

Job Code: D149

POSITION DESCRIPTION

Position Title:	Emergency Department Technician III	Date:	2/2022
Department:	Emergency Department	Written by:	Emergency Dept
Reports To:	Nurse Manager	Facility:	Medical Center Campus

I. Position Summary:

The Emergency Department Technician III works under the supervision of an RN while providing care to patients in varying states of health and illness during their time in the Emergency Department. The ED Tech III functions as an integral member of a multidisciplinary team and should be fully versed in all areas of Emergency Department operations. In addition to regular tasks in the ED (everything in the ED Tech II position summary), the ED Tech III is involved in the department outside of working on the floor; (i.e. departmental committee member, Q/A, Q/I, education, infection prevention, interview group, practice council etc.) The ED Tech III must have the ability to work independently and use clinical judgment in the management of multiple responsibilities

II. Reporting Relationships:

Reports to the Emergency Department Nurse Manager and Lead Tech.

III. Freedom To Act/Accountability:

Has freedom to function independently within scope of practice according to qualifications and experience.

IV. Working Relationships/Contacts:

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- a. Reports to the Nurse Manager and Lead Tech
 - b. May receive direction and guidance from RNs, Assistant Nurse Manager, Charge Nurse, PAs, and MDs.
 - c. Works in concert with other ED Tech IIIs, and frequently gives direction to ED Tech IIs and ED Tech I's.
 - d. Daily contact with patients, families and visitors.
 - e. Frequently interacts with providers and technicians from other departments.
 - f. Frequently interacts with Security in the management of violent or aggressive patients.
 - g. Frequently interacts with Registration in obtaining patient identifiers
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V. Dimensions:

Direct reports	_____	FTEs	(Number of full-time employees directly supervised)
Indirect reports	_____	FTEs	(Number indirectly supervised)
Budget revenue	_____		(Amount of income generated by this position)
Budget expense	_____		(Authorized amount of spending by this position)
Other	_____		

VI. Position Requirements:

- **Education:**
High School Diploma or Equivalency, Associates/Bachelor's Degree preferred.
VT or National EMT certification required, AEMT preferred.
BLS certification required
ACLS certification required
PALS certification required
- **Experience:**
A minimum of 2 years working 40-71 hrs/pay period (PTE) in the UVM Medical Center ED.
A minimum of 18 months working 72-80 hrs/pay period (FTE) in the UVM Medical Center ED.
Per Diem employees must meet minimum part time hours **(at least 240 hrs/quarter)** to be considered.
- **Knowledge/Special Skills:**
 - a. Strong interpersonal and conflict resolution skills
 - b. Effective verbal and written communication skills
 - c. Excellent IV placement skills. Must be POCUS IV trained.
 - d. ECG/Telemetry monitoring
 - e. Splinting of orthopedic injuries
 - f. Current MOAB certification
 - g. Blood Bank certification
 - h. ACLS certification
 - i. PALS certification
 - j. Must be able to function in a calm, purposeful manner in a highly stressful environment.
 - k. Must independently use critical thinking, clinical knowledge and judgment to prioritize multiple responsibilities with minimal supervision.
 - l. Considered a go-to person by their peers

VII. Career Ladder:

Tech IV, Lead Tech

VIII. OSHA Exposure, Physical Demands and Working Conditions:

Refer to Attachments I and II

IX. Other Information:

Confidentiality: It is an expectation that all employees at UVMMC will protect the confidentiality of all patient care, personnel, and business/financial information. Employees will

demonstrate their confidentiality knowledge through the use of a self-study information package and test.

Compliance: Employees will complete required competencies, annual mandatory training requirements and adhere to the code of conduct as described in the UVM Medical Center Compliance Plan and brochure. In addition, the individual in this position can provide care and support to all age groups or patients in his/her assigned practice/work area based on physical/psychosocial, educational, safety and related criteria. Consistently performs duties within the scope of practice as defined by the Vermont Office of EMS.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

X. Principal Accountabilities:

1. Upholds departmental professional expectations

- a) Represents the Emergency Department in a positive light in all interactions hospital wide.
- b) Organizes/prioritizes duties and follows established expectations within assigned area.
- c) Attends staff meetings, displays active listening skills and communicates in a professional manner.
- d) Demonstrates support for departmental strategies and objectives.
- e) Insures proper utilization and maintenance of equipment and reports problems or malfunctions in a timely manner.
- f) Manages time effectively and contributes to department goals and objectives
- g) Maintains EMT certification, and actively pursues personal growth and professional relationships within the Emergency Department.

2. Provides direct patient care in one or more areas of the Emergency Department (Acute Care, General Treatment, ED 2)

- a) The ED Tech III works under the direction of an RN to provide quality patient care in an emergency setting.
- b) Obtains and documents vital signs of patients in the ED, reporting these findings to the RN or Emergency Department Provider in a timely manner.
- c) Connects/disconnects monitoring equipment to/from patient in a safe manner.
- d) Assists the RN or EMS in settling new patients and, if needed, initiating care in line with established protocols.
- e) Provides respiratory support to patients within scope of practice.
- f) Answering patient call lights in a timely manner and assisting patients as necessary within the scope of practice.

- g) Transports patients to other departments when necessary. Transports telemetry patients to cardiac units
- h) Assists in toileting patients using bedpan/commode including hygiene, as necessary.
- i) Maintains patient safety by closely observing patients at risk for self-harm due to a medical or psychological issue according to established protocols
- j) Follows guidelines regarding the evaluation and management of psychiatric patients.
- k) Interacts with Security in the management of violent/aggressive patients after completion of a MOAB class.
- l) **Appropriately documents patient interactions**, and informs RN and Emergency Department Provider of pertinent findings in a timely manner.

3. Provides assistance to patients and visitors during the Triage process

- a) Welcomes patients and visitors to the ED and displays a calm, professional demeanor.
- b) Quickly and effectively assesses severity of illness or injury of patients as they present to the front desk, activates protocols (chest pain, stroke, etc.) if deemed necessary, and initiates interventions.
- c) Participates in hourly rounding of patients/visitors in the WR and gives practical assistance when possible.
- d) Assists the RN during the triage process. This includes helping to obtain vital signs, transporting patients back to treatment rooms, orienting patients/visitors to the ED, orienting patients to the call light.
- e) Regularly cleans treatment rooms in order to sustain the flow of the department.

4. Clinical procedures performed by the ED Tech III

- a) Places IV lines in a variety of patient populations and administration of IV fluids (Normal Saline, Lactated Ringers, PlasmaLyte) as ordered by an Emergency Department Provider.
- b) Obtains and delivers EKGs to an Attending MD upon order, or according to established protocol.
- c) Applies splints after completion of splinting class.
- d) Fits patients to a variety of common orthopedic devices used in the ED. (Crutches, sling, ultra sling, wrist immobilizer, knee immobilizer, shoulder immobilizer, baseball splint, surgical shoe, 3D boot, c-collar.)
- e) Performs wound care, and applies appropriate dressings as directed by Provider
- f) Monitors the airway of patients recovering from conscious sedation
- g) Assists the Emergency Department or Specialty Provider with procedures upon request. (lumbar puncture, pelvic exam, splinting of complex fractures, relocation of joints, etc)
- h) Effectively uses critical equipment such as Rapid Infuser, Fluid Warmer, Bair Hugger, Automatic Tourniquet, Defibrillator, etc.

5. Specimen handling

- a) Obtains blood specimens using venipuncture technique.
- b) Obtains routine specimens from patients, including urine, sputum and feces.
- c) Instructs patients regarding proper method of giving specimens.
- d) Performs point of care lab testing (POCT).

Tests performed by the ED Tech include:

- 1) POCT urine pregnancy test
- 2) POCT urine dip

3) POCT Blood glucose levels obtained from finger stick

- e) Accurately documents completed tests
- f) Promptly informs Emergency Department Provider of critical values when discovered, and documents this notification in patient record.

6. Non-clinical tasks performed by the ED Tech III

- a) Actively looks for tasks that need completion, when not involved in the care of patients/visitors in the Emergency Department.
- b) Takes an active role in stocking within the Emergency Department. Areas that are stocked daily include IV/Procedure carts, linens, and exam room supplies.
- c) Promptly retrieves supplies from CSR after being sterilized, and returns them to the ED.
- d) Obtains Blood products from Blood Bank
- e) Insures that equipment is properly cleaned/decontaminated.
- f) Takes an active role in the daily/monthly Q/A of equipment, including Cardiac Defibrillators, Glucometers, Urine Analysis equipment, and Rapid Infuser/Fluid Warmers.

8. Contributes to a work environment characterized by appropriate attitude, dedication to excellence, team work, and meeting the needs of the patients and their families

- a) Actively facilitates a high level of patient satisfaction and service excellence.
- b) Together with the nurse, keeps patients and families informed of any delay in the progression of care.
- c) Utilizes conflict resolution skills to resolve patient/family/visitor issues and keeps the Charge RN aware of such issues.
- d) Maintains an awareness of patients' rights to privacy and confidentiality and assumes responsibility for carrying out the guidelines defined in the UVMHC Patient Rights policy.

8. ED Tech III special requirements

- a) Serves as a skilled resource and knowledge base regarding equipment, supplies, and policies/procedures for other ED staff, including ED Techs, RNs, PAs and MDs
- b) Participates in one or more committees within the department or hospital, actively bringing new ideas/benefits back to the department.
- c) Contributes to preceptor training and continues to strive to improve the orientation process, and actively precepts new employees.
- d) Monitors/oversees Q/A processes within the ED.
- e) Actively participates in teaching within the Emergency Department.
Examples: Assisting with EMT observation, MOAB, CPR, becoming an instructor in one of these areas or becoming a "Super-User" in order to benefit the department.
- f) Is in good standing with staff members and has not had corrective action from management within the past calendar year

*A selection of the above are used to determine Tech III candidates

9. Professionalism of an ED Tech III

It should be clearly visible that The ED Tech III is deeply invested in the success and growth of the department. This should be shown in numerous ways.

- a) An ED Tech III should be considered a leader, problem solver, and a “go-to person” among ED staff when issues arise.
- b) An ED Tech III must have a reputation of consistency and reliability.
- c) An ED Tech III must willingly participate in whatever role necessary in order to maintain the flow of the department.
- d) An ED Tech III must make an effort to attend all staff meetings, display active listening skills and communicate in a professional manner.
- e) An ED Tech III must take the initiative to find and handle special projects in the department. The ED Tech III should be willing to accept assignments from management, but they should also actively seek out and take ownership of specific areas that they feel they could improve. This requires extra time and effort, a proactive attitude, and excellent time management skills.
- f) ED Tech III must be able to remain present in their assigned area of the department, but remain flexible and assist others when needed.
- g) Above all, the ED Tech III should be considered a professional role model and mentor, limited not only to other ED Techs but also RNs and other support staff

**The yearly UVMMC self-evaluation should be used as an application for an ED Tech III position, if such is desired. Additionally, every ED Tech III should use this opportunity to re-affirm their qualifications for this position. A peer committee will be utilized to assist management in determining if an employee qualifies, or continues to qualify, for this position. If it is decided that the ED Tech III applicant does not qualify, specific reasons and guidance should be provided to the applicant by management. If the ED Tech III is found to be lacking in qualifications, specific counsel should be provided to this individual by management. If qualifications are still found to be lacking by the time of the employees next yearly evaluation, the employee's position will revert to ED Tech II per the agreement above.*

Final Step for Completing Principal Accountabilities

In order to comply with Federal Law regarding the Americans with Disabilities Act (ADA), a determination must be made as to whether principal accountabilities are considered to be essential or non-essential.

Essential accountabilities are key accountabilities that must be performed with or without accommodation. For accountabilities to be considered essential they must meet one or more of the following requirements:

- The performance of this function is the reason that the job exists.
- There are limited employees among whom the performance of this function can be distributed.
- This function is highly specialized. Employees are hired for the skill/ability to perform this function.
- Failure to perform this function may have serious consequences.

Non-essential accountabilities, while important, do not meet the requirements listed above and can be reassigned to another individual.

By law, UVMCC must distinguish between essential and non-essential accountabilities. As a final step, return to section XI of the position description, and designate those accountabilities that you consider to be **NON-ESSENTIAL** by placing two asterisks (**) following each description of accountability

Attachment I
(Please include with the completed Position Description)
EXPOSURE CATEGORIES FOR OSHA

Please review the exposure categories for OSHA listed below and indicate the category appropriate for the position in the box below:

OSHA EXPOSURE CATEGORY: I, II

Exposure Determination:

Exposure (or potential exposure) to Hepatitis B (HBV) and Human Immunodeficiency Virus (HIV) is defined in terms of actual (or potential) skin, mucous membrane, or parental contact with blood, body fluids, or tissues. Each position is categorized according to likelihood of exposure. Protective equipment shall be readily available. Employees shall be educated in the appropriate use of protective equipment according to their job classifications.

Category I, II.

Category I. Tasks involving exposure to blood, body fluids, or tissues:

All procedures or other job related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids, or tissues, or a potential for spills or splashes of them are Category I tasks. Use of appropriate protective measures is required for every employee engaged in Category I tasks. All Category I tasks do not involve the same type or degree of risk and therefore all do not require the same kind or extent of protection. Specific combinations of clothing and equipment are tailored for specific tasks. Minimum levels of protection in most cases include use of appropriate gloves. If there is the potential for splashes, protective eyewear or face shields should be worn. If there is potential for clothing being soaked with blood, protective gowns or aprons should be worn.

Category II. Tasks that involve no exposure to blood, body fluids, or tissues, but employment may require performing unplanned Category I tasks:

The normal work routine involves no exposure to blood, body fluids, or tissues but exposure or potential exposure may be required as a condition of employment. Appropriate protective equipment (e.g., gloves, protective eyeglasses, masks, or gowns) will be readily available to every employee engaged in Category II tasks. Employees need not be wearing protective equipment, but should be prepared to use appropriate protective garb on short notice.

All employees engaged in Category I and II exposure tasks are offered hepatitis B vaccine through Employee Health Services.

Category III. Tasks that involve no exposure to blood, body fluids, or tissues and Category I tasks are not a condition of employment:

The normal work routine involves no exposure to blood, body fluids, or tissues (although situations can be imagined or hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids). Persons who perform these duties are not called upon as part of their employment to perform or assist in emergency medical care or first aid or to be potentially exposed in some other way. Tasks that involve handling of implements or utensils, use of public or shared bathroom facilities or telephones, and personal contacts such as handshaking are Category III tasks.

If Category I and II tasks do not exist in the department, then no specific personal hygiene or protective measures are required. However, these employees should be aware of the risk factors associated with transmission of HBV and HIV so that they can recognize situations that pose increased potential for exposure and know how to avoid or minimize personal risk.

Attachment II

PHYSICAL DEMANDS AND WORKING CONDITIONS

(Please include with the completed position description)

Job Title: Emergency Department Technician II Job Code: B714

A. Weight-Related Functions and Categories

- Indicate the letter for the appropriate weight range for each category.

<input checked="" type="checkbox"/> g	Lifting	a. 0 to 10 lbs.	e. 35 to 50 lbs.
<input checked="" type="checkbox"/> b	Carrying	b. 11 to 24 lbs.	f. 51 to 74 lbs.
<input checked="" type="checkbox"/> g	Pushing/Pulling	c. 25 to 34 lbs.	g. Over 74 lbs.

B. General Functions

- Type an (X) in appropriate boxes.

<input checked="" type="checkbox"/> X	Sitting	<input type="checkbox"/> Climbing	<input checked="" type="checkbox"/> X	Reaching Above	
<input checked="" type="checkbox"/> X	Standing	<input checked="" type="checkbox"/> X	Kneeling	<input checked="" type="checkbox"/> X	Reaching Out
<input checked="" type="checkbox"/> X	Walking	<input checked="" type="checkbox"/> X	Crouching	<input checked="" type="checkbox"/> X	Reaching Below
<input type="checkbox"/>	Driving	<input checked="" type="checkbox"/> X	Twisting		
<input checked="" type="checkbox"/> X	Bending	<input checked="" type="checkbox"/> X	Balancing		

C. Hand and Foot Manipulations

- Type an (X) in appropriate boxes.

<u>Hand Manipulation</u>	<u>Foot Manipulation</u>		
<input checked="" type="checkbox"/> X	Simple Grasping	<input checked="" type="checkbox"/> X	Foot Controls
<input checked="" type="checkbox"/> X	Firm Grasping	<input checked="" type="checkbox"/> X	Repeat Movement
<input checked="" type="checkbox"/> X	Firm Manipulation	<input checked="" type="checkbox"/> X	Use of Leg
<input checked="" type="checkbox"/> X	Pushing/Pulling		
<input checked="" type="checkbox"/> X	Use of Hand		

D. Sensory Functions

- Type an (X) in appropriate boxes.

<input checked="" type="checkbox"/> X	Far Vision	<input type="checkbox"/> Depth Vision	<input checked="" type="checkbox"/> X	Overhead Paging	
<input checked="" type="checkbox"/> X	Near Vision	<input checked="" type="checkbox"/> X	See Fine Details	<input checked="" type="checkbox"/> X	Talking
<input type="checkbox"/>	Color Vision	<input checked="" type="checkbox"/> X	Hear Normal Speech	<input checked="" type="checkbox"/> X	Telephone

E. Environmental Conditions

- Type an (X) in appropriate boxes.

<input checked="" type="checkbox"/> X	Infectious Diseases	<input checked="" type="checkbox"/> X	Hazardous or Moving Equipment
<input checked="" type="checkbox"/> X	Chemical Agents	<input type="checkbox"/>	Unprotected Heights
<input checked="" type="checkbox"/> X	Dust, Fumes or Gases	<input checked="" type="checkbox"/> X	Noisy Environment
<input type="checkbox"/>	Extremes in Temperature/Humidity		