

**The Merlin Healthcare Group, Inc.
RN Emergency Room
Job Description**

Department	Position Title	Reports To
Emergency Room	RN	Chief Operating Officer / Chief Nursing Officer
Effective/Revision Date: June 18, 2009, July 11, 2011, September 5, 2013; January 3, 2015	Supervisor Signature/Date: Terry Merlin, RN (electronic)	Hire Date:
Employee Name:		Evaluation Date:
I have reviewed these job requirements and verify that I can perform the minimum requirements and essential functions of this position.		
Employee Signature: _____		Date: _____

POSITION SUMMARY:

The Registered Nurse in the Emergency Department holds shift accountability for providing care to patients by utilizing the Nursing Process in accordance with the state Nurse Practice Act, Physician direction, recognized nursing techniques/practice and Facility policy and procedures. The Registered Nurse demonstrates critical thinking skills, scientific judgement and leadership in the anticipation and planning for the care of the patient in the Emergency Department; maintains clinical competencies through continuing education; delegates patient care priorities commensurate with the education and experience of the staff available; provides direction and supervision of assigned personnel delivering patient care.

POSITION RESPONSIBILITIES:

STANDARD I – Customer Service/Communication/Interpersonal Skills

Demonstrates good skills in all forms of communication. Works well with others in a spirit of teamwork and cooperation. Exceed expectations of internal and external customers: Patients, families, physicians, colleagues, visitors and vendors.

STANDARD II – Job Knowledge/Productivity/Initiative

Maintains certifications, education and development appropriate for position. Completes position responsibilities by following established guidelines and protocols within the appropriate time frame.

STANDARD III – MHG/ Facility/Department Policies & Procedures

Supports, implements and ensures compliance with all MHG/Facility and department policies and procedures.

STANDARD IV – Organizational Ethics/Improving Organizational Performance

Supports MHG and Facility's ethics, mission, vision and values. Demonstrates understanding and involvement with Performance Improvement.

STANDARD V – Position Specific Essential Performance Criteria

Performs position specific job functions at an acceptable level with minimal direction.

Position Minimum Requirement Checklist

<p style="text-align: center;"><u>Education</u></p> <p>() Less than high school () High school or GED () Vocational/Technical (X) 2 yr Associate Degree/Diploma or 4 yr Bachelor Degree () Post Graduate Degree (X) License/Certification (specify) State RN licensure (X) Accredited School of Nursing</p>	<p style="text-align: center;"><u>Mental & Emotional Requirements</u></p> <p>(X) Manage stress appropriately (X) Make decisions under pressure (X) Manage anger/fear/hostility/ violence of others appropriately (X) Handle multiple priorities (X) Work alone/independently (X) Work in confined and/or crowded areas</p>	<p style="text-align: center;"><u>Personal Protective Equipment</u></p> <p>(X) Mask (X) TB Masks (X) Gown (X) Goggles/safety glasses (X) Latex Gloves () Other: _____ _____</p>																																																																																					
<p style="text-align: center;"><u>Experience</u></p> <p>() None () Less than 1 year (X) 1 – 3 years () 3 – 5 years () More than 5 years (X) Other: Minimum of one year experience in Emergency Department _____ _____</p>	<p style="text-align: center;"><u>Hazards</u></p> <p>(X) Exposure to toxic/caustic chemical/detergents () Exposure to extreme conditions, hot/cold (X) Exposure to dust/fumes/gases (X) Exposure to moving mechanical parts (X) Exposure to potential electrical shock (X) Exposure to high pitched noises</p>	<p style="text-align: center;"><u>Hazards (continued)</u></p> <p>(X) Exposure to communicable diseases () Exposure to excessive sunlight or work outdoors () Unprotected heights (X) CRT (computer) equipment () Operating heavy equipment (X) Exposure to blood and body fluids () Other: _____</p>																																																																																					
<p style="text-align: center;"><u>Skills</u></p> <p>(X) Organizational (X) Verbal (X) Interpersonal (X) Mathematical (X) Analytical (X) Grammar/Spelling (X) Read/comprehend written instructions (X) Follow verbal instructions (X) Transcription (X) BLS (X) ACLS (X) Computer (specify) _____ _____ () Clerical (specify) _____ _____ (X) Department – Specific: <u>80% or better on:</u> <u>ER and Rhythm recognition</u> <u>test</u> <u>IV Conscious Sedation</u></p>	<p style="text-align: center;"><u>Physical Requirements</u> (Definitions Below)</p> <p>() Sedentary work () Medium work (X) Heavy work () Very heavy work (X) Ability to respond to & restrain aggressive/assaultive patients.</p> <p>The minimum requirements of this position require the individual to: (X) Stand for <u>5</u> hours a day (X) Sit for <u>2</u> hours a day (X) Walk for <u>5</u> hours a day (X) Perform repetitive tasks/motions (X) Distinguish colors (X) Hear alarm/telephone/tape recorder/normal speaking voices (X) Have good manual dexterity (X) Have good eye-hand-foot coordination (X) Have clarity of vision: Near (<20') Mid (>20' to 20') Far (>20')</p>	<p style="text-align: center;">Evaluate requirements & activity percentage in time for this position based on the following:</p> <p>1 Not at all (0%) 2 Occasionally (1-33%) 3 Frequently (34-66%) 4 Continuously (67-100%)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th style="width: 5%;">1</th> <th style="width: 5%;">2</th> <th style="width: 5%;">3</th> <th style="width: 5%;">4</th> </tr> </thead> <tbody> <tr><td>Climb</td><td></td><td>X</td><td></td><td></td></tr> <tr><td>Bend</td><td></td><td></td><td>X</td><td></td></tr> <tr><td>Crouch</td><td></td><td>X</td><td></td><td></td></tr> <tr><td>Squat</td><td></td><td>X</td><td></td><td></td></tr> <tr><td>Crawl</td><td>X</td><td></td><td></td><td></td></tr> <tr><td>Kneel</td><td></td><td>X</td><td></td><td></td></tr> <tr><td>Balance</td><td></td><td>X</td><td></td><td></td></tr> <tr><td>Pull with force</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Reach above head</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Reach above shoulder</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Twist at waist</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Push/pull up to 50 lbs.</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Lift/carry up to 50 lbs.</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Lift from floor level up</td><td></td><td>X</td><td></td><td></td></tr> <tr><td>Lift from waist level up</td><td></td><td></td><td></td><td>X</td></tr> <tr><td>Lift from shoulder/head</td><td></td><td>X</td><td></td><td></td></tr> </tbody> </table>		1	2	3	4	Climb		X			Bend			X		Crouch		X			Squat		X			Crawl	X				Kneel		X			Balance		X			Pull with force				X	Reach above head				X	Reach above shoulder				X	Twist at waist				X	Push/pull up to 50 lbs.				X	Lift/carry up to 50 lbs.				X	Lift from floor level up		X			Lift from waist level up				X	Lift from shoulder/head		X		
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<p style="text-align: center;"><u>Ages of Patients Served</u></p> <p>(X) Infant/neonate Birth – 1 yr (X) Child/pediatric 1 – 11 yrs (X) Adolescent 12 – 17 yrs (X) Adult 18 – 64 yrs (X) Geriatric 65 + yrs () Not applicable</p>	<p style="text-align: center;"><u>Enter any Additional Minimum Requirements</u></p> <div style="border: 1px solid black; padding: 5px;"> <p>DEFINITIONS: SEDENTARY WORK: Prolonged periods of sitting and exert up to 10 lbs force occasionally. LIGHT WORK: Exert up to 20 lbs force occasionally, and /or up to 10 lbs frequently. MEDIUM WORK: Exert up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly. HEAVY WORK: Exert up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly. VERY HEAVY WORK: Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or 20 lbs constantly.</p> </div>																																																																																						

INDICATORS OF PERFORMANCE

N/A	NOT APPLICABLE	Does not apply - Explain
2	MEETS	Performance fully meets standards
1	DOES NOT MEET	Performance falls below standards

Standard I – Customer Service/Communication/Interpersonal Skills

Demonstrates good skills in all forms of communication. Works well with others in a spirit of teamwork and cooperation. Exceed expectations of internal and external customers: Patients, families, physicians, colleagues, visitors and vendors.

		1	2	N/A	COMMENTS
1.	Demonstrates effective verbal and written communication. Utilizes proper etiquette with Telephone and Electronic mail.				
2.	Demonstrates respect for other’s opinions, judgment, and capabilities; gives recognition and praise.				
3.	Anticipates and provides resolution to issues based on the needs and expectations of our customers.				
4.	Consistently displays professional, compassionate behavior that enhances the public image of MHG evidenced by professional care of patients and courteous behavior toward the public and co-workers.				
5.	Responds to supervisors, patients and co-workers request for information and assistance in cooperative manner and within appropriate time frame.				
6.	Channels concerns appropriately through Chain of Command; deals with conflict appropriately/privately				
7.	Treats others with respect at all times; maintains a work environment free of harassment, hostility, threats or violence.				

Standard II – Job Knowledge/Productivity/Initiative

Maintains certifications, education and development appropriate for position. Completes position responsibilities following established guidelines and protocols within the appropriate timeframe.

		1	2	N/A	COMMENTS
1.	Demonstrates a thorough knowledge of work practices/responsibilities and emergency procedures.				
2.	Demonstrates initiative and enthusiasm in performing job duties.				
3.	Demonstrates ability to set priorities; utilizes organizational skills to complete duties timely.				
4.	Demonstrates ability to accept and act upon suggestions for improved performance.				
5.	Demonstrates ability to perform work in an accurate and timely manner during periods of increased workload and high stress.				
6.	Demonstrates self-direction, flexibility, professional development and willingness to master new skills.				

Standard III – MHG/Facility/Department Policies and Procedures

Supports, implements and ensures compliance with all MHG/Facility and department policies and procedures.

		1	2	N/A	COMMENTS
1.	Adheres to the policies and procedures of the MHG/Facility organizations/departments, and regulatory/accrediting agencies.				
2.	Ensures accuracy and completeness of documentation and work performed per Facility policy.				
3.	Adheres to MHG payroll practices; accurate documentation of time worked.				
4.	Completes all Facility orientations and MHG annual requirements when notified.				
5.	Demonstrates appreciation of cost factors in the routine performance of duties; maximizes cost efficiency and appropriate utilization of supplies.				
6.	Wears unobstructed identification badge in visible designated location while on duty.				
7.	Demonstrates knowledge, understanding, compliance with Facility Infection Control polices and practices.				
8.	Demonstrates knowledge and understanding of Facility’s Environmental Safety policies (i.e. Fire, Security, Disaster, Hazardous Material, etc)				
9.	Utilizes appropriate resources, is familiar with and reviews Facility policy and procedure as the “standard of care”, for positive patient care outcomes.				
10	Adheres to established work schedules and timeliness <u>1 year Assignments(FTE) 13 week traveler assignments</u> 4 or > score 1 2 or > score 1 0 to 3 score 2 0 to 1 score 2				

Standard IV –Organizational Ethics Improving Organizational Performance

Supports MHG and Facility’s ethics, mission, vision and values. Demonstrates understanding and involvement with Performance Improvement.

		1	2	N/A	COMMENTS
1.	Demonstrates understanding of, adherence and commitment to the Code of Conduct.				
2.	Conduct reflects values; accepts the responsibility to act with absolute honesty, integrity and fairness professionally and personally.				
3.	Attends Code of Conduct training - annually.				
4.	Conducts daily activities in accordance with the Ethics and Compliance Program, policy and directives.				
5.	Verbalizes the process for resolution of ethical issues in the Facility’s and how to initiate an ethics consult.				

6.	Maintains privacy and confidentiality (intentional or unintentional) of patient and employee information in verbal, written and electronic form. Limits access to patient/employee information on a job-related need to know basis.				
7.	Complies with MHG & Facility's risk management program- timely/accurate occurrence reporting.				

Standard V – Position Specific Essential Performance Criteria

Performs position specific job functions at an acceptable level with minimal direction.

PRIMARY RESPONSIBILITIES					
	PATIENT RIGHTS	1	2	N/A	COMMENTS
1.	Demonstrates awareness and respect for the patient/family/significant others dignity and values; identifies cultural and religious needs, emotional and language barriers, physical, cognitive, psychological and educational limitations.				
2.	Maintains and protects patient's security, privacy and confidentiality in all aspects of patient care.				
3.	Knowledgeable of what constitutes an informed consent; facilitates the process of obtaining consent.				
4.	Ensures patient has advance directives; honors the directive within law and Facility policy.				
5.	Involves the patient and/or family in all processes and planning; respecting the Patient's rights. Serves as patient advocate.				
	ASSESSMENT	1	2	N/A	COMMENTS
1.	Completes assessment/reassessment in accordance with ED Standards of Practice and age specific patient care needs.				
2.	Sensitive to end-of-life care needs for patient and family, including pain management, emotional and spiritual support.				
3.	All patients on admission will be assessed for existence, nature and intensity of pain. Assess/reassess pain based on Facility standard pain scale (usually 1-10); monitors effect and response to interventions.				
4.	Assesses patients for fall and/or injury risk (including skin integrity); implements appropriate safety interventions.				
5.	Recognizes and reports sign/symptoms of abuse/neglect as identified by Facility criteria.				
6.	Recognizes significant change in patient condition; reassesses and communicates changes to appropriate persons.				

7.	Identifies abnormal lab, radiology and ABG values and the implications, notifying the physician and modifying care as appropriate.				
8.	Identifies patient needs requiring the intervention of other members of the interdisciplinary team – (i.e.: Case Mgmt, Nutrition, Wound Care, etc)				
9.	Timely assesses patients for appropriate Triage Classification; recognizes high-risk patients.				
CARE OF THE PATIENT		1	2	N/A	COMMENTS
1.	Develops, implements, updates, evaluates and revises as appropriate an interdisciplinary age-specific patient Plan of Care; based on continuous assessment and interpretation of all available patient data - to meet the identified patient care goals.				
2.	Competent in the minimal safe use of Restraints; utilizes alternative interventions, appropriate monitoring and documentation as required by Facility policy, providing for patient needs and safety.				
3.	Incorporates Facility Medication Safety Initiatives, policy/procedures in the safe administration and monitoring of medications specific to department.				
4.	Demonstrates accuracy in administration, monitoring and documentation of all treatments, medications, IV therapies and blood products.				
5.	Demonstrates skill in the use of specialized equipment and devices used in ED.				
6.	Able to implement ACLS protocol in emergency situations anywhere in facility.				
7.	Demonstrates ability to provide care and support to the intubated/ventilated patient.				
8.	Assures compliance with EMTALA regulations; ensures Medical screening done, completes Interfacility Transfer Form at time of occurrence, including vital signs and Valuables List. Assures all valuables are transferred with patient.				
9.	Implements physicians' orders timely per Facility policy for positive patient outcomes.				
10.	Administers and monitors IV conscious sedation in a safe and effective manner; assures conscious sedation policy and procedure is followed.				
11.	Demonstrates skill in assisting with special procedures in the ED (i.e: Temporary pacemakers, arterial lines, chest tubes, cardioversions, suturing, casting, EKG's, obstetrical care etc.)				
12.	Demonstrates knowledge and skill in the care and required documentation of the Baker Act patient.				

13	Practice consistent with National Patient Safety Goals				
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	PATIENT/FAMILY EDUCATION	1	2	N/A	COMMENTS
1.	Utilizes a collaborative and interdisciplinary process to provide appropriate patient/family education, based on plan of care.				
2.	Provides patient and family education based on assessed learning needs, abilities, preferences and readiness.				
3.	Initiates and provides ongoing education relevant to assessed needs, including: diet, pain management, medication, medical equipment and continuing care needs.				
4.	Provides assigned patients with explanation of all procedures, medication and treatments – documents teaching on Facility specific records.				
	CONTINUUM OF CARE	1	2	N/A	COMMENTS
1.	Assess, collaborate and coordinate meeting patient's care needs during transition from shift to shift.				
2.	Ensures continuity of care by participating in patient transfers to other units or facilities, completing required forms and nurse -to -nurse report				
3.	Ensures that individualized discharge plan provides for continuing care based on the assessed needs of the patient; provides clear time/action specific discharge instructions in clear understandable terminology.				
4.	Implements appropriate referrals to physicians, agencies and community resources.				
5.	Ensures continuity of care when communicating with EMS prior to patient arrival to ED				
	LEADERSHIP	1	2	N/A	COMMENTS
1.	Demonstrates clinical expertise and professionalism when responding to emergency situations.				
2.	Communicates patient care needs with physicians and plans for appropriate interventions.				
3.	Recognizes patient care priorities and delegates appropriately based on staff competency and patient need.				
4.	Implements Facility chain of command as appropriate for safe patient outcomes.				
5.	Identifies and ensures that patient need and expectations are being met to assure patient satisfaction				
6.	Adheres to all regulatory and legal requirements on the performance of job duties: Ex: JCAHO, OSHA, Federal and State regulations governing patient care and practice of nursing				

	ENVIRONMENT OF CARE	1	2	N/A	COMMENTS
1.	Reports hazardous conditions and equipment malfunctions to appropriate person; assists in maintaining safe, comfortable and therapeutic environment.				
	MANAGEMENT OF HUMAN RESOURCES	1	2	N/A	COMMENTS
1.	Demonstrates competence to assess, treat, and care for patients of the age of the population served.				
2.	Participates in ongoing in-service and education to ensure competency in assigned area of practice.				
	MANAGEMENT OF INFORMATION	1	2	N/A	COMMENTS
1.	Maintains privacy, confidentiality, security and integrity of patient and organizational data.				
2.	Reviews, clarifies and completes notations of physician orders.				
3.	Concise documentation of clinical information to support the assessment, monitoring, treatment, and education provided during shift.				
4.	Communicates concise complete report to on coming shift.				
5.	Maintains security of personal passwords.				
6.	Participates in the department process for documenting appropriate charges.				
	INFECTION CONTROL	1	2	N/A	COMMENTS
1.	Communicates actual/potential infection control concerns to the Infection Control Coordinator in a timely manner.				
2.	Serves as effective resource with regard to infection control issues				
3.	Disposes of biomedical and hazardous wastes appropriately at the point of origin				

AGE SPECIFIC COMPETENCIES: The staff member must be able to demonstrate the knowledge and skills necessary to provide care based on physical, psycho/social, educational safety and related criteria, appropriate to the age of the patients served in his/her assigned position. The skills and knowledge needed to provide such care may be gained through education, training or experience. Any negative response in this section will be reflected in overall performance rating of the individual and established as a goal for improvement through additional training, education, etc.

LEGEND		METHOD OF ASSESSMENT	SCORING (Please ✓)
Neonatal:	Birth- 1 Year		M = Meets Standards
Pediatric:	1 – 11 Years	V = Verbal Response	DNM = Does Not Meet Standards
Adolescent:	12 – 17 Years	E = Examination/Written Response	NA = Not Applicable
Adult:	18 – 64 Years		
Geriatric:	65+		

EXPECTED PERFORMANCE LEVEL	Method of Assessment	Demonstrates the minimum knowledge, skills & abilities for the following patient populations (Please ✓)														
		Neonatal			Pediatric			Adolescent			Adult			Geriatric		
		M	D N M	N A	M	D N M	N A	M	D N M	N A	M	D N M	N A	M	D N M	N A
1. Adapts communication skills to interpret response to treatment																
2. Modifies interview techniques to identify physical, psycho- social and education needs																
3. Ability to perform age specific nursing assessment																
4. Involves patient/ family/ significant others in decision making related to plan of care																
5. Implements appropriate safety precautions for ED																
6. Develops plan for and provides age specific care.																
7. Modifies nursing intervention based on age specific response to care																
8. Interprets patient data and responses to trauma, treatment and medications.																
9. Demonstrates ability to initiate life saving emergency measures.																

Completed the Age Specific Competency for patient care module/educational update. Y N

Based on assessment, this RN has been deemed competent to provide care to neonatal, pediatric, adolescent, adult and geriatric patients. Y N

PERSONAL DEVELOPMENT PLAN

Strengths/Accomplishments

Skills Improvement/Job Growth

MHG Manager Comments

Employee Comments

Employee Signature: _____ **Date:** ____/____/____

Manager Signature: _____ **Date:** ____/____/____