



## POSITION DESCRIPTION

**POSITION TITLE:** PATIENT FLOW SPECIALIST

**DEPARTMENT:** ACUTE CARE

**CLASSIFICATION:**

**UNION:** NON-UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** MANAGER HEALTH SERVICES – OBSTETRICS AND PATIENT FLOW

**POSITIONS SUPERVISED:** None

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## POSITION SUMMARY

Supports the coordination of patient flow and related resource utilization within the IERHA and across services and sites as required.

Reporting to the Manager Health Services – Obstetrics and - Patient Flow, the Patient Flow Specialist is responsible for the following:

- Facilitates and coordinates the flow of patients through the admission, transfer and discharge processes in all acute care facilities throughout the IERHA including Selkirk Regional Health Centre.
- Liaises with IERHA programs and sites as well as with other RHAs as required.
- Participates in the education of staff nurses related to required admission and discharge planning.
- Facilitates presentations on utilization issues/ strategies to improve patient flow.
- Communicates effectively with all disciplines to ensure patient flow is optimal.
- Works closely with the Manager Health Services – Obstetrics and Patient Flow with the goal of efficient and appropriate placement of patients in the region.
- Exercises initiative and independent judgment in determining work priorities and most effective work methods to be employed.
- Participates in decision-making that results in an effective admission process and the optimal utilization of Program and facility resources.
- Participates in provincial meetings as delegated.
- Drives implementation and initiatives/processes.

- Assists in the development, planning, and implementation of regional and provincial initiatives which improve patient flow.
- Participates in the development of Patient Flow processes and applications.
- Maintains a regional approach to education/training and a quality monitoring program related in the use of the Patient Flow processes and applications.
- Participates in the planning, implementation, delivery and evaluation of projects and initiatives which relate to achieving operational patient flow performance targets.
- Prepares data analysis and research for project proposals.

The position of Patient Flow Specialist functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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#### **ESSENTIAL FUNCTIONS AND DUTIES**

Function and duties include but are not limited to the following:

- Participates in site(s) discharge planning rounds as required.
- Ensures wait lists are effectively managed for repatriations to the IERHA and communicates regularly and effectively with acute care team.
- Works collaboratively with other programs and partners and ensures coordination of processes relating to patient care and patient flow.
- Maintains knowledge and awareness of departments, programs and service agencies' roles and functions in order to provide guidance and assistance to the region's acute care team, in planning and coordinating safe admissions and transfers.
- Assists sites and programs with day to day issues related to patient access and transition.
- Maintains a strong, effective relationship with members of the site, regional and provincial health care teams in order to support effective transition planning.
- Communicates with all areas of the region regarding patient flow and movement requirements.
- Reviews regional bed availability to ensure flow of patients within the region.
- Supports emergency departments and inpatient units to collaborate with IERHA Home Care, Mental Health Services, Social Work and Long-Term Care Program as required.
- Participates in the leading of the development and implementation of processes to improve discharge planning and patient flow and communication.
- Advises and assists the Manager Health Services – Obstetrics and Patient Flow in ensuring that planning is responding effectively to patient needs.
- Represents the acute care program at meetings, discussions or committees as assigned.
- Promotes healthy public relations between patients, families and visitors.
- Maintain statistics as deemed necessary for service delivery and process improvement.
- Assists in interpretation and analysis of information reported from provincial committees.
- Develops and implements a quality monitoring framework and audit tools for the Regional patient flow team to utilize to assist with determining effective patient flow practices within the region.
- Works collaboratively with committees or teams who are working on projects that will affect Patient Flow practices Provincially, regionally or site specific, as assigned.

- Along with the Manager Health Services – Obstetrics and Patient Flow, will be involved in site visits when patient flow process and practices are being reviewed/ revised for improvement purposes and will follow up on the effectiveness of changes to process and/or practices to ensure desired outcomes are being met.
- Maintains and supports accurate Alternate Level of Care (ALC) processes and declaration in established patient flow systems.
- Supports teams in using principles of managing variability, improving efficient and cycle times, and demand capacity, in their flow improvement work.
- Building on collaborative care knowledge and competencies, provides education and support to Allied Health professionals, related to access and transition support and patient flow best practices.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Baccalaureate degree in Nursing from a recognized university. Other combinations of skills and education may be considered.
- Eligible for or possesses current registration with professional body as applicable.
- Current BLS.
- Adult education related knowledge an asset.
- Education in Lean Six Sigma or equivalent preferred.

**REQUIRED KNOWLEDGE:**

- Knowledge of all relevant legislation and standards.
- Patient Flow & Utilization knowledge required.
- Knowledge of panel process preferred.
- Knowledge of the Home Care program preferred.

**EXPERIENCE REQUIRED:**

- Minimum 3 years recent experience working in an acute medical, surgical, or critical care/emergency environment required.
- Experience in an operational role, particularly with a focus on transition planning and practices preferred.
- Experience in community nursing an asset.
- Patient Flow & Utilization experience required.

**SKILLS/COMPETENCIES:**

- Demonstrated ability to function within the professional code of ethics, professional standards and legislative requirements of the profession.
- Ability to excel in an environment that is fast paced with multiple demands.
- Ability to use an analytical and inquiring approach to problem-solving.

- Ability to work effectively with others in a multi-facility and program system.
  - Proficiency in concepts related to collaborative practice and inter-professional education and practice.
  - Strong interpersonal, communication and organizational skills.
  - Demonstrated effective oral and written communication skills.
  - Experience in using computerized applications, including Microsoft products, Acute Care software, and clinical applications is preferred.
  - Ability to function independently, as well as in a team environment.
  - Valid Manitoba driver's license.
  - Mental and physical ability to meet the demands of the position.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities' Fire, Disaster and Evacuation Plan.

#### **PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: April 2, 2024  
Date

Revised: \_\_\_\_\_  
Date

Approved by: Jamie Brown  
Regional Manager/ Supervisor

Sept 6/2024  
Date

Approved by: [Signature]  
Regional Lead/ CEO

Sept 6, 2024  
Date

Reviewed by: [Signature]  
Regional Lead, Human Resources

September 9, 2024  
Date

*Position 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 position 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.*