



YALE NEW HAVEN HOSPITAL JOB DESCRIPTION

TITLE: CLINICAL NURSE SPECIALIST
REPORTS TO: PATIENT SERVICES MANAGER

SUMMARY

Through involvement in clinical consultation and direct patient care, assesses and improves the patient care process for a defined population along the continuum of care; serving as an expert clinical resource to Patient Services management for ensuring quality of care and customer satisfaction. Collaborates with other healthcare professionals to ensure that evidence-based practice is implemented and understood by the Patient Services staff. Serves as a link integrating relevant research, best practice and clinical delivery processes at Yale New Haven Hospital and the broader system.

RESPONSIBILITIES

1. Specific Responsibilities:

- 1.1 Introduces evidence-based practice improvements to facilitate the delivery of high quality, cost-effective patient care processes.
- 1.2 Achieves a value-added patient care process by appropriately involving colleagues, physicians, other customers, and staff.
- 1.3 Collaborates in developing and implementing practice standards which achieve strategically relevant patient care outcomes in selected patient populations.
- 1.4 Provides leadership and accomplishing objectives through innovation and expert knowledge.

2. Patient Services Division Objectives:

- 2.1 Develops and implements an effective method of identifying defined patient population needs.
- 2.2 Acts as a consultant in providing direct and indirect care, addressing issues with Patient Services Managers.
- 2.3 Effectively diagnoses patient care delivery variation and other issues that minimize the consistency of practice.
- 2.4 Ensures the appropriate modification of patient care delivery methods for a defined population based on industry trends.
- 2.5 Advances the patient care delivery process through the application of research and best practices.
- 2.6 In coordination with unit leadership, ensures that Patient Services Division staff are meeting evidence-based practice standards and institutional policies and strategies.
- 2.7 Provides clinical expertise to Patient Services Division management, leadership, and staff on issues for a defined population.
- 2.8 In coordination with unit leadership, ensures the appropriate and cost-effective selection of equipment, instruments and supplies.

3. Organizational Leadership:

- 3.1 Promotes the organization to all customers by interpreting and communicating Yale New Haven's mission and values, acting as a loyal, supportive, and informed spokesperson for the Hospital.
- 3.2 Identifies and communicates opportunities for collaboration that result in optimal patient care delivery.
- 3.3 Supports Patient Services leadership in the facilitation of inter-and intra-departmental problem resolution related to practice.
- 3.4 Actively participates in and contributes to meetings and organizational initiatives with hospital leadership and management.



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- 3.5 Promotes, advises, and influences system level policy and procedure that will improve the delivery of patient care.
 - 3.6 Collaborates with hospital leadership and management to ensure successful accreditation to appropriate agencies.
 - 3.7 Takes responsibility for identifying areas for self-development and actively seeks opportunities and resources to meet developmental objectives.
4. Customer Satisfaction:
- 4.1 Supports unit leadership in ensuring that customer service standards reflecting excellence consistent with Hospital policy, are met.
 - 4.2 Models and upholds a customer service focus to all internal and external customers.
 - 4.3 Demonstrates value for all people in the work environment.
 - 4.4 Ensures that confidentiality of patient, staff, and management data is appropriately maintained.
5. Outcomes Management:
- 5.1 In conjunction with Patient Services Division leadership, evaluates patient care for clinical and financial effectiveness, customer satisfaction, and ethical considerations.
 - 5.2 In conjunction with Patient Services leadership, identifies and analyzes research and trends in practice using data to guide future care delivery.
 - 5.3 Evaluates new therapeutic/preventative interventions that target patient needs not met by current care delivery strategies.
 - 5.4 In collaboration with physicians and Patient Services Managers, develops and implements outcome driven, interdisciplinary patient plans of care that reduce clinical variance.
6. Clinical Consultation:
- 6.1 Interacts with others in ways that build partnership relationships, effectively resolving conflict and developing mutual understanding and respect.
 - 6.2 Processes information effectively to learn new material, to identify and define problems, to understand and analyze data, and to make decisions.
 - 6.3 Understands and is able to apply conceptual models about how organizations and groups function and decisions are made.
 - 6.4 Understands the business, its environment and strategic pressures demonstrating the ability to apply project management and problem-solving technology to ensure effective and timely outcomes.
7. The Clinical Nurse Specialist interacts primarily with the following external interfaces:
- 7.1 Professional and Regulatory Agencies and Associations
 - 7.2 Physicians and Other Healthcare Providers
 - 7.3 Patients and Families
8. The Clinical Nurse Specialist interacts secondarily with the following external interfaces:
- 8.1 Other Hospitals within the Yale New Haven Health System



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- 8.2 The Greater New Haven Community
 - 8.3 Equipment Vendors and Other Suppliers
 - 8.4 Other Hospital and Health Providers
 - 8.5 Post-acute Providers
 - 8.6 Yale University School of Nursing faculty and staff
 - 8.7 Insurance company personnel
9. The Clinical Nurse Specialist interacts primarily with the following internal interfaces:
- 9.1 Patient Services Division Management and other leadership
 - 9.2 Clinical Nurses
 - 9.3 Clinical Nurse Educators
 - 9.4 Other YNHHS Research Resources
 - 9.5 Physicians and other Healthcare Providers
 - 9.6 Other Clinical Nurse Specialists
 - 9.7 Director of Professional Practice and Research
 - 9.8 Care Coordinators
 - 9.9 Other Patient Services Division Staff
10. The Clinical Nurse Specialist interacts secondarily with the following internal interfaces:
- 10.1 Ancillary Management and Leadership
 - 10.2 Other YNHH Departments
11. DECISION MAKING AUTHORITY:
- 11.1 In conjunction with other clinical experts and divisional leadership, designs, develops and implements patient care delivery methods for a defined patient population. Based on direct involvement in clinical practice and patient care, determines whether variation or less than optimal practice patterns exist and facilitates the introduction of best practices to improve outcomes.
 - 11.2 Provides clinical consultation regarding patient care practices and advocates for changes in patient care processes and systems to facilitate optimal health care delivery. Formulates recommendations to Patient Services Division leadership regarding changes in the delivery of clinical care based on research and policy efforts. Supports YNHH management in their efforts to improve patient outcomes by providing necessary expertise and input.
 - 11.3 Represents Yale New Haven Hospital within the System and in the larger external community.



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REQUIREMENTS

EDUCATION (number of years and type required to perform the position duties):

Masters Degree in Nursing in an area of clinical specialization required. Current Connecticut State RN Nursing licensure and/or eligibility for Connecticut State RN licensure required. Relevant certification preferred.

EXPERIENCE (number of years and type required to meet an acceptable level of performance):

Three (3) to five (5) years clinical practice experience with demonstrated leadership experience required. Previous experience in a Clinical Nurse Specialist role in a comparable setting desirable.

SPECIAL SKILLS:

Demonstrated ability to manage multiple priorities. Demonstrated clinical expertise, critical thinking, and computer skills. Excellent prioritization and communication skills. Knowledgeable of Hospital performance improvement processes. Demonstrated ability to implement, support and effectively monitor change required. Must be able to translate research data into practice implications. Analytical skills necessary.

ACCOUNTABILITY (how this position is held accountable for such as goals achievement, budget adherence, or other areas of accountability):

COMPLEXITY (describe planning, problem solving, decision making, creative activity, or other special factors inherent in the responsibilities of this position):

LICENSURE/CERTIFICATION:

INFORMATIONAL

SPECIAL WORKING CONDITIONS AND PHYSICAL DEMAND:

Exposure to bio-hazardous blood and body fluids. Prolonged standing, walking and lifting required.