



Director of Nursing

Job Title: Director of Nursing

FLSA Classification: Exempt

Department: Clinical

Supervisor: Executive Director

Job Summary

The Director of Nursing will provide leadership and clinical support for the Fresno PACE nursing program. The nursing program is instrumental at enabling the independence of frail elderly adults through the provision of comprehensive, interdisciplinary, and high-quality nursing care in a primary care setting and through in-home supportive services. The Director of Nursing will foster a collaborative, mission-driven, compliance focused, and participant-centered environment that encourages staff to perform their work with excellence, compassion and ingenuity.

Essential Job Functions

- Directs, oversees and evaluates all nursing personnel (Registered Nurses, LVN's), Health educators, Medical Assistants, and Pharmacy Technicians at the PACE facility.
- Responsible for ensuring the timely and comprehensive completion of initial and re-assessments with particular attention to the nursing component, including specific short-term nursing goals in each individualized plan of care.
- Maintains acceptable standards of nursing care, based on program specific regulatory requirements as well as Fresno PACE standards.
- Assist with interviewing and hiring of clinical support and nursing staff.
- Responsible for competency training, in-services, and assessments including but not limited to venipuncture, infection control, injections, immunizations, protocols, and nursing documentation as appropriate.
- Assists with preparing for DHCS and CMS audits.
- Responsible for the implementation, monitoring and maintenance of all logs, including monitoring, administering, and recording ordered medication. May delegate to staff members as needed.
- Responsible for ensuring the ordering and maintaining of adequate supplies and equipment. May delegate to staff members as needed.
- Responds to medical emergencies and will take the lead in management of the situation as indicated.
- Drives health education and counseling to the participant and family when indicated by the plan of care.



- Acts as liaison between departments, in addition community providers, specialists, institutions, home health agencies, DME vendors, and appropriate regulatory agencies.
- Supports and enforces infection-control policies and procedures and supports the Quality Improvement Programs, and Utilization Management (PACE) programs/strategies.
- Drives assessment and documentation processes related to initial assessments and LOC reporting to DHCS.
- Ensures annual review of program policies and procedures, modifying as appropriate and consistent with appropriate standards.
- Supervises, coordinates and ensures efficient operations in the clinical setting as appropriate.
- Provides supervision and mentorship to the Clinical Supervisor (RN) and other clinic staff, leading morning huddles to discuss provider schedules and daily department objectives.
- Directs Case Management RNs to apply best practices and high quality care standards for the development and effectuation of individualized care plans. Provides day-to-day oversight of Care Management operations, ensuring all practices and programs are aligned with the overall strategic plan of the organization.
- Completes RN and Home Care Assessment, as needed.
- Plays an active role as an Interdisciplinary Team Member.
- Subject matter expert on clinical education, providing staff development expertise as an educator, change agent, preceptor, researcher and facilitator of comprehensive health education.
- Conducts evaluation of intermittent nursing care provided to PACE participants, ensuring that interventions are appropriate and safe for the management of chronic care and other participant care needs.
- In collaboration with the Medical Director, establishes standards for clinical practices and workflows in the primary care clinic and home setting.
- Creates and drives training and development plan, providing regular in-services and effectuation of annual competency testing for nurses and medical assistants.
- Ensures that clinical staff is fully knowledgeable of appropriate utilization of point of care equipment and the full scope of their responsibilities as PACE employees and licensed health care professionals.
- Drives timely clinic access and targeted quality outcomes, ensuring that the nursing team responds to participants visiting the ADHC, in a timely manner, utilizing SBAR processes and a system of prioritization to access the clinic.
- Development and oversight of 24/7 Nurse (RN) Advice Line / After Hour Services, ensuring consistent coverage with advanced planning and training.



- Collaborates with the Director of Home Care to ensure that all nursing interventions (at the PACE site and in the home setting) occur seamlessly, including home safety and home care coordination services.
- Collaborates with Medical Director and Home Care Director to identify high risk groups, providing appropriate care in response to special needs.
- Establish strategic plans to achieve short and long-term nursing program goals.
- Evaluates member care data to ensure that care is provided in accordance with clinical guidelines and organizational standards.
- Responsible for developing, interpreting and reporting of quality outcome reports, including Hospital, ER and SNF utilization.
- Develops and enforces policies aligned with regulatory, quality and legal compliance, as required by the Centers for Medicare and Medicaid and the Department of Health Care Services.
- Support Participant Rights with the timely management of participant grievances and service delivery requests.
- Collaborates with other operations leadership to streamline PACE services and to ensure that participant needs are met in a timely manner.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Effective conflict management and resolution skills.
- In-depth knowledge of patient care procedures and KPI/KQIs of patient care.
- Understanding of basic budgeting and financial reporting.
- Willingness to keep abreast of changing standards in nursing administration as it applies to geriatric care and aging in place goals.
- Excellent ability to lead and develop personnel.
- Valid nursing and CPR certification.
- Ability to effectively navigate the Electronic Medical Record systems; proficient with Microsoft Office (Word, Excel, PowerPoint, and Outlook).



Qualifications

- Bachelor's degree in Nursing preferred, plus a minimum of five years' experience in managed care in the areas of care management.
- MSN or Master's degree within the field of Healthcare Management, Social Work, or Business Administration strongly preferred.
- At least 3 years of experience in managing employees in a supervisory capacity.
- Current valid license as a registered nurse through the California Board of Registered Nursing required.
- Knowledge of clinical care practices, operations and local, state and federal regulatory standards.
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Fresno PACE for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, Fresno PACE reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.



I understand that employment at Fresno PACE is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Fresno PACE at any time and for any reason.

Employee Signature

Date

Fresno PACE is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

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Approved By: Governance Committee		Approval Date:	06/01/19