

## MASSACHUSETTS GENERAL HOSPITAL

Job Title: Nurse Director, Ambulatory Practice

Job Code: 000457

Grade: 61

FLSA Status: Exempt

Department: Cardiology

Reviewed By: Riley Orrell

Position Reports To: Administrative Director of Clinical Operations

Date Description last revised: May 23, 2023

**GENERAL SUMMARY/ OVERVIEW STATEMENT:** Summarize the nature and level of work performed.

The Ambulatory Nurse Director is accountable for the delivery of quality patient care in the Cardiology outpatient practices. S/he continually assesses clinical practice including scope of practice guidelines, protocols, and workflows, program regulatory compliance, and ensures consistent clinical practice across multiple sections and locations within the Cardiology Division.

The Nurse Director will lead team building, scheduling, quality improvement, patient program management, and staff development. S/he will establish and maintain a professional practice model that supports high quality efficient care in an environment that fosters professional mentorship, collaboration, and support. The Nurse Director will also advise clinical practice and decision making and manage quality outcomes in patient programs. This essential leadership position encompasses personnel management and development, business administration, and development of collaborative partnerships.

This role reports to the Administrative Director for Clinical Operations of the Cardiology Division and receives general direction from the Associate Chief Nurse of Ambulatory Care. This role also collaborates with the Cardiology Division Chief, Associate Chief, Medical Directors, Associate Chief Nurse of the Heart Center, Director of Advanced Practice Providers, Administrative Managers, Practice Managers, and other leaders in the Heart Center, Department of Medicine, and Department of Nursing.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:** Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

1. Provides an environment for effective patient-focused nursing and clinical care
  - 1.1 Responsible for high quality care with positive patient/program outcomes
  - 1.2 Supports independent practice of professional nurses through collaborative, consultative and role-modeling activities
  - 1.3 Evaluates and implements approved policies, procedures, and standards of care necessary for the coordination and delivery of excellent patient-focused care
  - 1.4 Promotes consistency in nursing practice and develops standard protocols for ambulatory nurses across the division

- 1.5 Develops and promotes consistent clinical competencies and practices in the Medical Assistant position across ambulatory Cardiology settings
  - 1.6 Promotes an environment that is sensitive to the culturally diverse needs of patients and staff
  - 1.7 Applies innovative approaches and utilizes available resources and personnel to identify, address, and resolve complex problems
  - 1.8 Oversees primary and secondary prevention programs, including but not limited to the MGH Cardiac Rehabilitation Program. Maintains responsibility for program outcomes, regulatory compliance, and national certification where appropriate
2. Personnel Management
    - 2.1 Manages and supervises direct patient care providers and support personnel
    - 2.2 Interviews, hires and evaluates clinical staff
    - 2.3 Facilitates training for new nurses, exercise physiologists, nutritionists, and medical assistants
    - 2.4 Monitors staffing patterns and adjusts personnel to fit practice needs
    - 2.5 Delegates responsibility and authority to appropriate staff
    - 2.6 Promotes the development of patient care teams engaging in the decision-making process
    - 2.7 Explores the feasibility of placement and progression of staff nurses in the clinical recognition program. Maintains a knowledge of other MGH/MGB opportunities to promote clinical practice
    - 2.8 Promotes the professional certification of all Cardiac Rehabilitation Program staff
    - 2.9 Maintains confidentiality, as appropriate related to personnel management issues
3. Administration/Business
    - 3.1 Accountable for maintaining the labor budget as it relates to nursing/MA/EP/RD salary expense and overtime use. Uses operational data and metrics to evaluate appropriate utilization of clinical staff and advocate for additional staff when needed
    - 3.2 Promotes, develops and evaluates processes and systems for patient care. Advocates for resources and system improvements when necessary
    - 3.3 Accountable for compliance with hospital and regulatory standards
    - 3.4 Negotiates interdepartmental resources, communicates and plans with managers of other practices and directors and managers to ensure an effective level of service
4. Operations Management
    - 4.1 Maintains a safe environment for patients and staff
    - 4.2 Reviews the appropriate use of equipment, supplies, and physical facilities; holds staff accountable for safe and efficient practice
    - 4.3 Participates in planning and carrying out the completion of projects to improve clinical operations
5. Collaboration

- 5.1 Forms collaborative, inter and intradepartmental partnerships with clinical and administrative leaders across the institution to plan the delivery of care and develop efficient processes
  - 5.2 Collaborates with leadership to identify current and future service needs and shares responsibility for meeting these needs
  - 5.3 Participates on committees and task forces of the Department of Nursing, the Heart Center, MGH, and MGB
6. Leads and/or participates in performance improvement activities
    - 6.1 Continually evaluates quality and safety; identifies improvement opportunities and implements programs for improvement
    - 6.2 Evaluates patient care/program outcomes; uses patient satisfaction surveys to recommend and integrate appropriate changes
    - 6.3 Applies new technology, nursing theories, research findings and experiential knowledge to improve nursing/clinical practice
    - 6.4 Responds to change in clinical practice by planning, designing, implementing and evaluating guidelines, protocols and standards in collaboration with others
7. Professional Development
    - 7.1 Engages in self-performance appraisal on a regular basis, identifying areas of strength as well as areas for professional/practice development
    - 7.2 Maintains necessary clinical and managerial skills through continuing education and direct clinical practice
    - 7.3 Participates in Nurse Director and Department of Nursing leadership groups and Heart Center and ambulatory committees
    - 7.4 Establishes self as a resource in the Heart Center where expertise may be required
8. Other responsibilities as defined by Cardiology and Ambulatory Nursing leadership

**SKILLS/ABILITIES/COMPETENCIES REQUIRED:** Must be realistic, objective, measurable and related to essential functions of this job.

Demonstrates leadership/managerial skill including interpersonal competence, organizational skills, financial management, personnel management, patient program management, and adaptability.

**LICENSES, CERTIFICATIONS, and/or REGISTRATIONS (if applicable):** Specify minimum credentials and clearly indicate if preferred or required

Current licensure as a registered nurse in the Commonwealth of Massachusetts.  
Certification in specialty area is desired.

**EDUCATION:** Specify minimum education and clearly indicate if preferred or required

Master's degree required; either Bachelor's or Master's Degree must be in nursing.

**EXPERIENCE:** Specify minimum creditable years of experience and clearly indicate if preferred or required

At least 3 years of managerial experience and 5 years of Cardiology nursing experience, preferably in an ambulatory setting.

**SUPERVISORY RESPONSIBILITY (if applicable):** List the number of FTEs supervised.

50 FTEs including Registered Nurses, Medical Assistants, Nutritionists, and Exercise Physiologists in four ambulatory settings (Boston Main Campus, Danvers, Waltham, and New Chardon Street) and five subspecialties (Prevention, General Cardiology, Heart Failure, Interventional Cardiology, and Electrophysiology)

**FISCAL RESPONSIBILITY (if applicable):** Indicate financial “scope” information, i.e.: size of budget, volume, revenue, etc.; Indicate total physician/non-physician FTE scope

Collaborates with Administrative/Practice Managers and the Administrative Director in the development of annual operating and capital budgets. Participates in ongoing financial monitoring.

**WORKING CONDITIONS:** Describe the conditions in which work is performed.

Busy, high-volume cardiology clinics. Minor amount of walking and standing.  
Driving/commuting to offsite locations

**APPROVAL:**

(NAME)

Department Mgr: Riley Orrell

Title: Administrative Director

Date:

05/23/2023

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.