



JOB DESCRIPTION AND CRITERIA-PERFORMANCE BASED STANDARDS

JOB TITLE: Patient Care Technician
DEPARTMENT: Nursing, hospital inpatient
REPORTS TO: Unit Director
ORIGINATOR: Nurse Managers

JOB GRADE: 8
JOB CLASS: Nonexempt
APPROVAL:
DATE: 3/1/2011
LAST REVISED: 2013

Main Function: Provides basic patient care with clinical competence. Assists the Registered Nurse by providing patient care tasks and supportive duties in the acute setting. Is self directed and quickly able to adapt to variable patient care conditions and volume levels in the hospital.

Required Job Specific Competencies: Demonstrates the ability to work independently and exhibits flexibility in decision making and prioritizing assignments. Demonstrates the ability to develop and maintain collaborative working relationships with the medical and nursing staff in all areas within the facility. Actively guards the confidentiality of sensitive information including but not limited to the patients, staff and the health system. Demonstrates the knowledge and skills necessary to provide care appropriate to the age of the patient. Lives the CARES values at all times.

Qualifications:

- Required - BLS certification required or within 6 months of hire
- Required – Basic computer skills: Microsoft Office, Word
- Preferred - Medical terminology, knowledge of Electronic Medical Record (EMR)

Education:

- Required – High school diploma or equivalent.

Experience:

- Required – One year experience as CNA, Nurse Aide Acute Care, EMT, nursing student or other comparable experience
- Preferred – Experience performing phlebotomy and/or EKGs highly desirable.
Experience with EMR computer order entry

Complexity of Duties:

- Moderate to less complex responsibilities. Follows standard procedures requiring minor decision-making and the use of judgment.

Supervisory Responsibility/Supervision Received:

- Works under the direct supervision of an RN. Reports to supervising RN, Charge Nurse, Nursing Supervisor and VP Patient Care Services.

Organization Impact:

- Errors may result in negative patient outcomes, loss of revenue, or breach of confidentiality.

Contact with Others:

- Patients, families, visitors, police, ambulance personnel, medical and nursing staff, other departmental and ancillary staff within the facility. Moderate communication skills required. Contact with others requires courtesy & tact at all times.

Working Conditions/Hazards/Equipment & Machinery Used:

- Stands and walks for long periods of time. Must be able to lift, push and pull heavy weights during patient care. Works in well lighted, well ventilated areas. May be subject to temperature variables. Frequently exposed to disagreeable odors, sights, sounds, body wastes, blood etc. Exposed to emotional stresses associated with the care of the ill and dying. May be exposed to infectious diseases, muscle strain or injury from patients that may fight, kick, bite, scratch etc

Key Responsibilities
A. Job Specific

Responsibilities/Standards	% Time
*1.Performs patient care related tasks independently as directed by the Registered Nurse, demonstrating sound judgment in rendering care. Demonstrates ability to locate and use specialized equipment.	50%
• Accurately takes and records Vital Signs on patients	
• Obtains and records O2 saturation as directed	
• Performs venipuncture phlebotomy per protocols.	
• Correctly places patient on monitor and obtains EKGs per order	
• Empties urinary drainage bags, accurately records output and oral intake	
• Transports specimens and requisitions to appropriate departments Ensures that specimens are correctly labeled at the bedside, using two patient identifiers.	
• Assists with patient transports	
• Performs post-mortem care, demonstrating dignity for the patient	
• Routinely performs glucometer QA and fingersticks as requested	
• Identifies patient using two designated methods prior to any intervention. (phlebotomy, EKG, specimen collection)	
• Identifies appropriate assistive equipment for safe patient moving and handling, based on nursing and Physical Therapy assessments.	
• Demonstrates competency in use of all patient moving and handling equipment	
*2. The patient care tech functions as part of the health care team by assuring that various unit tasks are competed to provide a safe, effective, and therapeutic environment.	
• Notifies RN of abnormal vital signs and BG's	
• Stocks each area with clean linen and supplies maintaining adequate supply.	25%
• Offers beverages and snacks to patients after first checking with RN.	
• Assists in maintaining orderly unit, kitchen, nursing stations and patient rooms. Returns equipment to proper storage area and replaces supplies and equipment as needed.	
• Assures that own assignment is completed and that unit tasks are done for the shift.	
• Completes purposeful rounding at designated intervals	
*3. The patient care tech communicates effectively and professionally.	
• Frequently communicates in person with the patient and their family to assess needs, explain processes, and answer any questions.	
• Maintains a calm professional approach to patients, families and staff, even under adverse or high volume conditions. Treats others with courtesy, politeness, dignity and consideration, including being aware of vocal tone and mannerisms.	10%
• Reports all pertinent patient care information, change in condition and patient feedback immediately to the RN.	
• Documents appropriately and accurately.	
• Identifies patient alarms and reports immediately to RN. Answers call lights promptly and summons appropriate staff as needed.	
• Maintains confidentiality at all times. Participates in protecting the privacy of all patients	

*4.The patient care tech supports the patient and assists with procedures performed by the RN or MD which may include but is not limited to:	
• Arterial Blood Gases	
• Lumbar Punctures	10%
• Nasogastric Tube insertion	
• IV insertion	
• Foley catheter insertion	
*5 The patient care tech performs some clerical functions	
• Understands and utilizes the EMR system in OE. Uses Microsoft Outlook email appropriately	
• Collects and enters data accurately	
• Performs Order Entry for laboratory and diagnostic testing	
• Answers telephone, takes messages, makes phone calls for staff as directed. Uses appropriate telephone etiquette	5%
• Co-ordinates paperwork and required communication for inter-facility transfers or discharge paperwork as appropriate.	
*6 The patient care tech maintains a knowledge base necessary to perform the duties of the job.	
• Successfully completes competencies on a yearly basis	
• Maintains 10 hours of continuing education yearly including system mandatory education	
• Completes a minimum of ten successful venipunctures per month	
• Maintains BLS	

- ***Denotes Essential Job Functions (Americans with Disabilities Act)**

Discussed with Associate:

Associate Signature

Department Leader Signature

Date

Date

Rev.04/2009