



Elmore Medical Center

Mission Statement: The mission of Elmore Medical Center is to provide quality healthcare services that enhance the quality of life for the communities we serve.

Vision Statement: Through excellence in care and service, Elmore Medical Center, in partnership with local and affiliated physicians and other healthcare providers, is the healthcare resource of choice for the communities we serve.

Management Level Job Description

Title: Surgical Services Manager

Unit/Area: Surgery

Revision Date: 1-09

I. Job Summary

Duties and Responsibilities

A. Elmore Medical Center Values

The values of Elmore Medical Center are **Respect, Communication, Teamwork, Quality, Trust and Customer Service**. All managers are responsible for modeling the Elmore Medical Center's values while instilling in their staff the importance of following them.

1. Respect

Exhibits responsibility and accountability for actions and the actions of others in assigned areas by:

- Being open and assessable to resolve problems
- Effectively collaborate with all departments
- Demonstrating initiative and accepts responsibility
- Demonstrating proactive problem solving
- Promoting and acknowledging team effort
- Demonstrating courteous behaviors including smiling, giving appropriate eye contact, answering questions, providing assistance, listening and verbal acknowledgement
- Recognizing the value and importance of other's opinions, time, contributions and skills
- Honoring diversity, being supportive and accepting of differences

2. Communication

Maintain professional relationships and convey relevant information to others by:

- Being a communicator, negotiator and facilitator
- Representing the actions of others in a positive manner
- Using "I" or "we" statements instead of "you"
- Not allowing or participating in negative statements about others/projects or doesn't undermine positive communication (no woodpeckers or pot stirrers)
- Following the chain of command
- Using the effective communication skills of attentive listening, eye contact, feedback and appropriate non-verbal behavior
- Providing accurate and timely information through appropriate channels
- Taking responsibility to stay informed by attending meetings, reading memos and asking questions

3. Team work

Effectively navigates within the organization through collaboration and teamwork by:

- Motivating and inspiring staff recognizing and respecting each other's role
- Managing, coaching and leading staff
- Expect peer to peer accountability while recognizing and respecting other's role
- Developing leaders in your department

- Energizing and inspiring while leading by example
- Empowering – working well with others through support, assistance and cooperation
- Praising and acknowledging individuals and/or groups publicly and within the group
- Expecting and enabling your department to be externally focused

4. Quality

Exhibits expertise in performance improvement/operational efficiency incorporating alignment with the mission, vision and values by:

- Being result oriented and quality data driven
- Being professional and open minded
- Listening with accountability to improvement
- Promoting a safe environment
- Striving to exceed operational benchmark standards
- Leading interdisciplinary improvement team efforts

5. Trust

Integrity as evidenced by:

- Exhibiting credibility and self discipline
- Being fair, equitable and consistent
- Completing projects with timely follow up
- Demonstrates veracity by being open enough to seek the truth
- Honest in interactions
- Assures and maintains confidentiality

6. Customer Service – Internal and External

Committed to service, patient care centered and value focused by:

- Listening and acknowledging what internal and external customers are saying
---- Building loyalty by demonstrating and expecting compassion for external and internal customers
- Expressing a sense of priority for customer service
- Embracing problems/concerns by communicating how and when action will be taken
- Following up timely and appropriate
- Only accepting “excellent” customer service
- Showing pride while sharing goals and accomplishments of the facility with the community and coworkers

B. Job Duties

1. Creates openness in themselves and others through humility which is accomplished by celebrating others successes, decentralizing the authority to say “yes”, being willing to admit when you are wrong, being approachable and looking for positive qualities in coworkers and being willing to accept constructive feedback.
2. Demonstrates system thinking in relation to interdependency between the internal and external environment. This is accomplished by being Strategic Plan focused, valuing and celebrating relationships between community and facility, accepting responsibility to be part of decision making, communicating positively with other departments and community and developing balanced linkages with vendors, community, providers and other facilities
3. Establish expertise in fiscal management being fiscally responsible and incorporating alignment with the mission, vision and values by developing, presenting and managing the budget for areas of responsibility to assure provision of sufficient numbers of qualified staff and/or resources to support the care for patients.
4. Show initiative and insight in seeking out and working collaboratively to problem solve with planning, negotiation and patience by approaching change with a positive attitude, having a willingness to evaluate and consider new ideas/different viewpoints, being goal oriented, exhibiting curiosity when leading and questioning in order to explore all aspects, diagnosing the problem instead of treating the symptom and taking risks in a calculated and informed manner.
5. Embraces and facilitates change with a sense of urgency/understanding the vision by initiating and maintains communication with staff, handling and facilitating multiple tasks at once, displaying

- 6. Integrates knowledge, experience, professional standards and hospital policies into management style.
- 7. Role functions include: Manager of OR, OP, CS, Circulator, Recovery Room, Admission Nurse, may cross-train to Scrub.
- 8. Keeps policies and procedures current, taking into consideration AORN guidelines and changes in standard of care within the industry, as it pertains to EMC.
- 9. Provides education for staff to assist with quality care and safety in the OR setting.
- 10. Responsive to Surgeon requests if reasonable, assists with development of new programs/procedures in the Department
- 11. Other duties as assigned

C. Reliability and Dependability

All managers are responsible for showing up to work as scheduled and on time, flexing their schedules in order to be knowledgeable of their department’s work processes and assessable to staff they supervise on all shifts, keeping their manager and staff of their department informed of changes in their schedule and activities in their department and the organization, actively participating in required meetings and educational sessions, conducting ongoing self evaluations in a timely manner identifying areas of strength and opportunities for future, and participate in all other job duties as assigned.

III. Job Requirements (Education, License and Employment Experience must be verified and documented prior to hire)

- 1. Licensed in the State of Idaho as a Registered Nurse. 3 or more years prior experience working in an Operating Room. 3-5 years supervisory experience preferred. Leadership skills. ACLS certified. TNCC certified within 18 months of employment.
- 2. Ability and willingness to demonstrate and maintain competency as required for job title and the unit/area(s) of assignment.
- 3. Excellent communication skills to include (check only those that truly apply to performance of the job):
 - X Oral comprehension (understanding spoken word)
 - X Oral expression (being able to speak)
 - X Written comprehension (understanding written word)
 - X Written expression (being able to write)
- 4. Ability to manage a complex work environment related to changing customer needs.
- 5. Ability and willingness to exhibit behaviors consistent with high standards for performance improvement and organization values.
- 6. Ability and willingness to exhibit behaviors consistent with principles for service excellence.

IV. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list “other”)

<input type="checkbox"/>	Blood & bodily fluids	<input type="checkbox"/>	Latex	<input type="checkbox"/>	Odors, chemicals
<input type="checkbox"/>	Disease	<input type="checkbox"/>	Hazardous drugs	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	TB (to require mask)	<input type="checkbox"/>	Mechanical/Electrical	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____

V. PHYSICAL REQUIREMENTS

Insert appropriate number (0, 1, 2, 3) in box next to ability using the following scale:

0 = never 1 = occasionally 2 = frequently 3 = continuously

- [2]Sitting [2]Standing [2]Walking [1]Running [1]Driving [2]Bending/stooping [1]Climbing
- [2]Kneeling [2]Pushing/Pulling objects on rollers/wheels [2]Pushing/pulling objects without rollers/wheels
- [2]Squatting [1]Crawling [2]Twisting/turning from waist [2]Moving objects vertically (up & down)

[2]Moving objects horizontally (left/right) [2]Handling (holding, grasping, working with hands)
[2]Fingering (pinching, picking, working with fingers) [2] Feeling (size, shape, temperature, texture by finger receptors)
[2]Endurance (requiring cardiovascular fitness) [2]Right/left foot movement (use of pedals)
[3]Vision –far acuity (corrected vision at 20 ft or more) [3]Vision-near acuity (corrected vision at 20 inches or less)
[2]Depth perception (judge 3 dimensions, distance & space) [3]Field of vision (see up, down, left, right while eyes are fixed)
[3]Color vision (identify and distinguish color) [3]Hear in quiet surroundings [3]Hear in noisy surroundings
[2]Hear over the phone [2]Talk in quiet surroundings [2]Talk in noisy surroundings [2]Talk over the phone
[3]Sense of smell [2]Sense of taste