



# Rancho Los Amigos National Rehabilitation Center

## OUTPATIENT SERVICES

### POLICY AND PROCEDURE

**SUBJECT:** Supervising Nurse Duties and Responsibilities

**Policy No.:** 02.02.03

**Revision Date:** 02/2022

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- I. Definition: The Supervising Nurse is responsible for supervising services and workforce members (WFM) in the Outpatient Services. The Supervising Nurse is a Registered Nurse with at least 2 years RN experience. The Supervising Nurse reports to the Assistant Nursing Director – Administration (ANDA). The Supervising Nurse collaborates with the Outpatient Leadership Team and providers to ensure quality patient care and that departmental needs are met.
- II. Responsibilities include but are not limited to:
  - a. Supervise first level nursing staff who provide direct patient care. Approximately 25-50 WFM's.
  - b. Investigate and address grievances and complaints.
  - c. Facilitate staffing resources for all clinic areas to ensure quality nursing care and cost-effective use of workforce members (WFM).
  - d. Assist the department in preparation and compliance with regulatory standards.
  - e. Maintain professional nursing environmental and contribute to strategic planning of Outpatient Services.
  - f. Coordinates nursing training and education.
- III. Key Performance Expectations:
  - a. Supervise nursing and clerical WFM's assigned to OP Services.
  - b. Schedule, assign and allocate WFM's based on staffing needs.
  - c. Coordinate patient workload.
  - d. Maintain education and training program.
  - e. Coordinate nursing practice with medical staff.
  - f. Control use of external resources and overtime.
  - g. Interface with Human Resources Department, Return-to-Work Unit, and Payroll Division.
  - h. Interview and select qualified WFM.
  - i. Identify strategies to retain workforce. Determine need for equipment and supplies.
  - j. Complete WFM performance evaluations.
  - k. Serve as professional role model.
  - l. Plan continuing education activities and schedule training.
  - m. Maintain professional performance and effective utilization of disciplinary process.
  - n. Develop and foster leadership skills in all nursing levels.
  - o. Supervise nursing documentation and maintenance of records.
  - p. Audit and monitor outpatient orders.
  - q. Comply with standards and prepare reports on utilization, outcomes, and improvement projects.
  - r. Demonstrate awareness of regulatory requirements (Joint Commission, CARF, Nurse practice Act, etc.).
  - s. Identify personnel needs for learning and development.
  - t. Communicate patient care safety issues with leadership.
  - u. Follow appropriate disciplinary processes.
  - v. Follow chain of command in reporting.
  - w. Volunteer for special projects and assignments.
  - x. Accept committee participation as a representative of the department.

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COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

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- y. Uphold personnel policies regarding absences, overtime, tardiness.
- z. Ensure compliance with dress code.
- aa. Demonstrate courtesy and respect to staff and visitors.
- bb. Respond to patient requests in timely and effective manner.
- cc. Aid others as needed.

IV. Authority: As a designee of the Assistant Nursing Director - Administration, the Supervising Nurse has the authority to oversee clinic operations, allocate and deploy resources, institute and effect policy approved by the Outpatient Care leadership and the Chief Nursing Officer.

V. References:

- a. Nursing Administrative police and procedure manual, RLANRC
- b. Los Angeles County, Class Specification for Supervising Nurse