



POSITION DESCRIPTION

POSITION TITLE: Regional Patient Flow Coordinator **DEPARTMENT:** Administration
CLASSIFICATION: Non-Union **APPROVED BY:** Regional Lead - Acute Care & Chief Nursing Officer
UNION: Out of Scope **DATE APPROVED:** August 2024

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Regional Lead - Acute Care & Chief Nursing Officer

POSITIONS SUPERVISED: None

POSITION PURPOSE

The Regional Patient Flow Coordinator is responsible for regional oversight of appropriate utilization of bed resources across the continuum of care. To create capacity by following patient flow principles and processes to optimize and support effective, efficient and safe patient movement within Southern Health-Santé Sud (SH-SS). To facilitate equitable and timely access to care for patients in the most appropriate care environment. The Regional Patient Flow Coordinator is required to work in collaboration with site-based Utilization Facilitators, Program Managers, Physicians and Nurse Practitioners within the Service Delivery Organization (SDO) and provincially. The Regional Patient Flow Coordinator participates in decision making with management and the Regional Lead – Acute Care & Chief Nursing Officer.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Develops and maintains strong, collaborative working relationships within acute care, long term care, home care, primary care, mental health and other community programs within Southern Health-Santé Sud and other provincial SDOs.
- Participates as a member of the Manitoba Patient Flow Steering Committee working group representing Southern Health-Santé Sud.

- Functions as the regional point of contact for patient flow related work.
- Becomes the first point of contact for escalation of patient flow related concerns and issues.
- Contributes to the development, implementation and evaluation of patient flow guiding principles and targets both within the SDO and as part of the provincial patient flow working group.
- Works with Southern Health-Santé Sud clinical leadership to implement provincial targets for all in-patient care environments, standards and protocols.
- Oversees and leads the regional daily bed call.
- Participates as a member of the SH-SS patient flow working group.
- Identifies and escalates emerging patient flow issues that impact system capacity in responding to patient access to the most appropriate care environments.
- Identifies risk mitigation strategies.
- Mediates between differing interests in the pursuit of client health and well-being and facilitate equitable access to resources.
- Attends interdisciplinary care conferences for high risk complex clients as required.
- Identifies and recommends the need for policy, procedures and guidelines related to patient flow to the regional patient flow working group.
- Ensures appropriate transfer of patients to appropriate care environment in a timely manner.
- Monitors and tracks performance indicators.
- Gathers, analyzes and presents patient flow data to regional leadership.
- Participates in quality improvement initiatives and the Accreditation Program.
- Participates on appropriate committees and projects.
- Takes preventative and corrective action both individually or/ or collaboratively with others to protect clients from unsafe, incompetent and unethical circumstances.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Carries out professional activities in a self-directed responsible manner, which reflects legal, ethical and practice standards.
- Co-ordinates and facilitates the activities in the assigned areas in a manner that ensures the efficacy of program's mandate.
- Collaborates with all disciplines to facilitate an efficient, effective operation of the assigned areas.
- Maintains contact with counterparts in other Service Delivery Organization's, sites, Affiliates, programs and professional associations to keep abreast of practice issues and changes in the delivery of care.
- Facilitates an environment that fosters change that is in keeping with the Regional Board Ends/Core Values, philosophy and strategic plans.
- Facilitates a positive work environment through valuing and operationalizing an empowered model of professional practice.
- Acts as a resource to staff in utilization decision-making following the decision-making process, professional conceptual frameworks and appropriate resources.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

- Performance is measured against the above-identified essential functions and basic duties.
- The incumbent exercises initiative in carrying out tasks and demonstrates sound judgment and excellent time management skills in determining the methods to apply to tasks.
- The position functions in a manner that is consistent with the mission, vision, core values and the policies of Southern Health-Santé Sud.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate degree in a health-related discipline, or suitable combination of relevant education and experience related to the position.
- Current registration and a member in good standing with the relevant provincial regulatory body.
- Training in healthcare management, health policy, cultural awareness, statistical analysis, quality assurance, process analysis/improvement, organizational change management, and/or project management are considered assets.

KNOWLEDGE REQUIRED:

- Understanding of the Regulated Health Professions Act.
- Understanding of the Scope of Practice of various health care disciplines.
- Current knowledge of National and Provincial Standards of health care delivery.
- Knowledge of current utilization platforms an asset.

EXPERIENCE REQUIRED:

- 5 years of clinical experience with the last 2 in an acute care setting.
- Relevant experience in admission, transfer, discharge and Panel processes.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated leadership and supervisory ability.
- Demonstrated written and oral communication skills.
- Strong organizational, decision making and problem-solving skills.
- Demonstrated ability to develop Policy and Procedure.
- Ability to initiate change and improvement processes.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.

- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
 - All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
 - Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.00.
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WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.
 - May work occasionally evenings and weekends as necessary.
 - Will be required to travel to other regional facilities as the position duties may require.
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SALARY SCALE:

As Per Non-Union/Management

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.