and decisively, possessing self confidence to be assertive when taking a position, not being afraid to make decisions.

Image and Presence: The successful candidate will have significant exposure to patients and family and other staff and support personnel and, as such, he or she must project the appropriate image for the hospital. The right person will be a strong, self-confident individual who keeps the big picture in focus at all times, and knows when to listen, when to talk and when to direct.

Accountability: He or she should be a results oriented team player who leads by example, holds him or herself accountable for performance, takes absolute ownership, and champions all aspects of the unit.

Indomitable Work Ethic: The successful candidate will reject setbacks and will enthusiastically persist until ambitious goals are achieved. He or she will be resourceful and innovative at managing the day-to-day operations of the department, as well as gaining support and understanding for future enhancements and capabilities.

### **The Opportunity**

Our client is an integral part of the community. This position offers the right person an opportunity to work in an innovative environment that utilizes state-of-the-art technology and services. The Director, Critical Care will have an opportunity to significantly grow their direct experience and knowledge of the industry and position themselves to meet future career challenges with a broad and noteworthy experience base.

Because our client is part of one of the nation's largest healthcare systems, the opportunity is present for advancement, not only in our client's facility, but in other facilities and programs, nation-wide.

### **Compensation**

The compensation plan is based on a competitive base salary commensurate with the experience and the demonstrated accomplishments of the successful candidate, and will reflect the opportunity at the Company. The organization has an excellent employee benefits package, consisting of Medical Coverage, a Dental Plan, a Vision Plan, Employee Assistance Program (EAP), Income Replacement Program, Health Care Spending Account, Dependent Day Care Spending Account, Credit Union, Core Life Insurance, a Stock Purchase Plan and a 401 (K) program.