

## Unit Manager – Special Clinic at Avenue Healthcare

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### Job Description

Avenue Hospital was founded in for the purpose of managing the outpatient department at the Hospital, and to extend medical services to corporate clientele through an innovative concept of Managed Healthcare.

### Key Responsibilities

The Unit Manager will perform the following people management duties as guided by Avenue HR policies and in coordination with the HR Department;

Efficient staffing – Liaise with the Nursing Services Manager/HR to ensure optimal staff levels including reallocation of staff depending on staffing needs, as well as efficient use of overtimes and locums.

Identify training gaps and liaise with the Nursing Services Manager/HR to facilitate training.

Regular staff engagement and monthly staff meetings with documented evidence of attendance eg. minutes

Reward, recognition and discipline – Ensure that deserving staff are recognized/rewarded and disciplinary action (with proper cause) is undertaken without undue delay and per defined policies

Ensure staff are well groomed; have their respective uniform, name tags etc

Ensure that the unit has the following required resources;

Collaborate with the NSM/HR to ensure that there is an updated locum pool

Ensure proper inventory of the available equipment on a daily basis and ensure that they are in good working condition. Report any malfunction to Bio-Medical Technician/NSM.

Ensure the unit is financially viable and demonstrate growth through;

Offering quality care to patients and ensuring good relationship with stakeholders

Ensure financial objectives are met by managing costs within budget, timely and accurate billing of drugs and services. Ensure an invoice rejection rate of < 3% by ensuring that proper pre-authorisations and documentation has been done.

Ensure that Avenue corporate governance policies are adhered to.

Prevent, detect and report any fraud or criminal activity

Fully implement internal audit recommendations and attain satisfactory ratings in subsequent audits.

Read, understand and be conversant with all systems, policies and procedures as outlined in the Hospital Manual especially policies pertaining to provision of medical services i.e.

Admission & discharge procedures, nurses' reports, ward equipment and supplies, emergency protocols etc.

Review and act on quality indicator reports

Ensure all sentinel incidents/events are recorded and reported within 24 hours using the provided tools

Maintain and enforce infection control standards per the hospital manual and observe the infection control bundles (SSI, VAP, CAUTI and CLABSI) where applicable.

Supervise and offer mentorship to patient attendants and nurses per their job description

Engaging the multi disciplinary team actively during ward rounds and receive handover reports from the outgoing nurse on shift

Ensure proper and detailed documentation of patient notes and review; consulting with fellow clinicians, consultants when need be.

Ensure that all diagnostic requests (lab and radiology) have patient's clinical information.

Ensure patients safety following the 6 International Patient Safety Goals (IPSGs) (patient identification, effective communication, safety of high alert medication, ensure correct site procedure and surgery, reduce the risk of healthcare associated infections, reduce the risk of patient harm resulting from falls)

Provides patient and family education/teaching applicable to the patients medical condition.  
Discusses patient concerns and answers questions relevant to care.

Ensure prioritization of patient needs in a documented nursing care plan.

Keep emergency trolley organized for easy use during resuscitation, drugs and supplies are well stocked, damaged equipment is removed promptly. A checklist should be kept and updated on the 1st and 16th of every month.

Ensure that doctors/consultants are updated on patient's progress and critical values in a timely manner

Provides leadership in improving patient care, maintaining standards of care, directing and teaching personnel in a variety of setting.

Ensure that all invasive nursing procedures are done under aseptic technique 20. Compiling monthly unit reports by 1st of every month.

Compiling government reports and submitting them by 2nd of every month

Ensure all the relevant consultants have explained procedures and have obtained consent

Ensure patient privacy and confidentiality is maintained at all times 24. Participate in emergency response

### **Drug administration;**

Ensure adherence to the 10 rights of drug administration (right patient, medication, dosage, route, time, documentation, client education, assessment, evaluation and client refusal of treatment)

Ensure that all new drug orders are submitted to pharmacy promptly and STAT doses given within 30 minutes

Ensure D.D.A. drugs are safe and register is kept properly per unit requirements

Ensure all unused drugs are refunded immediately

Ensure all verbal prescriptions should be signed within 24 hours by the respective doctor.

Ensure all treatment sheets have information on drug allergies

Client satisfaction (patient, consultants and others)- ensure client satisfaction through optimal quality of care, effective communication, timely feedback and escalation of unresolved complaints/concerns, and demonstrate follow-up and improvement.

Covering the hospital as and when required.

Any other duty as assigned by your immediate supervisor in line with the job description

### **Personal Specifications**

A BSN in nursing and administrative training

A valid nursing council of Kenya license

2 years experience in a related position

COHSASA or other Accreditation experience

Updated BLS, ACLS/ATLS certificate

Excellent interpersonal and communication skills

Should be ethical

Result Oriented

Team Work

Empathetic

Attention to detail

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