



Wallowa County Health Care District

JOB TITLE: Patient Care Technician

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Med-Surg

DATE: January 2024

REPORTS TO: Chief Nursing Officer

APPROVED BY: Chief Nursing Officer

JOB SUMMARY:

As a member of the health care team, the Patient Care Technician assists providers, RNs, and other team members. The position is an integral part of the team approach to patient care and performs tasks that contribute to the smooth and efficient care of patients through the departments.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description should be inferred to condone an employee acting out of their scope of license.

- Provide direct and indirect patient care to infant, pediatric, adult and geriatric patients according to WMH policy and after completion of observed competency.
- Follow established standards in providing patient care while maintaining excellent communication and customer service
- Organize care with consideration of patient and unit activities.
- Provide and obtain shift reports using SBAR as needed or as directed
- Assist with monitoring equipment and alarms
- Respond to call lights in a timely fashion.
- Assist with patient management, including admitting, transporting, ADLs, and discharge.
- Maintain a clean environment according to Environmental Services/OSHA standards
- Handle and dispose of contaminated materials and hazardous wastes
- Measure, record, and empty output from drainage devices and closed drainage systems
- Provide safe patient mobilization using aids, as directed, for safety, and notify providers/RN of additional needs
- Provide emotional support as needed to patients and family
- Provide and maintains needed comfort measures such as blankets, pillows, etc....
- Provide for patient safety through use of low bed position, side rails, restraints as ordered, adequate lighting, identification of hazards, assisted ambulation.
- Apply principles of body mechanics when positioning, transferring, and ambulating patients to prevent injury to self and patient
- Perform basic patient observation skills and reports appropriate abnormalities/changes to RN/provider
- Turn and position according to WMH policy, care plan and comfort of patient
- Maintain patient hygiene and grooming to ensure optimal health and dignity
- Assist patients with toileting and elimination to ensure optimal health and dignity
- Assist in bladder and bowel training
- Apply anti-fungal ointments and powders at the direction of the RN
- Utilize techniques to assist with hydration and nutrition to minimize choking and aspiration risk



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- Assist with discharge of patients which may include reinforcement of discharge teaching done by RN/provider.
- Document appropriate patient care accurately according to department policies in the medical record.
- Report signs of abuse, neglect, mistreatment, misappropriation or exploitation
- Provide comfort care for the dying individual and their family
- Assists with care for deceased individuals including removal of non-surgically inserted tubes (i.e. feeding tube, Foley catheter, nasogastric tube, and saline lock)
- Measure and record the following per WMH policy and report findings to RN:
 - Height and weight
 - Intake and output
 - Temperature, apical and radial pulse, respiration and blood pressure (manual and electronic- forearm, lower leg, thigh, upper arm and orthostatic blood pressure readings)
 - Emesis
 - Liquid stool
 - Pain level using an WMH approved pain scale
 - Pulse oximetry
 - Urinary output, both voided and from urinary drainage systems
- Perform the following tasks associated with technical skills upon orientation, education and demonstrated competency:
 - Obtaining vital signs
 - Changing a suction canister
 - Measuring, recording, and emptying output from drainage devices and closed drainage systems
 - Performing finger stick capillary blood tests
 - Removing mask after nebulizer treatment
 - Lab specimen collection
 - Wound preparation and application of simple dressings
 - Turning oxygen on and off or transferring oxygen between wall, concentrator, and tank at pre-established flow rate for stable individuals
 - Urinary catheter removal
 - Peripheral IV catheter removal
 - Bladder scanning
 - Telemetry monitoring (eligible after completion of an approved dysrhythmia course)
 - Phlebotomy (eligible after completion of a phlebotomy certification from one of the following: American Society for Clinical Pathology (ASCP) Board of Certification, National Phlebotomy Association (NPA), Association of Phlebotomy Technicians (ASPT), American Association of Bioanalysts (ABOR), American Certification Agency for Healthcare Professionals (ACA), American Medical Technologists (AMT), or successful completion of phlebotomy specific military education program; and demonstrated competency)
 - Performing cardiopulmonary resuscitation (after successful completion of approved BLS course)
- May perform other similar patient care duties after orientation, education, and demonstrated competency
- Maintain cooperative working relationship with hospital staff, patients, other organizations, and the public to provide quality customer service in a courteous manner.
- Consistently reads e-mails as method of communication throughout WMH.
- Routinely attends staff meetings.
- Maintain work areas in a clean, orderly and secure manner.
- Follow all safety rules and procedures for work areas.
- Provides assistance to other hospital personnel as workload and staffing levels dictate, depending on certification level. Maintains proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility.



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EDUCATION AND EXPERIENCE:

- High School Graduate or GED
- Current BLS Certification
- Able to read/follow written instructions and document care given.
- Computer skills required

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Service Orientation — Actively looking for ways to help people.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Static Strength — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Trunk Strength — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Extent Flexibility — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.

WORK ENVIRONMENT:

This job operates in a healthcare setting. This role requires regular walking to various locations around the hospital. This role also routinely comes into contact with patients who may have contagious illnesses. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, and stooping all day. The employee must frequently lift and/or move items over 20 pounds. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and risk of radiation. The noise level in the work environment is usually moderate.



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PHYSICAL DEMANDS:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full time position in a healthcare facility which is open 24 hours a day, 365 days a year. Rotating shifts as well as holiday and work during inclement weather will be required.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately to the CEO.

I have read and understand the above job description.

Employee Signature

Date