

BROCKTON VISITING NURSE ASSOCIATION

JOB DESCRIPTION

TITLE: CLINICAL EDUCATOR

REPORTS TO: VICE PRESIDENT – CLINICAL EXCELLENCE

POSITION SUMMARY:

Provides and/or coordinates orientation, competencies, and education for BVNA clinical staff (VNA and Hospice) to promote quality patient care in accordance with BVNA policies and objectives to assure compliance with home health regulations and/or standards. Demonstrates skill in influencing staff to perform to maximum potential through communication, education and performance management. Adheres to all BVNA policies, including, but not limited to, Confidentiality Agreement, Personnel Policies, and Clinical Policies and Procedures.

RESPONSIBILITIES:

- Provides and/or coordinates, either directly or indirectly, orientation for BVNA staff in accordance with BVNA policies and objectives to assure compliance with home health regulations and/or standards. Updates the orientation program and makes changes to the orientation checklists as necessary. Collects completed orientation checklist(s) and competencies and submits them to Human Resources.
- Develops orientation plans for new staff with input of supervising managers in a collaborative manner with goal of developing a competent, but not yet proficient, staff member.
- Responsible for creating/developing, coordinating and scheduling trainings for BVNA employees to include, but are not limited to, community health, case management, interviewing/assessment, disease process, treatment, medication, infection control, documentation skills, EMR competency, etc.
- Provides clinical care visits and admissions related to, but not always related to, orientation or training of clinical staff.
- Collaborates with Managers to identify skill development plans for clinical staff; implements education plans related to skill deficits identified, either in groups or individually.
- Maintains the Preceptor Program and makes changes, improvements.
- Maintains and improves the competency program (observational and written) to provide a system to determine the competency of all clinical staff (professional and paraprofessional).
- Complete chart audits for orientation and training purposes, or otherwise as needed.
- Provides direction on the annual competency program for all clinical staff.
- Establishes an ongoing calendar of in-service education programs for staff to promote quality care.

- Obtains the necessary documentation (objectives of the education program, speakers' resumes, behavioral objectives, content outline and teaching methods) to provide professional staff with Continuing Education Units (CEUs).
- Assures that all educational programs have an evaluation process to examine effectiveness of the programs.
- Collaborates with designated staff to coordinate, develop, and/or present twelve Home Health Aide in-service education programs per calendar year.
- Collaborates with Clinical Managers and QA/Clinical Coding Specialists who have identified employees who have performance deficiencies and limitations, and develops educational resources for those individuals to assist them in improving their job performance in accordance with the Manager's identified performance deficits and/or established Performance Improvement Plans (PIPs).
- Organizes and maintains a library of educational materials/resources for staff to use with patients, as well as updated materials/resources for staff.
- Assists with implementation of Conditions of Participation. Actively participates in DPH surveys.
- Assists to translate policies into operational practice.
- In collaboration with quality department, provides ongoing OASIS education to clinical staff regarding correct manner in which to complete patient assessments, (Start of Care, Transfer, Resumption of Care, Follow-up and Discharge), answering the OASIS questions, and assuring that answers are consistent throughout the documents.
- Serves on Policy and Best Practice Committees to provide input for new policies and procedures to comply with regulations.
- Participates in the LEAN Healthcare Program to design and revise BVNA processes.
- Maintains a current knowledge base and keeps abreast of changes in home health regulations/standards.
- Participates in professional organizations.
- Maintains confidentiality of all pertinent clinical client care, personnel, and BVNA information according to HIPAA regulations, privacy policies, and the WISP policies, so that the rights of all parties are protected.
- Required to participate in Quality Assessment Performance Improvement Program and HHA sponsored in-service Training.

QUALIFICATIONS:

- Possesses current Massachusetts Registered Nurse license; is responsible for maintaining State licensing that is current and in good standing.
- Master of Science Degree in Nursing, Education or related field or equivalent preferred.
- Requires at least three years of experience as an educator in a health care setting.
- Requires at least three years of experience as a Registered Nurse in home care and/or hospice
- Understands and is able to interpret the Medicare Conditions of Participation, including standards for OASIS and PPS.

- Exceptional experience with clinical information systems in order to provide instruction to clinical staff on Allscripts software and the use of tablet PCs. The ideal candidate will become a Super User for all clinical software on all systems.
 - Familiarity with and knowledge of Windows, Word, electronic mail, etc.
 - Ability to advise and evaluate safe clinical practice in order to assure quality patient care.
 - Ability to establish professional relationships and to communicate effectively with staff, patients, families, coworkers, and others he/she interacts with in the course of job performance.
 - Excellent communication and customer service skills; is accessible and approachable.
 - Possesses the ability to work independently.
 - The ideal candidate is adaptable and flexible in meeting the educational and orientation needs of the Agency.
- Training may occasionally occur on the weekend if weekend staff are being oriented.

STANDARDS:

Demonstrates a commitment to the provision of superior home health services, community education, and health promotion outlined in the Mission Statement, and to our values. Demonstrates skills to assist clinicians and to follow through to meet deadlines and timeframes.

All employees of BNVA are expected to display the highest standards of service excellence and embody the BVNA's motto of "More than you'd expect from home care." In order to do so, the BVNA's values (shown below) will be demonstrated throughout the course of each employee's daily activities. As each employee's roles and responsibilities may be unique, these values will also be demonstrated in a way that is unique, but supportive of the employee's overall goals and the BVNA's mission and vision. Specific expectations will be made and agreed upon between the employee and his/her manager at the time of hire and throughout the year as needed.

Adheres to BVNA's and Professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

New

Revised – June 2023

Date: September 2020

Employee Signature

Date