

DACUM Competency Profile for Unit Coordinator

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Unit Coordinator is an integral team member who coordinates unit specific health services/activities by prioritizing and communicating the patient's needs to ensure quality care in a timely and efficient manner.

Duties		Tasks			
A	Coordinate Patient Services/ Unit Activities	A-1 Receive unit report from prior shift personnel	A-2 Initiate patient admission procedures	A-3 Greet patient and family members	A-4 Notify medical staff of patient's immediate needs
		A-5 Initiate special safety precautions for high risks (e.g. inmates, gang members)	A-6 Assist patient/patients family members with individual needs	A-7 Maintain visitation protocol	A-8 Perform receptionist duties
		A-9 Maintain nursing workstation	A-10 Monitor patient locations	A-11 Order unit supplies	A-12 Maintain inventory of unit supplies
		A-13 Initiate patient expiration protocol	A-14 Initiate patient discharge procedures	A-15 Initiate patient transfer procedures	A-16 Report unit activities to the oncoming shift
		A-17 Notify nursing administration of staffing needs	A-18 Notify security of unit needs	A-19 Maintain unit office equipment (e.g. fax, copier, printer)	A-20 Notify personnel of needed equipment service/repair
		A-21 Participate in unit fire drills	A-22 Perform patient transfers (as needed)	A-23 Perform housekeeping duties (as needed)	A-24 Answer patient call signal electronically
		A-25 Establish/coordinate communication tools for the unit staff, physicians and ancillary staff			
B	Transcribe Physician Orders	B-1 Process physician orders	B-2 Notify ancillary departments of stat orders	B-3 Inform nurse of physician orders	B-4 Submit physician orders to pharmacy
		B-5 Request clarification of physician orders from nurse	B-6 Transcribe medication orders on administration record	B-7 Notify medical personnel of consultations (e.g., dietary, physician)	B-8 Submit lab requisition form to nurse
		B-9 Initiate patient informed consent(s)	B-10 Follow up with diagnostic protocols	B-11 Notify ancillary departments of cancelled procedures	B-12 Identify duplication of physician orders
		B-13 Sign off completed physician orders	B-14 Follow up signed physician orders	B-15 Implement computer down time procedures	

C

Maintain Medical Records

C-1 Assemble patient's medical chart	C-2 Procure patients previous medical records (old charts)	C-3 Maintain and update patient's medical chart	C-4 Prepare patients chart of medical procedures
C-5 Maintain patient registration log	C-6 Prepare patient's chart of medical records after discharge	C-7 Verify and submit quality assurance audits (e.g. title 22, restraints)	

D

Perform Training Activities

D-1 Participate in new staff orientation	D-2 Instruct in computer applications and procedures	D-3 Instruct on processing physician orders	D-4 Instruct on diagnostic scheduling procedures (e.g. preps, after hours)
D-5 Instruct in patient chart assembly and breakdown	D-6 Instruct on patient's admission procedures	D-7 Instruct on patient's discharge procedures	D-8 Instruct on patient's transfer procedures
D-9 Provide unit specific protocol (e.g. visitation, code, age)	D-10 Instruct in the utilization of medical forms	D-11 Inform staff of location/use of office and medical equipment	D-12 Instruct unit staff on office equipment maintenance and repair
D-13 Instruct on supply management functions	D-14 Instruct on family assistance concerns (e.g. code, bereavement)	D-15 Inform in-house family support resources (e.g. social services, pastoral)	D-16 Instruct on computer downtime procedure forms
D-17 Introduce new staff to other departments			

E

Maintain Professional Competence

E-1 Participate with unit monthly staff meetings	E-2 Maintain CPR certification	E-3 Maintain first aid certification	E-4 Participate in computer upgrade training
E-5 Participate in inservice workshops	E-6 Participate in annual safety inservice programs	E-7 Participate in performance evaluation appraisals	E-8 Participate in terminology proficiency test
E-9 Complete annual employee health requirements (e.g. TB skin test, physical)			

Future Trends and Issues

- Computer knowledge
- Confidentiality and ethics
- Cross-training for other duties
- Cultural issues
- Dress code for employees
- Ergonomics
- Health care reform
- Increased job responsibilities
- Increased knowledge in health care
- Job title changes
- New technology
- Salary increase

General Knowledge and Skills

- Age appropriate care
- Basic anatomy / physiology
- Basic math
- Basic procedures
- Charting
- Clerical Administrative
- Code of conduct
- Codes (emergency)
- Communication (W/V)
- Computer hardware
- Computer software
- Cost awareness
- CPR/first-aid
- Cultural awareness
- Customer relations
- Decision making
- Diets / nutrition
- Facilitative
- Hospital policy / procedures
- Housekeeping
- Interpersonal skills
- Key boarding
- Language
- Leadership
- Mathematical
- Medical supplies / equipment management
- Medical terminology
- Meditech
- Merlin
- Negotiation
- Nursing protocols
- Organization / prioritizing
- Patient related statistics
- Patient rights
- Phamis
- Pharmacology
- Problem solving
- Record keeping
- Sensitivity
- Standard Precautions
- Stress Management
- Teaching skills
- Telephone
- Transcription of orders
- Unit specific policies and procedures

- Window's 95

Tools, Equipment, Supplies and Materials

- Addressograph
- Admission kits
- Admission packets
- Allergy bands
- Arm bands
- Basic nurse supplies
- Calendar
- Call light system
- Cardiac monitor
- Census board
- Charts/covers/racks
- Code bands
- Collection containers
- Computer/monitor
- Copier
- Crash cart
- Dress materials (gloves, scrubs, badge)
- Durable medical equipment
- Fax
- Forms in general
- General office supplies
- In & out boxes
- Isolation supplies/cart
- Kardex holder
- Manuals (policy/procedures)
- O2 tank
- Pager
- Phone directories
- Printer
- Procedure cart
- Regional telephones
- Restraints
- Rolodex
- Software
- Telephone
- Transfer board
- Weight scales

Worker Characteristics

- Adaptive
- Assertive
- Common sense
- Communicative
- Compassionate
- Competent
- Considerate of others
- Deal with stress
- Decisive
- Dependable
- Desire to be of service
- Efficient
- Empathetic
- Ethical
- Flexible
- Good listener
- Honest/trustworthy
- Multi-skilled

- Organized
- Patient
- Professional
- Respectful
- Responsible
- Self motivated
- Sense of humor
- Team member
- Tolerant
- Work independently

