



PCT CareModel: Roles and Responsibilities

Site Administrator/Vice Presidents

- Provides oversight to ensure successful implementation of care model within their site
- Provides support to the department director and clinical manager to ensure that they can carry out their roles and responsibilities as defined in care model implementation plan
- Collaborates and makes agreement with Director in planning for resources to support CareModel implementation and financial management
- Collaborates and makes agreement with Department Director for the monitoring and reporting of financial management
- Budgets for and plans for "Celebration" with department leadership when implementation is complete.
- Meets monthly with department directors and CareModel core team to discuss progress, identify barriers and plans to resolve them
- Gives recognition to those who have carried leadership and positively impacted progress of model
- Champions CareModel to physicians and other leaders through the telling of stories/staff experiences, which demonstrates the importance of the care model to them, as well as their knowledge and support of the implementation.

Department Directors

- Establishes vision on unit/leads campaign; "Be enthusiastic...It is catching"
- Believes the premise: We do not have the people/money to do the "Total Patient Care/Primary Care" model of patient care delivery
- Believes and communicates, as well as helps evaluate, that this CareModel will increase patient and staff satisfaction and reduce costs after it is carefully implemented
- Demonstrates 100% engagement in the implementation processes
- Collaborates and makes agreement with VP in planning for resources to support CareModel implementation and financial management
- Collaborates and makes agreement with VP for the monitoring and reporting of financial management
- Budgets for and plans for "Celebration" with staff when education and implementation complete

- Actively engages in communications with staff regarding care model including staff awareness, information needs and rumor control
- Provides consistent presence on unit during education and implementation phase
- Leads change management, especially during the storming phase and when pain of change is most acute
- Collaborates with core team in defining goals, timetables and innovations in unit processes impacted by model
- Actively participates in weekly prep/post meetings with core team and clinical managers
- Collects baselines for PI on a timely basis as determined collaboratively with core team and site administrator
- Completes homework per schedule (*Prep and Post Checklist for Departmental Implementation*)ie: PI data, communication with physicians and development of staffing guidelines
- Facilitates initial debriefing sessions with staff, attends all debriefing sessions
- Considers delegating to site/specialty champion in cases where multiple units are being developed simultaneously or in quick succession.
- Shares learnings with other department directors
- Identifies mentoring needs of clinical manager and develops plan to meet those needs
- Supports clinical manager in providing timely individual counseling, education and/or encouragement to individual staff members as needed
- Collaborates with site administrator to adjust work load of director, clinical managers, and/or CareModel site champion in order to successfully carry out roles and responsibilities through the various phases of CareModel implementation.
- Ensures the completion of managerial rounds as per Network guidelines
- Champions CareModel to physicians, other leaders and staff through the telling of stories/staff experiences, which demonstrates the importance of the care model to them, as well as their knowledge and support of the implementation.

Clinical Managers

- Champion for the model; Be enthusiastic – it is catching!
- Believes in the premise: we do not have the people/money to do the “Total Patient Care/Primary Care” model of patient care delivery
- Believes and communicates, as well as helps evaluate, that this Primary CareModel will increase patient and staff satisfaction and reduce costs after it is implemented carefully
- Oversight for educational processes and department preparation
- Ongoing daily direct involvement/oversight of implementation
- Collaborates with core team in defining goals, timetables and innovations in unit processes impacted by model
- Collaborates with department director to adjust work load as necessary in order to successfully carry out roles and responsibilities through the various phases of CareModel implementation.
- Completes homework per schedule (*Prep and Post Checklist for Departmental Implementation*)
- Supports and facilitates development of ‘team’
- Facilitates change management
- In collaboration with department director provides timely individual counseling and/or encouragement/education of staff as needed

- Actively participates in weekly prep/post meetings with core team and clinical managers
- Provides consistent presence on unit during education and implementation phase
- Practices problem resolution – performs as a One Minute Manager, especially with the Charge Nurse and the RN Care Manager
- Conducts managerial rounds as per guidelines
- Consults with CN for assignment making
- Assures schedules for staff on pilot are appropriate for CareModel needs
- Notifies staff of scheduled debriefings, encourages attendance, attends/leads each debriefing, follows up with action plan items
- Recruits and hires staff needed for model
- Provide time for Unit Educator to meet with or work with Core Team Member for education support

Charge Nurse

- Positive attitude; Be enthusiastic – it is catching!
- Believes in the premise: we do not have the people/money to do the “Total Patient Care/Primary Care” model of patient care delivery
- Believes and communicates, as well as helps evaluate, that this Primary CareModel will increase patient and staff satisfaction and reduce costs after it is implemented carefully
- Attends education sessions to include CN education module
- Participates in planning as requested by C.M.
- Participates in “managerial rounds” interviews as requested by the C.M.
- Makes assignments to team
- Collaborates with and supports PCT during shift just as with individual staff
- Provides daily staffing for needs
- Attends staff debriefings
- Updates director/clinical manager for those components that are going well, those processes that need improvement and suggestions for problem-solving

Unit Educator

- Work with Core Team Member and unit management to decide scheduling for education sessions
- Provide and post flyers advertising education offerings for staff
- Post information re: education sessions, i.e., sign-up sheets, attendance requirements, alternative sessions
- Communicate with Core Team Member and unit leadership re: potential attendees, lack of participation or barriers to participation in a timely manner
- Reserve rooms for the education offerings on the appropriate dates
- Set up room and collect requested AV equipment for the teaching session
- Be present or have a representative present at each session to troubleshoot any issues and to facilitate distribution of sign-up sheets and handouts, as well as answer questions re: education that are unit-specific

Core Team

- In collaboration with appropriate resources, develops educational materials, evaluation and data-gathering tools and timelines for implementation of program throughout the Network
- Commits 100% of time in planning and implementation of the model, working with and supporting those departments Network-wide as they change their nursing practice to the new CareModel
- In collaboration with Department Director reports unit progress to site VPs and CNE
- Assists in the identification of gaps and collaborates with nursing leadership to remove barriers
- Provides education to staff and department leadership
- Provides CareModel flyers, posters, prompt cards, banners as requested and paid for by requesting department
- Provides support to department director and clinical manager in implementation particularly in change management; be available to be a One Minute Manager with the staff and management as they implement
- Believes, communicates and helps evaluate that this CareModel will increase patient and staff satisfaction and reduce costs after it is implemented carefully
- Be enthusiastic – it is catching!