STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date: **3/1/14**

This position is:
- ☒ Classified
- ☐ Unclassified
- ☐ Executive Service
- ☐ Mgmt Svc – Supervisory
- ☐ Mgmt Svc – Managerial
- ☐ Mgmt Svc - Confidential

Agency: Oregon Department of Corrections

Facility: Medical Services -

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Health Services Technician	**b.** Classification No:	C6138
c. Effective Date:		**d.** Position No:	
e. Working Title:	LPN	**f.** Agency No:	29100
g. Section Title:	Medical Services	**h.** Budget Auth No:	
i. Employee Name:		**j.** Repr. Code:	

k. Work Location (City – County):

l. Supervisor Name (Optional):

m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☐ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

n. FLSA: ☐ Exempt ☒ Non-Exempt

If Exempt: ☐ Executive ☐ Professional ☐ Administrative

o. Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The program in which this position exists is the Health Services section of the Oregon Department of Corrections. The purpose of this program is to provide health care to inmates at each state institution operated by the Department of Corrections. State and federal laws have established that inmates are entitled to health care during incarceration. Health care services available to inmates must be consistent with health care provided in the community in order to meet the legal obligation the state has when persons are incarcerated. This means that all types and levels of health care must be provided in a clinically appropriate manner by properly credentialed professionals in settings equipped and designed for the delivery of health care. Health care includes medical, dental and psychiatric/mental health services.

The Health Services section is comprised of an administrative unit which sets policy and long term direction and a series of operational units representing the health care program at each facility or a division wide clinical service. The health care program at each of the correctional institutions operated by the Department is responsible for delivering health care to inmates consistent with policy established by the Section. The average daily population for whom the entire range of services must be available is 14,500 inmates. The Health Services section employs more than 500 health care personnel and manages a

number of agreements with health care organizations in communities throughout Oregon and the surrounding states in order to deliver constitutionally adequate health care. The biennial budget for the Health Services section exceeds $200 million dollars.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Performs nursing functions under the supervision of a Registered Nurse, physician, or other clinical manager to inmates who are confined in the correctional institutions. It will be consistent with health care available to the general public in the local community. Prevention of disease, examination and diagnosis of health complaints and treatment of acute and chronic health conditions.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of ODOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
30%			**Direct Patient Care**

Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

	E	Participate in assessments of the patient's physical and psychosocial health by collecting objective and subjective data from patients. Data collection includes, but is not limited to, observation about the condition or change in condition of a patient, and, signs and symptoms of deviation from normal health status. The data is then reported to a registered nurse, nurse practitioner, physician assistant, dentist, or, physician who is on site or readily available by phone to be used in completing an assessment.
	E	Maintains accurate, legible and complete records of patient care including chart documentation of all patient requests for medical attention, subjective/objective data collected, treatment administered and patient education provided. Follows Health Services procedure on confidentiality of health information. Contributes to the evaluation of the responses of individuals or groups to nursing interventions by documenting and communicating evaluation data, contributing to the modification of the plan of care, evaluating the responses of individuals to nursing interventions.
	E	Provides care for clients whose conditions are stable or predictable under minimal supervision of the registered nurse, nurse practitioner, licensed physician, dentist, or other independent health care provider. Assists with the provision of care for clients whose conditions are critical and/or fluctuating under direct supervision. Implements nursing care according to the established priority of needs and provides health teaching to clients utilizing established protocols. Documents nursing interventions and responses to care. Communicates nursing interventions and responses to care to appropriate members of the health team. Provides client advocacy.
	E	Provides direct care to patients who have chronic and/or stable medical conditions who may be admitted to the infirmary and participates in the development and implementation of nursing care plans, under the direct supervision of RN staff. Instructs and counsel patients, families, and/or caregivers in disease processes, self-care, and health promotion techniques. May participate in the institutions hospice program.
	E	Administers medications to patients ensuring proper documentation on the Medication Administration Records. Assists in maintaining sufficient inventories of medications in the licensed medication rooms.
	E	Assists RN's in responding to man down calls throughout the facility and grounds. Provides emergency first aide to inmates, staff, and visitors within scope of licensure. Refers staff to personal physicians for care following emergency response.
50%		**In-direct Patient Care**
	E	Assists in the maintenance of the health care records including filing information in reverse chronological order, developing overflow records, preparing health care records and medications for transfer to other institutions, and preparing parole files for storage.
	E	Assists physicians and mid-level practitioners with clinics.
	E	Gathers on-site diagnostic information including but not limited to glucoscan readings, urine dips, EKG's, peak flow meter readings, etc., and documents this information in the health care record. Assists with laboratory specimen collections ensuring specimens are appropriately packaged for transport. Reports abnormal lab results to the appropriate health care personnel.
	E	Participates in the evaluation of new and replacement medical equipment, operates equipment necessary for the provision of patient care, and monitors equipment used in the health care area. Responsible for evaluation, monitoring, and ordering of medical supplies. Participates in institution safety and sanitation inspections.

	E	Receives and places telephone calls, ensuring pertinent information is disseminated immediately and efficiently to appropriate staff while maintaining patient confidentiality.
5%		**Professional Development**
	E	Attends and participates in New Employee Orientation, annual in-service training, and, Health Services sponsored training. Functions as a job coach and mentor during the on-the-job training phase of new employee orientation. Provides direction and supervision to level appropriate health care students during clinical/extern hours.
10%		**Program Review, Development & Improvement**
	E	Actively participates in maintaining a safe and secure environment in the health services area.
	E	Maintains knowledge of and performs duties in accordance with Health Services Policies and Procedures, Department Rules and Procedures, and institution procedures.
	E	Participates in Health Services staff meetings. Participates in continuous quality improvement activities.
5%		**Minor Duties:**
	E	Emergency assignment to help with security in the event of an inmate disturbance. Supervise or assist with supervision of inmates in the health care area including inmate orderlies. Willing to work in any facility in the event of an emergency.
	E	Other duties as delegated by the supervisor. Maintains knowledge of and performs work according to Health Services Division Rules, Policies and Procedures, institution rules and regulations, and departmental policy and procedure. Attend and participate in mandatory inservice training, according to Department of Corrections and Health Services Division standards.
100%		

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Supervision by a RN may be minimal or direct supervision as defined by the "Standards of Licensure of Registered Nurses and Licensed Practical Nurses."

- Minimal Supervision means that a registered nurse, nurse practitioner, licensed physician, dentist or other independent health care provider is physically on the premises where the client is being cared for.

- Direct Supervision means that the registered nurse, nurse practitioner, licensed physician, dentist, is physically present and accessible in the immediate client care area and available to intervene if necessary.

Work is performed at an adult correctional facility. Interaction with inmates occurs on a daily basis. Must be able to work any of all of the seven days of the week, including but not limited to, Saturdays and Sunday, and work any shift of the day. Routine, continual direct contact with convicted felons is required. There is an inherent responsibility to support correctional security staff during periods of inmate unrest. The incumbent of this position is subject to callback in the event of an emergency or work stoppage and is subject to assignment in any area of the institution. Possible encounters with abusive and/or hostile inmates pose the risk of physical injury. Position requires frequent long hours. Requires walking and standing for long periods; requires climbing and descending stairs (with or without medical equipment); my require response to "man down" calls; requires lifting /carrying 50lbs+; requires kneeling, stooping and occasional gripping, reaching, bending and twisting motions. Some travel between institution and administrative offices. Occasional overnight travel may be required.

Hazards involving contact with inmates in a prison setting.
Supervision and control of inmates is an inherent responsibility.
Exposure to chemicals, radiation, communicable diseases, or other hazards inherent in a health care and correctional setting.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

NCCHC Standards
Department of Corrections Administrative Rules, Policies and Procedures
Oregon Revised Statutes on Professional Practice Acts
Oregon Revised Statutes on Patient Rights, Confidentiality
Health Services Institution Operations Policies & Procedures, Nursing Procedures, Nursing Protocols
Federal and State Regulations for Pharmaceuticals and Classified Drugs
Oregon State Board of Nursing Nurse Practice Act

b. How are these guidelines used?

Used to establish documentation files of compliance for accreditation.
Establish guidelines and direction for whom work will be done and used to provide information to inmate's questions.
Necessary to Know limits of practice for this position.
Used in transmittal of medical information to others.
Standards, guidelines and limitation of how work is done within the Division and Institution.
Procedures for provision of health care.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Outside medical facilities, individuals & institutions	Telephone	Provide consultation & treatment for inmates, including follow-up	Daily
Security Staff	Telephone and Direct contact	Coordinate outside emergency medical trips	Daily
Ancillary staff within the institution	Telephone and direct contact	Exchange of information as needed	Daily
Community Based: Physicians & staff Laboratory staff Private dentists Pharmacies	Telephone	Request and share information in regards to Health Services	Daily

Inmate and Families, Parole and Probation Officers, Legal Personnel	Telephone and direct contact	Answer questions or direction to others.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

! Prioritization of medical appointments.
! Prioritization of daily work.
! Call for emergency transportation.
! Decide what information can be released on health services and what cannot be divulged.
! Assessment of health conditions with appropriate referral or dispensation.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Medical Services Mgr & Nurse Mgr			Daily	Daily by observation, review of work, use of work plan, performance appraisals. To assure completion of duties and adherence to identified standards.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? _____

How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

The person in this position works within a prison setting and is responsible for maintaining security and supervision of inmates. Patients may vary in socioeconomic, cultural, emotional, and/or physical needs and may be confused,

disoriented, aggressive or hostile. The demands of the work environment are chaotic. Technician staff are responsible to provide health care to inmate populations, ranging from 100 to 3000 with large volumes of inmate movement in and out of the institutions on a daily basis. Maintain good attendance and use of time. Maintain good appearance, appropriate as a role model for inmate population.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:
LPN License
Oregon Driver's License
CPR Certification
Must have a valid driver's license and a good driving record or acceptable alternative means of transportation.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount ($00000.00)	Fund Type

Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date

Appointing Authority Signature	Date