**COMPANY BACKGROUND**

Banyan Medical Systems, Inc. is headquartered in Omaha, Nebraska. We design, develop, produce, sell, and support custom Healthcare IT solutions. Our work focuses on the integration of real-time data streams in support of providing care givers, patients, and family members access to coordinated, holistic care information. We currently offer configurable solutions for procedural area integration (e.g., operating rooms), fall prevention, virtual care teams, and multi-source audio/video collaboration. In addition, we offer scalable custom solutions for addressing room to enterprise level collaboration needs. Banyan Medical Systems is an innovative Digital Healthcare provider looking for dynamic, energetic, accountable, and highly self-motivated individuals to join our team.

**LOCATION**

Virtual Care Services Location:

* Provide services to Managed Services Clients
* Managed Services Operation Location:
  + Banyan Headquarters

**SUMMARY**

Banyan Medical Systems is looking for individuals in the healthcare field who can learn the Banyan products and provide virtual care services to the Managed Services Clients. As a member of the Managed Services team, the Virtual Sitter will monitor patients identified as at risk for fall from a remote location. The Virtual Sitter will directly observe multiple patients at the same time using CARE technology. The Virtual Sitter will promote safe environment by supporting and communicating with floor staff, while providing patients and families with the reassurance of patient’s safety. The Virtual Sitter’s focus will be on the prevention of patient falls.

Under general supervision of the SVP/CNO-Sync, the team leader is responsible for performing virtual clinical care within the scope of practice of the department; the general supervision and clinical performance including coordination of adequate staffing for all client sites, shift assignments, workload distribution, and Virtual Clinical SOP/SOC. Additional responsibilities include precepting for New/Initial, Ongoing and Auditing for staff and clients; assist with client quality metrics; providing educational curricula and training with various EMR’s for staff. Maintains communications within the department and with clients; participates in conducting employee interviews. The team leader in this department provides care for 18-39 Yrs., Young Adult, 40-64 Yrs., Adult, and 65+ Geriatric patients. Provides back-up assistance to staff when indicated between normal duties.

**PREREQUISITE SKILLS:**

* Must have the ability to read, write, and follow English verbal and written instructions, and have excellent oral and written communication, interpersonal, problem-solving, conflict resolution, presentation, time management, and positive personal influence and negotiation skills.
* Leadership skills to delegate, functionally supervise, provide direction/guidance to staff, and hold others accountable are required.
* Must have the ability to work independently with a minimum of direction, anticipate and organize workflow, prioritize, and follow through on responsibilities.
* Must have strong clinical assessment and critical thinking skills necessary to provide utilization review/discharge planning services appropriate to patients with complex medical, emotional, and social needs.
* Strong attention to detail and accuracy is required.
* Must have the ability to work in a high-volume case load environment and deal effectively with rapidly changing priorities.
* Demonstrated ability to work constructively with a broad spectrum of health care professionals is required.
* Must be assertive and creative in problem solving, system planning and management.
* Proficient computer skills are required including use of Electronic Health Record and other IT applications.
* Must be effective as both a team member and a leader.

**KNOWLEDGE**

* General knowledge of supervisory principles/applications is required.
* Must have a working knowledge of disease processes, current treatments, and their physical and psychosocial sequelae.
* Knowledge of individual and family development over the life span is required.
* Knowledge of the influence of cultural and spiritual values on health care is required.
* Must know child, elder and dependent adult, and domestic violence reporting requirements.
* Works with the multi-disciplinary healthcare team to ensure the plan of care is expedited and barriers to efficient throughput are identified and corrected.
* Identifies and refers quality and risk management concerns to appropriate level for corrective action plans and trending.
* Demonstrates knowledge and skills necessary to provide cultural, spiritual and age specific care by obtaining specific care information and assessing relevant information needed to identify each patient’s unique treatment and discharge planning needs.
* Ensures that the patient is transitioned to the next level of care as quickly as possible once the patient no longer meets clinical criteria for the current level of care.

**PRIMARY RESPONSIBILITIES**

* Obtains verbal report from the patient’s nurse to include information regarding the patient’s identified care needs, diagnosis, visual, auditory, or language barriers, as well as any special consideration (NPO, bed alarms, etc.).
* Ensures complete visualization of the patient via remote monitoring equipment. Continuous visual observation of patient always using room safety camera to identify potential harm to self or others. This includes dislodging of drains, tubes, IV’s, getting up unassisted, etc.
* Collaboration with Charge VN for concerns not requiring immediate physical intervention.
* Observes the patient’s activity and behavior and redirects the patient as needed. If indicated, immediately notifies floor staff of the need for physical intervention (such as toileting assistance assisting patient to lie back in bed, moving an item closer, etc.)
* Using clinical judgement to determine whether camera monitoring is necessary during private patient activities, such as physician examinations, bathing, and toileting.
* Able to identify safety risks and communicate the need to escalate assistance to the patient.
* Functions cooperatively as a team member. Responds as directed by responsible nurse to changing patients'/unit's needs.
* Communicates in a professional manner and demonstrates respect for patient, families/significant other and other health care members.
* Falsification of records-or giving incorrect name to client will result in immediate termination.
  + *Due to the nature of continuous observation, distractions are not permitted. This includes but is not limited to:*
    - *Personal cell phone*
    - *Electronic devices*
    - *Books, magazines*
    - *Udemy modules, client education modules (i.e., HealthStream, MNM University)*
    - *Any other activity that may divert your attention from continuous observation of the patients.*
* Accurately records data collected and notifies RN of any untoward events, i.e., behavioral changes, violent behavior, etc.
* Complies with all hospital rules, regulations, and nursing standards.
* Maintains the privacy and security of all confidential and protected health Information.
* Uses and discloses only that information which is necessary to perform the function of the job.
* Performs related duties as assigned.

**Qualifications for Virtual Safety Companion (sitter)**

* **Education:** High School diploma or equivalent required, professional development in a clinical program, i.e., nursing, respiratory therapy etc., preferred.
* **Experience:** Two (2) years’ med-surg experience in healthcare preferred.
* **License/Certifications:** BLS (AHA or RC) certification required upon hire. Certification as a nursing assistant required.
* **Hours of work:** Full-Time Non-Exempt – 12-hour shift, rotating weekends.
* **Experience and knowledge of the following Microsoft System:** Active Directory, Exchange, Skype for Business, and Office 365

**ORGANIZATIONAL COMPETENCIES**

**Value Behaviors:**

It is essential that associates can support the values of Banyan and Managed Services Clients, and interact effectively with physicians, patients, residents, visitors, and staff. Each associate is expected to demonstrate a commitment to core values, standards of behavior and professionalism through appropriate conduct and demeanor always.

**Security Access: Confidential Information:**

Staff may have access to confidential patient, associate and/or organizational information as it applies to their job responsibilities and must comply with the terms of Managed Services Clients and Banyan policies in protecting that information.

**Ages of Patients Served**

* Adolescent (13 yr. - 18 yr.),
* Adult (19 yr. - 65 yr.),
* Geriatric (66 yr.+)

**Physical Requirements**

☑ Sedentary Work - prolonged periods of sitting and exert/lift to 10 lbs. force occasionally

☐ Light Work - exert/exert/lift to 20 lbs. force occasionally, and/or up to 10 lbs. frequently

☐ Medium Work - exert/exert/lift to 50 lbs. force occasionally, and/or up to 20 lbs. frequently, and/or up to 10 lbs. constantly

☐ Heavy Work - exert/exert/lift to 100 lbs. force occasionally, and/or 50 lbs. frequently, and/or 20 lbs. constantly

☐ Very Heavy Work - exert/lift over 100 lbs. force occasionally, and/or over 50 lbs. frequently, and/or over 20 lbs. constantly

**Physical Requirements – Frequency**

| **Frequency** | **Not at All (0%)** | **Occasionally (1-33%)** | **Frequently (34-66%)** | **Continuously (67-100%)** |
| --- | --- | --- | --- | --- |
| Climbing | ● |  |  |  |
| Bending |  | ● |  |  |
| Squatting |  | ● |  |  |
| Crawling | ● |  |  |  |
| Kneeling | ● |  |  |  |
| Balancing |  | ● |  |  |
| Reaching above head |  |  | ● |  |
| Reaching above shoulder |  |  | ● |  |
| Twist/turn at waist |  |  | ● |  |
| Push/pull |  | ● |  |  |
| Lift/carry |  | ● |  |  |
| Lift from floor level up |  | ● |  |  |
| Lift from waist level up |  |  | ● |  |

**Mental/Emotional Requirements**

☑ Manages stress appropriately

☑ Makes decisions under pressure

☑ Manages anger/fear/hostility/violence of others appropriately

☑ Handles multiple priorities

☑ Works independently

☑ Work in confined/crowded areas

**Hazards**

☐ Exposure to toxic/caustic chemicals

☐ Exposure to extreme conditions; hot/cold

☑ Exposure to dust/fumes/gasses

☑ Exposure to electrical shock

☐ Operation of heavy equipment

☑ Exposure to moving mechanical parts

☐ Exposure to x-ray/electromagnetic radiation

☑ Exposure to high pitched noises

☐ Exposure to communicable diseases

☐ Exposure to blood and/or body fluids

☐ Exposure to excessive sunlight or work outdoors

☐ Unprotected heights

☑ CRT (computer monitor)

**Minimum Requirements of this position require individual to:**

**Frequency of Motion:**

|  |  |
| --- | --- |
|  | **Hours Per Day** |
| Stand for up to | 45% |
| Sit for up to | 45% |
| Walk for up to | 10% |

**Additional Requirements:**

☑ Perform repetitive tasks/motions

☑ Distinguish colors

☑ Hear alarms/telephones/tape recorder/normal speaking voice

☑ Have good manual dexterity

☑ Have good eye-hand-foot coordinator

☑ Ability to see

**Code of Conduct:**

|  |  |  |
| --- | --- | --- |
| **Employees:** | **Yes** | **No** |
| Does the employee demonstrate an understanding of and adherence to the Code of Conduct? |  |  |
| Does the employee’s conduct reflect the Company’s values and a commitment to the Code of Conduct? |  |  |

**Acknowledgement**

The environment at Banyan and Managed Services Clients can be fluid. Roles and responsibilities may be altered to accommodate changing business conditions and objectives as well as to tap into the skills and experience of its associates. Accordingly, associates may be asked to perform duties that are outside the specific work that is listed. Regular, reliable, consistent, and punctual attendance is an essential function of this position. This position also may require you to work standard hours/shifts, as well as flexible hours before and after standard hours/shifts, and overtime or more than 40 hours in a work week.

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities and meet the requirements as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organizational or departmental needs.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Educator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Initials: \_\_\_\_\_ Date: \_\_\_\_\_

SVP Sync Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Initials: \_\_\_\_\_ Date: \_\_\_\_\_