

## GENERAL DESCRIPTION OF CLASS

The TRANSPORTING MENTAL HEALTH AIDE provides a variety of security and other support services to a hospital. Employees in this class provide a number of services to the general public, wards, and other unit areas or departments of a hospital, participate in the enforcement of fire, safety, and security regulations, and assist with patient-related activities. Employees in this class provide nonprofessional direct care services to patients as needed during the time the patient is under their supervision.

## DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

## DUTIES AND RESPONSIBILITIES

Depending upon the organizational structure of the hospital, employees in this class may work in a transportation center or any other hospital area which provides nursing care support services to the institution. Depending upon assignment, employees in this class may perform any combination or all of the following tasks or duties listed below.

- 1. Transportation.** Typical tasks: transports clients within the facility; transports (in and sometimes out-of-state) physically, mentally, and emotionally impaired and/or criminally court-committed clients to and from institution, law enforcement facilities, nursing homes, resident homes, hospitals, and other areas as necessary; assures that all necessary legal forms, client history, and personal property accompany patients; during transportation and while patient is under Transporting Mental Health Aide's supervision, constantly observes and responds to clients' behavior (e.g., homicidal, suicidal, combative, severely psychotic, physically ill) by talking to or restraining clients and monitoring physical status; provides proper care and custody to clients during travel (e.g., provides meals, bathroom breaks, blankets, etc.); may be responsible for handling patient money when purchasing bus/plane tickets or other articles; may perform emergency first aid; drives bus from hospital to and from Portland and return for patients and visitors.
- 2. Administrative Duties.** Typical tasks: transports admissions and discharges, requiring a knowledge of the types of admissions and legal interpretations of these types of admissions; assures that all appropriate papers are with the patient who is to be transported for admission and that these papers are in order; coordinates activities between the hospital and various outside agencies in the absence of the manager of transportation; orients new personnel to transportation as assigned; orients new staff to the "Code 44" procedures as assigned; completes assigned monthly summary of activities for the producing of the utilization review statistical reports and other audits and filing; writes critical incident reports on special problems as requested by the manager of transportation; maintains a cash drawer for stamps for patients and cash for bus tickets; maintains discharged patients' cardex with addresses for mail forwarding; forwards patient and staff mail as appropriate; picks up mail from offices for processing; takes calls for transportation requests and documents information; keeps log of transportation activities; transfers (types) information from nursing service weekly staffing schedules to daily staffing sheets; xeroxes all staffing sheets for wards; receives mail from shuttle bus and U.S. Post Office and distributes that mail into appropriate mailboxes in the hospital; processes mail from and delivers to U. S. Post Office; takes money from Accounting/Business Office and delivers to bank;

picks up money from bank to deliver to Accounting/Business Office; participates in inservice education programs.

- 3. Patient Monitoring/Treatment.** Typical tasks: oversees care of patients assigned by attending to their basic physical and psychosocial needs while outside of the hospital; assures that the patients assigned to care are appropriately attired, clean, mentally and physically capable of travel, and have all items necessary to successfully complete requested escort and service assignment; encourages patient self care in activities of daily living; assesses and intervenes when the patient is not able to do self care; assists with patient lifting, moving, and walking when necessary; assists the community personnel with patient cooperation and compliance as necessary; continually reassesses patient's status while out of the hospital for necessary interventions and prevention of inappropriate behaviors; assesses patients on bus trips for appropriateness and for validity of pass; treats each patient respectfully and as an individual; when patient rights/patient abuse rules are seen as violated, reports violation to proper persons per policy and procedure; gives medications to patients when prescribed by the physician and patient cannot self-administer medications.
- 4. Overseeing Activities.** Typical tasks: assures that activities requested (e.g., the transport and activities to be done as result of transport) are accomplished according to standard policies and procedures and in a smooth and efficient manner; oversees safe transportation of patient articles and other supplies (e.g., mail and banking) requiring transporting; provides transport (delivering articles to and from the hospital) for all hospital departments, e.g., Pharmacy, Nursing Service, X-Ray, Volunteer Services, Medical Records, Social Service, Reception); provides leadership when nontransportation staff assists in transporting patients(s); provides information to manager of transportation regarding potential or actual problem areas when working with the community resources; informs the manager of transportation of actions taken to resolve these issues; in working with the community resources, is aware of the varied interests in the community and responds to community persons with skilled, positive, hospital-promoting communications; communicates with the other departments within the hospital for information sharing and problem solving; works with total transportation team in identifying work to be done and works cooperatively in accomplishing tasks.
- 5. Safety/Security.** Typical tasks: responds to emergency codes when in the hospital; observes and maintains security procedures; assists in show-of-force requests in admissions and on the wards; assists in random searches of patient areas and other areas as needed for contraband and weapons; routinely performs the same security searches of vehicles and patient/patient belongings; uses standard policies and procedures to guide judgement regarding actions when away from hospital supervision; is alert to potential safety problems with patients, taking action to prevent such problems in a skilled, thoughtful, and respectful manner; using standard policies and procedures, makes independent decisions regarding need for and use of restraints for patients being transported; protects patient from other patients who present a threat to their safety; may use one-on-one treatment with homicidal or suicidal patients to protect from self and others; continuously monitors patients who can be unpredictable, threatening, and on occasion assault staff physically; enforces safety procedures such as smoking restrictions, sitting down while vehicle is moving, wearing seat belts, staying away from vehicle door, etc.; continuously monitors for actual and potential safety problems with vehicles, reports concerns to appropriate maintenance department; does security checks of doors in hospital in the absence of the security guard; assesses vehicle daily for all appropriate safety equipment and for appropriate functioning of the equipment; identifies those issues/emergencies which must be communicated immediately to the manager of transportation and those issues which can be dealt with and reported upon return to the hospital.

**6.Recordkeeping.** Typical tasks: maintains a variety of records related to function of the department (care and treatment the patient received may be verbally reported to ward staff or written in patient record, depending upon information being given); participates in identifying supply and equipment needs and in making out requisitions for same.

**7.Physical Environment.** Typical tasks: ensures appropriate ongoing cleanliness of vehicles, including having vehicle washed routinely, cleaning of vehicle windshields routinely, picking up trash left from patients after transport, policing office area (e.g., cleaning spills, etc.) between housekeeping services.

## **RELATIONSHIPS WITH OTHERS**

Employees in this class are in daily contact with mentally and physically ill patients to assist in their care, treatment, and transportation when escorting patients to and from the hospital. Employees in this class must come into contact with a wide variety of people having business with the hospital, often as the first point of contact for the public. These employees also meet daily with various community personnel and exchange information about patients as necessary. Employees have daily in-person or telephone contact with the police, attorneys, relatives of patients, other agency personnel, and community mental health professionals to affect a safe transfer and admission to the hospital and/or accomplish the purpose of transport (e.g., clinic appointment, pre-discharge planning). Contact with the above personnel is primarily, but not limited to, giving and receiving information regarding patient admissions, discharges, and transportation. Contact with other personnel is primarily to provide for and ensure safety and security of staff and patients.

## **SUPERVISION RECEIVED**

The Transporting Mental Health Aide works under the general supervision of the manager of transportation. Nursing care and transportation functions are assigned verbally and/or in writing by the manager of transportation, or in his/her absence, the nursing coordinator. The nursing coordinator may also act as supervisor for problem areas in the absence of the manager of transportation and the manager of support services. Transportation responsibilities, including patient care given as needed, are performed in accordance with the employee's level of credentials and privileges as granted by the hospital. Employees in this class work under the guidelines of Oregon Administrative Rules, Oregon Revised Statutes pertaining to hospital care, the Joint Commission on Accreditation of Hospitals standards, Code of Federal Regulations, regulations regarding driving vehicles, the Nurse Practice Act, and hospital policies and procedures. Review of work is done through logs, written reports, verbal reports, observation of work in progress, and feedback from other agency and community personnel.

## **GENERAL INFORMATION**

Positions in this class are primarily found within mental health facilities and institutions. They require the willingness to work in the environment associated with the position's location and purpose. In addition they require the willingness and ability to maintain a sympathetic and understanding attitude toward the mentally ill. Some positions require the willingness to work overtime, on-call, and/or rotating, flexible schedules. The Transporting Mental Health Aide provides patient care, treatment, and safety when the patient is being transported, during out-of-hospital appointments, during transport from another facility (hospital, jail, court, etc.) for admission, or during transport from hospital to another facility (hospital, group home, private home, airport, bus station, etc.). Transportation services are throughout the State; trips with patients may be as long as 12 to 16 hours, round trip. The care, treatment, and safe environment is provided to patients who are mentally, emotionally, behaviorally and/or physically impaired. The Transporting Mental Health Aide,

when providing such escort services, is without direct supervision, and as such, is responsible for the patient, assuring that patient receives services that are the outcome of escort request. Employees in this class oversee the services given patients, help the patient to understand and accept services, and report back to professional staff on patient's ward the information received as an outcome of the transport. Positions in this class require good physical condition as there is much walking, standing, and long hours of sitting while driving, and need to be able to restrain patients as necessary.

### **KNOWLEDGE, SKILLS, AND ABILITIES (KSA)**

General knowledge of routine techniques, materials, processes, and practices involved in the care and treatment of physically, emotionally, mentally, and behaviorally impaired persons.

Basic knowledge of human behavior and normal and abnormal psychology.

Basic knowledge of routine nursing techniques, materials, and processes involved in the care and treatment of physically, emotionally, mentally, and behaviorally impaired persons.

Skill in providing care or treatment for physically, emotionally, mentally, or behaviorally impaired persons.

Skill in communicating verbally to provide or exchange information.

Skill in preparing written records and documentation.

Skill in observing and responding appropriately to patient behavior.

Ability to train, assign, and coordinate work in absence of manager of transportation in order to perform duties related to patient care and transportation.

Ability to understand, interpret, and apply oral and written instructions and directions.

Ability to gain knowledge of various kinds of admissions and how they impact patients, families, communities, and the agency.

Ability to communicate effectively and relate well with and serve as a role model for assigned patients.

Ability to maintain a sympathetic attitude toward patients and an atmosphere conducive to successful patient adjustment.

Ability to treat patients with respect and dignity.

Ability to communicate effectively to provide information and assistance to public and all levels of agency staff.

Ability to learn use of computer to input information.

Ability to compile and maintain records.

Ability to assist the manager of transportation in resolving staffing and work-related problems.

Ability to participate in reviewing operational procedures.

Ability to conduct inventories and order non-medical equipment and supplies.

Ability to coordinate patient-related activities between the agency and outside agencies.

Ability to learn, work within, and apply specific agency policies and procedures affecting assigned work.

Ability to drive State vehicles safely and to follow road maps in towns and rural areas.

Ability to perform clerical duties related to the processing of mail, record keeping, etc.

Ability to physically restrain disturbed and combative patients.  
Ability to administer oral medications and simple first aid treatments.  
Ability to observe patient's potential for violence or self-destructive behavior and provide intervention when necessary.  
Ability to observe patient's progress while out of the hospital and report effect of being out of the hospital to the patient's treatment team.  
Ability to maintain records and clear, concise written reports on transportation activities and patient care given.  
Ability to carry out prescribed nursing care, custodial, and housekeeping duties and security measures as designated.

### **SPECIAL QUALIFICATIONS**

Positions in this class require certification as Certified Nursing Assistants.

Some positions in this class must obtain Medication and Treatment Certification (Certified Medication Aides) to be able to administer medication.

All positions in this class require the ability to obtain a valid motor vehicle operator's license.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.