

JOB DESCRIPTION

POSITION TITLE: **Registered Practical Nurse (OTN)**

REPORTS TO: Primary Care Team Supervisor

TEAM: Primary Care

SALARY SCALE (BAND/LEVEL): **5** Level 1 2 3 4 5

ROLE

The Hawkesbury & District General Hospital has been selected by the Champlain Local Health Integration Network (LHIN) to take on a regional coordinating role for the Champlain Telemedicine Nursing Program for our community of care – Eastern Counties. Funding for this program is for nursing positions to enhance clinical telemedicine activity and telemedicine coordination across the region.

The goal of this project within Champlain is to develop and implement a Champlain-wide telemedicine plan, which will align with the Champlain LHIN integrated health services plan priorities; increase the number of clinical telemedicine events and; increase efficiency of service delivery in order to provide high quality health services for clients as close to home as possible.

The Telemedicine Nurse consults and collaborates with health professionals and interdisciplinary teams across a range of practice settings and agencies to coordinate clinical telemedicine services for clients in the Cornwall and Stormont, Dundas and Glengarry Counties. This position requires technology training and experience to be proficient in using computer applications on a regular basis.

Cross-training in all SVCHC RPN roles is a requirement of this position. The RPN's role and duties are subject to change as the provincial health system transformation unfolds, (i.e., SVCHC active participation in care coordination and in future sub-region planning initiatives).

Travel may be required within the catchment area and to various meetings and conferences across the Champlain Region.

REPORTING RELATIONSHIP

Reports to the Primary Care Team Supervisor for on-site activities and program concerns/issues.

POSITION REQUIREMENTS

Education:

- Clinical background to assist in the provision of clinical services required (e.g., Licensed and registered RPN)
- Obtain and maintain OTN Certification for providing patient care via telemedicine.
- Maintain clinical competence in caring for patients for a broad spectrum of care, supporting the ethical delivery of care and ensuring compliance with PHIPA.

Professional Experience:

- Nursing experience.
- Interest in application of technology within the health care environment and with health care partners.
- Ability to work within a multi-disciplinary team.
- Excellent communication (verbal and written) and interpersonal skills.
- Superior organizational skills and ability to set priorities.
- Basic understanding of the field of telemedicine, or a willingness to learn.
- Excellent computer literacy in Word, Excel, Outlook, PowerPoint, Explorer.
- Must hold a valid Ontario driver's license, use of a vehicle and insurance.
- Understanding of issues of disadvantaged groups and of rural health needs.

Key Competencies:

- Self-starter with an entrepreneurial spirit comfortable working in a rapidly changing environment
- Collaborative
- Comfortable working within the healthcare environment and with health care partners
- Interest in application of technology in health care environment
Ability to advocate for the integration of virtual care across the organization
- Excellent interpersonal skills
- Strong communication skills; verbal, presentation, and writing
- Innovative with the ability to problem solve quickly, strategically, and creatively
- Superior organizational skills and ability to set priorities
- Experience working with physicians and other healthcare professionals
- Basic understanding of the field of virtual care, or a willingness to learn
- Basic computer skills

Linguistic Profile:

- Excellent English language skills (oral and written)
- French and/or other languages considered an asset.
- SVCHC does not have a French Language Service Designation

Personal Suitability:

- The candidate is a good fit with the interdisciplinary team and SVCHC culture.
- Sensitivity to the needs of marginalized and diverse clientele.

- Commitment to health promotion concepts, strategies, and philosophy.
- Commitment to community-based health care and social services, and strength-based philosophy and practices.

Other:

- Other duties as assigned.

POSITION RESPONSIBILITIES

Strategic Functions:

- Provide Leadership for the Virtual Care program
- Responsible for the delivery of high-quality virtual care services within the organization
- Observe organizational obligations with respect to Personal Health Information Protection Act (PHIPA) in all virtual care activity
- Prepare/oversee internal organizational requirements for video activity statistics and reporting
- Discuss new opportunities for virtual care services with OTN staff

Clinical Functions:

- When performing direct patient care activity, health professionals in virtual care (as in all other clinical areas) must be fully licensed and registered with their respective regulatory/licensing body
- The College of Nurses of Ontario's Telepractice Practice Guideline indicates that nurses facilitating virtual care consultations "must possess current and in-depth knowledge in the clinical care(s) relevant to the role"
- Familiarity in the development of clinical services, clinical policies/procedures and clinical workflow processes
- Understanding of organizational policies, procedures and protocols relevant to the provision of clinical services
- Understanding of organizational systems and associated departments required to support clinical services
- Liaise with healthcare providers and/or patients in the region to identify needs for clinical services
- Field queries from internal sources re: clinical service opportunities
- Coordinate and/or participate in internal stakeholder meetings to develop services
- Develop protocols for video consultations in collaboration with Consultants
- Act as a resource for the organization when undertaking the Accreditation Canada Telehealth Services program
- Understand internal policies and processes with respect to organizational support systems for clinical events, i.e., medical records, admitting/registration, privacy, patient consent, etc
- Work with organizational support systems to develop or revise processes for the integration of video visits into clinical service delivery
- Engage organizational clinicians for participation in video visits

- Coordinate organizational scheduling requirements for participation in teleconsultations (space, equipment, clinicians, etc.)
- Ensure information, materials and equipment required for video visits are available
- Prepare the patient and / or the Consultant for the clinical event
- Assist with patient presentation and examination (as required)
- Facilitate use of equipment during clinical event
- Prepare space to facilitate clinical event
- Participate in training sessions, or review training materials (as necessary)
- Participate in site readiness assessments (as applicable)
- Attend and participate in meetings including Community of Practice events

Operational Functions:

- Serve as the organizational administrator for virtual care services, managing users' access and permissions
- Facilitate on-boarding of staff
- Train/mentor others in the organization on virtual care processes and technology (as required)
- Develop expertise in the use and care of the equipment
- Troubleshoot minor technical problems
- Comply with technical service standards as set out in Technical Service Level Agreements
- Maintain up-to-date knowledge of Policies and Procedures, abide by such, and ensure awareness by other video visit users
- Receive communiqués re: updates for network, policies, contact information, etc. and disseminate internally (as necessary)
- Participate in training sessions or review training materials (as necessary)
- Participate in site readiness assessments (as applicable)
- Attend and participate in meetings including Community of Practice events.

STANDARD CHC EMPLOYEE RESPONSIBILITIES

As an employee of the Seaway Valley Community Health Centre, this position is responsible for the following:

ADMINISTRATIVE

- Contributes to the Centre's activities to collect, analyse and report on data and relevant information and participate in research;
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data;
- Submits records of time worked and time off in a timely manner
- Maintains and develops professional competence, and where applicable, a professional licence to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
- Complies and adheres to all applicable Centre policies and procedures

ORGANIZATIONAL RESPONSIBILITIES

- Respects and values the diversity of the community and individuals
- Supports the Centre's student placement programs
- Contributes to the Centre's work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as inter-component committees and working groups, strategic planning and the Canadian Centre for Accreditation
- Contributes to the Centre's practices of hiring, orienting and training of employees
- Participates actively in team meetings
- Consults with and provides support to team members and other SVCHC employees regarding professional issues
- Participates in the Centre's strategic planning process
- Participates in the development of policies and procedures by providing feedback in the Centre's policy development process
- Works in a manner that incorporates health promotion and recognizes the determinants of health
- Participates in team and individual professional development opportunities

OCCUPATIONAL HEALTH AND SAFETY

This position must also work within the scope of all legislative and Centre policies related to occupational health and safety. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health and Safety Act (Section 28)
- Must read and follow the Centre's occupational health and safety policies
- Works safely in consideration of the following job hazards: noise, workplace violence
- Uses the proper personal protective equipment (PPE) as required
- Participates in Occupational Health and Safety training as required:
 - Accessibility for Ontarians with Disabilities Act (AODA)
 - WHMIS including Globally Harmonized System of Classification
 - Workplace Violence Prevention Training
 - PHIPA – privacy legislation Training
 - Diversity and Cultural Sensitivity Training
 - CPR and First Aid
 - Other (as required)

I have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

Employee signature

Date

Witness