**UW HEALTH JOB DESCRIPTION**

**DIALYSIS QUALITY COORDINATOR**

<table>
<thead>
<tr>
<th>Job Code: 540024</th>
<th>FLSA Status: Exempt</th>
<th>Mgt. Approval: M.Walker</th>
<th>Date: 3.2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department: 5562/Fitchburg Hemodialysis</td>
<td>HR Approval: NNL</td>
<td>Date: 3.2017</td>
<td></td>
</tr>
</tbody>
</table>

**JOB SUMMARY**

The Dialysis Quality Coordinator is responsible for quality care parameters and the vascular access management of patients at Wisconsin Dialysis – Fitchburg and Wisconsin Dialysis – East. The Quality Coordinator is an experienced dialysis professional with expert cannulation skills, vascular access management, and knowledge in data analysis. The Dialysis Quality Coordinator works in collaboration with the management team, Medical Director, providers, Clinical Nurse Specialist, Social Workers, Dietitians, Pharmacists and the Access Management Team to plan, direct, evaluate, and monitor the care of patients and their families related to their routine dialysis care, interdisciplinary plan of care and dialysis vascular access care.

The Dialysis Quality Coordinator demonstrates leadership as a member of the multidisciplinary team collaborating in the execution and evaluation of the interdisciplinary plan of care. This role coordinates ongoing monitoring of the patient’s clinical outcomes and vascular access to assure adequate to optimal dialysis is obtained, maximum life of the access is achieved and plans for future intervention are coordinated as needed. The role procures, delivers and coordinates vascular access services for the patient in the outpatient dialysis facility, outpatient clinic and hospital setting. The Dialysis Quality Coordinator considers factors related to safety, effectiveness, team member’s knowledge and skill, cost and patient and provider satisfaction in planning and delivering care and utilizes this knowledge to effectively manage and direct the work of the team. The Dialysis Quality Coordinator analyzes and resolves problems that fall outside of the domain of the nurse clinician concerning patient care and management and interfaces with other departments and care providers. The Dialysis Quality Coordinator utilizes research findings in his/her practice. He/she demonstrates leadership in improving organizational performance activities and actively works to apply clinical practice improvements. The Dialysis Quality Coordinator maintains expert clinical knowledge in dialysis practice and assumes responsibility for the professional development of self, other staff and students.

**MAJOR RESPONSIBILITIES**

I. **Clinical Practice/Quality of Care**

- Ensures coordination of staff and the effective provision of patient and family care.
- Establishes an in-depth database by analyzing the behavioral and physiologic status of the patient utilizing interview, observation, lab results, medical records, and other available data.
- Routinely participates with the physician and/or other multidisciplinary team members to evaluate patient progress and plans.
- Implements safe, competent, and efficient patient care within policies, procedures, protocols, standards, and interventions as noted on the interdisciplinary plan of care.
- Sets priorities, adapting to changing patient and unit/clinic situations. In response to data indicating urgent and/or emergent risk to patient, initiates action to reduce or correct risk. Monitors care provided by team members and adjusts patient care assignments based on changing patient and/or unit/clinic needs.
- Collaborates with the Nurse Manager in ensuring team member documentation in keeping with Departmental standards.
- Evaluates patient’s responses to care based on effectiveness of interventions/actions in relationship to established outcomes and collaborates with Medical Staff, Physician Assistant(s), and/or primary nurse regarding clinical variances and recommended changes to the plan of care. Acts as a clinical consultant/resource to other team members.
- Identifies learning needs with patients/families and provides or coordinates individualized and comprehensive teaching-learning related to vascular access care. Utilizes resources as appropriate to meet identified patient, family and/or caregiver needs for their independent vascular access care.
- Routinely evaluates access by physical exam, schedules and reviews diagnostic screening tests including: venography, vein mapping, Doppler ultrasound, MRI, Transonic results, Arteriograms, radiology and surgical op reports.
- Assesses the vascular access to determine readiness for cannulation and communicates with providers. Initiates new cannulations accordingly.
- Assesses difficult vascular accesses and works with staff members and providers for interventions and positive vascular access outcomes.
- Assesses the competency of team members and, in collaboration with the Nurse Manager, and Clinical Nurse Specialist assists in the development of knowledge and skill.
- Conducts documentation audits and practice audits in collaboration with other unit/clinic staff and collaborates with the Nurse Manager in developing and executing strategies to ensure Departmental standards are met.
- Ensures that patient and family demonstrate knowledge of health status, treatments, skills, medications and adaptive behaviors gained as a result of teaching interventions in relation to their Vascular Access.
- In collaborations with the Access Team, ensures that quality goals related to access care are met.
- Participates in multidisciplinary rounds, care conferences, and QAPI meetings as directed by the Nurse Manager.
II. Resource Utilization

- Provides leadership for incorporating standards of practice, clinical practice protocols, etc. into practice in order to maximize clinical effectiveness.
- Maintains access history and quality measures in a database.
- Provides expert needle skills for cannulation of new and difficult accesses and trains staff on proper techniques for individual patients.
- Participate in QAPI improvements and outcomes.
- Reviews current access status and formulates short-term and long-term access plan.
- Collects and maintains vascular access history in MIQS.
- Participates in the development of a vascular access database.
- Routinely monitors dialysis treatment sheets and monthly adequacy labs that pertain to access function.
- Establishes access planning as current access fails.
- Coordinates successful and timely transition from catheter to permanent access with timely removal of catheter.
- Monitors the practice of team members and works in collaboration with the Nurse Manager and Clinical Nurse Specialist in application of practice standards.
- Coordinates audits for QAPI meetings. Schedules follow up appointments with nephrologists/surgeon when appropriate.
- Reviews census for new ESRD patients.
- Attends patient care conferences and dialysis rounds for physical assessment of access at WDI-Fitchburg and WDI-East.
- Identifies unit/clinic operational issues and identifies, implements, and evaluates strategies designed to address duplication of patient care services and system inefficiencies.
- Identifies opportunities and participates in evaluations designed to measure the impact of new products and technology on patient outcomes or enhancements to the care delivery process.

III. Collaboration

- Initiates multidisciplinary collaboration to positively impact the outcomes of care provided.
- Participates in modality and/or access education.
- Effectively communicates with the providers, Nurse Manager and Clinical Nurse Specialist to solve complex multidisciplinary problems.
- Coordinates timing of vascular access placement based on creatinine clearance/lab review and patient need for dialysis.
- Participates in early planning and scheduling of vascular access with office patients.
- Acts as leader through participation in unit/clinic and/or departmental shared governance structure in order to improve care.
- Participates in quality outcome data collation and analysis with Medical Director and Nurse Manager.
- Follows-up on referrals made to surgeons; communicates regularly with individual patients and support staff, including vascular access management team, nephrologists, surgeon, radiologist, hospital and dialysis facility.
- Follows-up on referrals made to interventional radiologist or nephrologists. Facilitates communication among nephrologists, surgeons, radiologists, hospitals and dialysis units.
- Develops a therapeutic relationship by establishing trust and enabling patient and/or family to verbalize his/her requirements for help comfortably and clearly.
- Evaluates effectiveness of teaching interventions, patient/family level of understanding and adjusts teaching/plan of care accordingly.
- Participates as leader or active member of unit/clinic and/or department shared governance council. Routinely attends and participates in all quality assessment meetings.
- Active member of Fistula First coalition and implements current evidence based practice with vascular access care in conjunction with nephrologists, surgeon, and interventional nephrologists.

IV. Research

- Acts as clinical leader/consultant incorporating changes in practice reflecting new advances & ensure effectiveness of interventions.
- Actively participates in IOP activities relevant to specialty area.
- Utilizes unit/clinic, multidisciplinary committee and departmental resources such as patient care teams to improve quality and outcomes of care.
- Utilizes data to assess the outcomes of care provided to the team; collaborates with the Nurse Manager and/or other clinical leaders to implement strategies to improve care.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

<table>
<thead>
<tr>
<th>JOB REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Work Experience</strong></td>
</tr>
</tbody>
</table>
## Preferred Licenses & Certifications

<table>
<thead>
<tr>
<th>Preferred</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If RN, registration as a professional nurse in the State of Wisconsin&lt;br&gt;2. If Dialysis Technician, Certified Clinical Hemodialysis Technician or Certified Hemodialysis Technician.</td>
<td>1. If RN, registration as a professional nurse in the State of Wisconsin&lt;br&gt;2. If Dialysis Technician, Certified Clinical Hemodialysis Technician or Certified Hemodialysis Technician. CPR certification.</td>
</tr>
<tr>
<td>Preferred</td>
<td>Minimum</td>
</tr>
<tr>
<td>1. If RN, Nephrology Nurse Certification (CNN)</td>
<td>2. If RN, Dialysis Nurse Certification (CDN)</td>
</tr>
</tbody>
</table>

## Required Skills, Knowledge, and Abilities

- 1. Experience with the use of MS Excel spreadsheets and electronic medical computer systems for inputting and collating data and running reports is a must.
- 2. Ability to read, analyze and interpret medical and scientific data. Ability to define problems, collect data, establish facts and draw valid conclusions.
- 3. Expert cannulation and assessment skills with dialysis vascular access.
- 4. Knowledge regarding quality improvement and standards of care within practice area.
- 5. Excellent communication skills including the ability to delegate to others, provide constructive feedback and resolve conflicts.
- 6. Strong written and verbal communication skills.
- 7. Ability to respond to common inquiries or complaints from physicians, staff and patients.
- 8. Ability to schedule self with flexibility to meet patients on all shifts and locations.

## AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

- **Infants (Birth – 11 months)**
- **Toddlers (1 – 3 years)**
- **Preschool (4 – 5 years)**
- **School Age (6 – 12 years)**
- **Adolescent (13 – 19 years)**
- **Young Adult (20 – 40 years)**
- **Middle Adult (41 – 65 years)**
- **Older Adult (Over 65 years)**

## JOB FUNCTIONS

Review the employee’s job description and identify each essential function that is performed differently based on the age group of the patient.

## PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. **Note:** reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.

### Physical Demand Level

<table>
<thead>
<tr>
<th>Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.</th>
<th>Occasional Up to 33% of the time</th>
<th>Frequent 34%-66% of the time</th>
<th>Constant 67%-100% of the time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
<td></td>
</tr>
</tbody>
</table>

**Light:** Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.

<table>
<thead>
<tr>
<th>Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds.</th>
<th>Up to 20#</th>
<th>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</th>
<th>Negligible or constant push/pull of items of negligible weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
<td></td>
</tr>
</tbody>
</table>

**Medium:** Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.

<table>
<thead>
<tr>
<th>Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.</th>
<th>20-50#</th>
<th>10-25#</th>
<th>Negligible-10#</th>
</tr>
</thead>
<tbody>
<tr>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
<td></td>
</tr>
</tbody>
</table>

**Heavy:** Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

<table>
<thead>
<tr>
<th>Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</th>
<th>50-100#</th>
<th>25-50#</th>
<th>10-20#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
<td></td>
</tr>
</tbody>
</table>

**Very Heavy:** Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.

<table>
<thead>
<tr>
<th>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</th>
<th>Over 100#</th>
<th>Over 50#</th>
<th>Over 20#</th>
</tr>
</thead>
<tbody>
<tr>
<td>The employee is regularly required to sit and talk or hear and listen, frequently on the telephone. The employee is frequently required to use hands to finger, handle, or feel and eyes to visually inspect patients’ dialysis accesses for complications. Fine motor skills important. The employee is frequently required to stand, walk and reach with hands and</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

List any other physical requirements or bona fide occupational qualifications:
Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.