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Position Specification: Director, Definitive Care

Our client is an acute care hospital located in the San Francisco Bay Area that has served the local community for many years and is part of the third largest and one of the most financially successful hospital organizations in the US. The local hospital and the entire system are profitable and the hospital has enjoyed a substantial earnings growth over the last three years. Our client was recently awarded the highest nation-wide honor for outstanding clinical and financial performance by the total system.

The hospital continues to be highly respected and trusted by the local community for providing creative resources for all of the healthcare needs. The hospital has an outstanding reputation for providing the highest quality of care. A notable distinction in the hospital is the level of commitment by the management team and staff members to “partner” with the physicians to provide compassionate, respectful care in a safe and pleasant environment.

Last year the hospital provided care for nearly 6,000 hospitalized patients, 3,000 surgical patients and 21,000 emergency patients. In 2001, it received a three-year accreditation from the Joint Commission on the Accreditation of Healthcare Organizations. Our client is committed to bringing to the community the latest advances in medicine and excellence in patient care, comfort and convenience. Our client recently renovated and expanded the emergency room and opened an extended out-patient registration area. The Hospital Campus includes the Hospital and three Medical Office Buildings.

The Management

An overview of top management shows an exceptional blend of clinical, operational and business expertise in the field of 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 teamwork and mutual support.

The level of teamwork and support among the management staff is extraordinarily high and remarkably effective. This group of directors, with their collaborative style and complete commitment to the mission, is the heart of the organization's success. It is readily apparent that the management team consistently emphasizes teamwork, corporate and local success, and quality of care and to making the job fun. It is an uncommonly pleasant place to work.

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 taking care of the healthcare needs of the community.

Position Description

The Director of Definitive Care reports to the Chief Nursing Officer. This position will provide for the delivery of efficient and effective professional nursing care for a 39-bed unit, which includes some telemetry beds at this time, with capacity to expand to 16-beds of telemetry monitoring. The unit has 45 FTE's and Charge Nurses for each shift. Senior management believes that the management of each unit is an important and full-time job and to that end, Directors are not responsible for providing direct patient care, with the exception of an emergency.

The Director will ensure that nursing care provided is consistent with established nursing care standards and that care is provided in a safe, appropriate and cost-effective manner and is responsible for the 24- hour management of the unit, including staffing, management of personnel and material resources, overseeing patient acuity and monitoring staffing records.

Responsibilities

1. Plans, coordinates and supervises the nursing activities of the unit and is responsible for the care on a 24-hour basis.
2. Establishes goals and objectives for the unit on a short and a long-term goals.
3. Facilitates patient-centered care by coordinating with unit staff, as well as with other dept. directors and their staff.
4. Establishes a plan by which each patient's nursing care is planned, administered, supervised and evaluated by a professional nurse.
5. Knowledgeable of JCAHO and other regulatory agency policies; and ensures unit compliance.
6. Maintains current CPR certification.
7. Understands and interprets hospital policies and procedures as they relate to the unit.
8. Inspects equipment, supplies and the physical layout of nursing area and makes recommendations to ensure safety in his/her area.
9. Promotes maximum utilization of all nursing personnel in establishing an effective staff plan.
10. Evaluates nursing care on the unit to identify achievements and potential problems.
11. Participates in making recommendations for department's budget.
12. Possesses ability to analyze objectively and uses foresight to make sound decisions.
13. Demonstrates warmth and concern for people as individuals, has interest in total patient care, and visits with patients on the units to appraise care and ensure comfort and safety.

14. Assists nursing personnel to plan, with the Medical Staff and other health care groups, for coordinated services to patients.
15. Assumes responsibility for investigating complaints with patient, family, visitor or physicians and for reporting findings to the CNO.
16. Possesses strong organizational skills.
17. Supervises and evaluates conduct and skills of the staff and prepares an objective evaluation of job performance.
18. Responsible for nursing coverage of his/her unit on a daily basis and prepares time schedules, making changes and adjustments as necessary.
19. Assumes responsibility for completion and accuracy of KRONOS Timekeeping System.
20. Demonstrates ability to select, train, motivate and develop nursing staff.
21. Researches and reconciles medical record deficiencies.
22. Directs and summarizes quality reports.
23. Holds monthly staff meetings and maintains minutes.
24. Assumes responsibility for the preparation of CERs.
25. Responds to all unit emergencies, provides the necessary leadership, and notifies the proper authorities.
26. Establishes rapport with physicians.
27. Demonstrates knowledge of legal requirements, leadership and management principles, teaching techniques, patient assessment skills and practices.
28. Demonstrates maintenance and application of an up-to-date knowledge of current trends and new developments in nursing care and demonstrates an interest in personal and professional growth through continuing education.
29. Demonstrates self-improvement and has the ability to motivate others to higher levels of performance.
30. Efficient under stress and maintains poise and courtesy in tough situations.
31. Assists in planning and presenting in-service programs specific to the unit.
32. Assist with the planning and implementation of orientation for new employees assigned to her unit.
33. Assists in the planning and implementation of patient teaching and staff development for the unit.
34. Evaluates and assists staff in updating patient care plans.
35. Assists in interviewing and termination procedures for staff.
36. Addresses all customers (patients, visitors and staff) with the highest level of hospitality; always uses a friendly greeting; looks for opportunities to be helpful and considerate.

Education/Certifications/Experience

Minimum three years progressive management experience in nursing, current California RN license, BSN required, MS in Nursing or related field preferred. Current CPR certification.

Personal Style and Character Traits

1. He/she be first a team player.
2. He/she will, as to both written and oral skills, be a superb communicator, and have the style of a diplomat, i.e., able to get along well with everyone and to negotiate agreements where each party benefits
3. He/she will be a person who possesses a strong work ethic, rejects setbacks, and values accomplishments highly. An action-oriented personality that deals with specifics within a broad conceptual framework will be most effective in this position.
4. He/she will have an appropriate sense of urgency that allows him/her to react to situations quickly and decisively.
5. A nonpolitical "speak your mind" approach will work most effectively within the Company's culture. Board and industry presentations are an aspect of the position and for that reason; he/she should project the appropriate image.

Compensation

The compensation plan will reflect the opportunity at the hospital, and offers a competitive base salary commensurate with the experience and a Bonus Plan that yields up to 15% of salary. He or she will share in the in the Company's success through a stock option package. The Company offers a competitive employee benefits package, consisting of Medical Coverage, a Dental Plan, a Vision Plan, and a 401(k) program with a matching contribution and a Retirement and Savings Plan.