Nursing Supervisors – Nursing Support

Scope of Service:

The Nursing Supervisors are an integral part of nursing affairs. The Supervisors cover the Inpatient Nursing areas (East and West Wings) on a 24 hour basis on weekends and 15hours daily on weekdays providing continuous administrative support, problem-solving, assist with adequate staffing as necessary and to ensure quality patient care.

Functions:

- To maintain motivation of staff to contribute to the enhancement of patient care in a transcultural environment.
- To integrate appropriate resources to solve Nursing Administrative problems on assigned shift. Reports action taken to the Chief of Nursing Affairs.
- To refer unit-related occurrences to Head Nurse.
- Provides input to Head Nurse for staff performance evaluations. Advises, counsels and disciplines staff.
- To participate on Nursing and Hospital-wide committees.
- Respond to Code Green and Blue, fire and disaster events and drills.
- Coordinates administratively with other departments.
- Prepares reports and maintains records.
- To serve as a clinical and behavioral role model for staff.
- To confer with charge nurse regarding patient's acuity and/or staffing changes required. Determines staffing changes and approves overtime to provide for unplanned situations.
- To observe and evaluate nursing case effectiveness on shift.
- To participate in orientation for new employees. Assisting identification of staff training and educational needs.
- Performs other related duties as assigned.
- Collaborates administratively with the Executive on Duty / Protocol Officer.
- Make clinical rounds to assess and identify potential problems on assigned shift.
- Provides clinical leadership and critical thinking in urgent and emergency situations.
- To act as a resource for staff across the nursing department.

Hours of Operation:

24 hour coverage 7 days per week.

Day Shift	1100 – 2330	Saturday to Tuesday.
	1100 – 2030	Wednesday.
	0800 – 2030	Thursday and Friday.
Night shift	2000 – 0830	Saturday to Friday.

The 6-hour (1430 – 2030) and 4.5 hour (1600 – 2030) day shift are only scheduled to cover the nursing office in an emergency situation i.e. emergency leave and sick leave.

Dianne Nelson carries beeper 9702 from Saturday to Wednesday until the day supervisor resumes duty on the assigned time. In her absence Suzanne Young will carry beeper 9702 as approved by the Chief of Nursing.

STAFFING PLAN

Number and Mix of Staff

5 Full Time Nursing Supervisors.
Coverage from Nursing Management at the Head Nurse (Grade 10) level or by Senior Management in the event of no appointed Supervisor or Acting Supervisor available.

Method of Adjusting to Staffing Variances:

The Supervisors are responsible for their staffing schedule and coverage for the Nursing Office day and night, 124 hours per week. In a crisis situation i.e. unplanned extended sick leave or emergency leave, Suzanne Young and Dianne Nelson have been assigned to cover the Nursing Office.

QUALIFICATIONS OF STAFF

Qualifications/Licenses/Certifications Required of Staff

- Graduate of professional School of Nursing.
- Bachelors Degree from accredited University / College or country-specific post-diploma formal education.
- Current license to practice as Registered Nurse.

How Inservice / Continuing Education Programs are Provided to Maintain Staff Competency:

- Attend programs offered by Nursing Education and Research.
- Individual numbers of staff take computer classes and selected programs.
- Educational seminars / symposiums are offered locally and internationally.
- Staff members are encouraged to continue with formal distance learning education.

Required Competencies:

- Crisis intervention management
- Staff counseling
- Interview skills
- Report writing
- Computer literacy

METHOD OF COMMUNICATION WITH OTHER DEPARTMENTS/PROGRAMS

Internal and External Methods of Communication are as follows:

- Memo's, Staff Meetings, Fax, E-mail, ccMail, Internet, Intranet, Phone and Voice Mail.
- Spokesperson is identified for essential communication with Chief of Nursing Affairs.

Method of Shared Governance

The Supervisors of King Faisal Specialist Hospital and Research Center do hereby establish a model of Shared Governance to promote and encourage and participation and involvement in the nursing faculties' decision-making process. The success of Shared Governance depends upon cooperation and trust attained, the values shared and the consensus achieved among and between individuals within this group within this organisation.

Shared Governance Charter

The Nursing Supervisors agree to:

- Govern ourselves with the support of senior management.
- Equally share all duties and responsibilities identified by the team.
- Hold monthly Supervisor meetings (quorum is 60%) to assess the progress and effectiveness of the process in addition to hospital management agenda.
- Assign a representative on a rotating basis to represent the group for senior management through whom we communicate and receive feedback.
- Encourage open and frequent communication among the team and nursing body which is essential for the effectiveness of group management.
- Listen and consider group recommendations related to our management process.
- Resolve conflicts within the team through discussion between the involved members and resort to a third party, mutually agreed upon by all concerned, when necessary.
- Identify all the tasks related to office effective operation and organisation and divide them among the group on a rotational basis.
- Maintain coverage for the Hospital as outlined in Scope of Service.
- Peer review and evaluation.
- Actively participate in any/all personnel changes within the group and provide a comprehensive orientation program for new members.
- Represent each other in committees and relevant meetings as requested.
- Conduct inservice education and provide material on related topics to update the team and others.

Describe Collaborative Relationships with Other Departments:

- Staff members attend a number of Hospital Committees:
  - Nursing Management and Supervisors Meeting.
  - Nursing Management Council
  - Nursing Executive Council.
  - JCIA Committee.
  - Disaster Plan Meeting.
- Dialogues with the Executive on Duty / Protocol Officer on issues of mutual concern.

GOALS OF DEPARTMENT

- Work toward becoming an Accredited Hospital through JCIA in the near future.
- To uphold the Hospitals goals and mission ongoing.
- To work closely with all unit nurses and auxiliary staff, Head Nurses and Chief's of Nursing to achieve the highest possible standard of patient care delivery and cost efficiency.
- To keep up with "E." learning – ongoing.

PLAN TO IMPROVE QUALITY OF SERVICE

- To continue to maintain a safe environment for the patients and staff.
- To maintain a high morale and give the staff positive support at all times.
- To continue to monitor the quality of care delivery provided by KFSH & RC i.e. continuously working with Performance Improvement as an ongoing process.
- To continually encourage feedback from all departments to help identify areas for improvement.
- Support Saudiazation.
- Support the Shared Governance Charter.