

Patient care support

- Greet patients/families and provide information (patient locator, unit orientation, special precautions)
- Receive telephone calls from relatives, friends inquiring about patient's condition – referring to nursing staff when appropriate
- Triage visitor complaints
- Access off-site information from facilities/GPs – e.g. Care plans from Residential and any info that may pertain to behavior

Electronic Health Navigation

- Review all orders, tasks and activities at the start of each shift and throughout the day
- Complete Order Entry Details daily and when there any changes
- Complete tasks and associated documentation
- Provide EHR Navigation support to the providers and clinicians
- Complete NUA appropriate sections of the Discharge summary page
- Use the Interdisciplinary Communication Tool where appropriate to communicate with Providers
- Make sure Infection Precautions are consistent and correct in Powerchart/Teletracking/CCM and patient room

Daily Support of Patient Care Processes (admissions, transfers, and discharges)

- Check for overnight admissions and assemble paper lite charts
- Inform Nurses and HCAs of patient appointments for the day
- Maintain current paper lite charts
- Record patient arrivals, transfers and discharges and record in ADT Log
- Provide unit orientation to family accompanying patient (provide booklet- if applicable)
- Monitor patient passes/controlled access

NUA Duties - Care Process

- Reconcile patient demographics in EHR with paper-lite chart/family – contacting Patient Placement to update or communicate discrepancies
- Attend Daily Structured Team Reports (or receive report from CNL)
- Update Whiteboard with discharge dates, safety alerts, appointments, Call to Care, etc.
- Monitor Tele-tracking and keep unit staff informed of notifications (bed assignments, transfers, etc.)
- Inform families of patient moves, transfers, etc.
- Coordinate patient transport for transfers and discharges
- Reconcile Medical Imaging appointments at discharge (change to outpatient appointment if necessary)

- Book outpatient appointments, check patients in, follow up, etc..
- Fax referrals to HCC, Red Cross, etc.
- Complete NUA appropriate sections of the Discharge Planning section in the EHR
- Print appropriate sections of the Medical Record Request transfer package for Non-Acute Care Facility transfers and Acute Care hospital transfers outside Island Health
- Print Transfer package for Acute Care Island Health site transfers
- Print discharge package for patient/family
- Ensure prescriptions are ready for patient/family or faxed to pharmacy for pick up
- Disassemble paper lite chart and send to Health Records
- Complete charts for following day
- Print slates
- Receive/ Process payment for services, equipment, etc.
- Request old charts
- Ordering special equipment
- Advance patient discharge documentation gathering

NUA Duties - Quality and Safety

- Perform O H & S audits
- Data collection and report generation
- Downtime process resource person (prepare unit and staff for downtimes) including following NUA downtime procedures
- Coordinate and keep records of staff education

Equipment Management

- Track unique equipment (therapy beds, wound vacs, etc.)
- Manage supply and maintenance of equipment – computers, printers, telephones, fax machines, Voceras, mobile devices, telemetry equipment, dictation equipment
- Call Material Porters to order supplies and equipment
- Restart all computers at Nursing Stations and WOWs (evening shift duty)
- Ensure all used WOWs are plugged in

NUA Duties - Manager Support

- Order office supplies (including education pamphlets, forms, etc.)
- Staffing assistance: Staffing Board - update with sick calls; assist CNL with staffing functions - fax flow sheets, act as unit point person for day-to-day staffing issues
- Manage disaster fan-out lists
- Support managers with new hires- order name tags, assist with LMS, security card access, New employee access for onboarding, Documenting new employee education completion
- Room Bookings
- Meeting agendas, minutes

NUA – Optimized Role



Professional Practice
Together. Leading Practice.

- Book staff performance review meetings with manager
- Receptionist/clerical duties
- Completing staff scheduling forms
- Reporting and Data Entry/ Transcription (PROMIS, ORSOS, etc.)
- Support CNE agency hiring

NOTE: Are there other duties that your NUA can support?