### Job Title: Chief Nursing Officer

#### Job Purpose
The Chief Nursing Officer provides executive nursing management, direction, and leadership for UPMC. This position is responsible for driving, supporting and modeling a caring service-oriented professional culture focused on employee engagement, quality, patient safety, service excellence, fiscal responsibility, and the overall patient experience. Serves as a member of the executive leadership team at the facility and system levels, building and supporting effective collegial relationships with applicable internal and external constituents and stakeholders and ensuring optimal operating effectiveness and strategic positioning. Participates with leaders from the Board of Directors, Senior Management, Medical Staff and other clinical areas in planning, promoting, and conducting organization-wide performance improvement activities.

- Neonate (0-1 month)
- Neonate (2 months-12 year)
- Adolescent (13 – 17 year)
- Adult (18 – 65 years)
- Geriatric (66+ years)

#### Minimum Requirements

**Educational/Knowledge Requirements:**
- BSN required
- Master’s degree in Nursing or related health care field required
- PhD or DNP in Nursing preferred
- 5 years of progressive experience in nursing management and experience in managing diverse functions are required.

**Licensure/Certification:**
- Current Pennsylvania licensure as a Registered Professional Nurse license
- National Nurse Executive Certification preferred

**Special Skills and Abilities Required**
- Leadership skills
- Interpersonal and communication skills
- Strong motivation
- Planning and organizational skills
- Problem solving skills
- Stress management
- Confidentiality
- Flexibility in terms of working hours.
- Cultural sensitivity and flexibility

### Responsibilities

**Transformational Leadership**
- Create and communicate UPMC nursing’s shared vision
- Appraises and evaluates the results of clinical and financial operations within scope of responsibility regularly and systematically and reports these results to the President & CEO
- Effectively represents UPMC in a positive image of the institution
- Engages in activities to develop and achieve strategic goals of Hospital or Business Unit and UPMC Health System.
- Translates the organization’s strategic plan to management and staff to engage support and solicit feedback.
- Demonstrates an Interactive Leadership style that influences thinking and reshapes the culture and environment.
• Demonstrates initiative to address complex, high-risk problems and translate them into opportunities and challenges—resolve and manage conflict
• Engages medical staff as partners in achieving mutual goals of clinical quality and organizational/programmatic success while providing timely follow-up on patient/physician complaints
• Builds trusting collaborative relationships with staff, peers, other disciplines and ancillary services, physicians, vendors, community leaders, legislators, nursing and other educational programs.

**Exemplary Professional Practice**

- **Exercises final authority and scope of nursing practice for nursing care, treatment and services**
- Assures that nursing practice and the developed patient plan care is complaint to the mission / vision of the hospital, the regulatory and other premier healthcare agency standards (e.g. PA DOH, CMS, and the Joint Commission), and the policies of UPMC
- Contributes to the development and maintenance of a professional practice environment to achieve positive patient care outcomes and staff satisfaction.
- Participates in development of clinical programs, policies and procedures to guide delivery of care and services
- Manages human resources via workforce planning including staffing pattern, skill mix, employment decisions, as well as the identification of current/future needs and skill sets
- Along with other members of the team, promotes financial stewardship and clinical excellence for the facility in both operational and capital acquisition and budgeting processes. Allocates financial, information, and human capital for improvement activities, ensuring the efficient delivery of cost effective services to patients, physicians, and hospital departments. Establishes performance measures, assesses and evaluates operations, and works with department management to assure efficient and effective delivery of services.
- Displays an understanding of the hospital’s insurance payor mix, CMI, and the corresponding impact on LOS, readmission rates and individual/global treatment course for patients

**Structural Empowerment:**

- **Directs the implementation of nursing policies and procedures, nursing standards and a nursing staffing plan(s) across the organization**
- Participates in community initiatives and fosters an environment in which the nurses are encouraged and given opportunities for community involvement
- Oversees implementation of initiatives to recognize, reward and incentivize staff
- Collaborates and integrates evidence-based practice and research opportunities related to changes in practice into the operational infra-structure of the organization
- Oversees the Professional Practice Council supporting a shared governance model
- Assumes a leadership role in the establishment of liaisons, networks and/or acquisition of resources to facilitate the growth and development of the Patient Care division within the system and the community.
- Conducts organizational assessments to identify succession planning issues and establish action plans. Serves as a professional role model and mentor to future nursing leaders while establishing mechanisms that provide for early identification of staff with leadership potential
- Maintains and develops relationships with universities, colleges and schools of nursing to assist with: the education of new nurses, ongoing education of professional nurses, development and implementation of new nursing knowledge

**Quality and Innovation in Practice**

- Analyzes areas of responsibility to identify strengths and opportunities and to proactively identify innovations that will support redesign of healthcare processes.
- Pursues sharing through publication, presentation and exchange of best practices to increase exposure to innovative solutions and positive change
- Identifies and takes action to possible changes in process improvement based on, risk/liabilities, clinical findings, team recommendations and research literature to promote cost efficient quality outcomes.
- Seeks opportunities to learn and transfer cutting edge knowledge and innovation while adopting best practice, eliminate duplication and maximize efficiency
- Utilize hospital and system database management, decision support and expert programs to access information and analyze data from disparate sources for use in planning for patient care processes and systems
- Explain and utilize metrics for any process and links metrics with goals as well as national quality initiatives/metrics
- Assures compliance with federal, state and local laws and regulations.
- Oversees the various data submission for public reporting

**Healthy Workforce:**

- Develops relationships and integrates all team members including physicians into the work of the organization.
- Creates a patient-centered environment in which collegiality, negotiation and interdisciplinary communication are accepted as core behaviors/expectations.
- Extends trust by acknowledging the contributions of others; listens first, creates transparency in communications, confronts reality, and clarifies expectations.
- Coaches staff on cultural diversity as well as cultural competency and addresses workplace horizontal violence and impairment. Creates an environment which recognizes and values differences in staff, physicians, patients, and communities

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned this job. They are not exhaustive lists of all duties, responsibilities, knowledge, skills, abilities and working conditions associated with the job.