

Appendix 20: Roles and Responsibilities of Chief of Nursing, Chiefs of Wards and Nursing Managers

Roles and responsibilities of:

1. Chiefs of nursing
2. Chiefs of wards
3. Nursing managers (national and regional levels)

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Ministry of Health

Department of Hospital Services

CHIEF OF NURSING

Roles and responsibilities

Four essential points:

- Care
- Communication
- Management
- Training and information

1. Care:

Chief of nursing must:

- 1.1. Put in place the policy on health care in the hospital
- 1.2. Participate in putting in place the projects of services
- 1.3. Monitor the quality of care
- 1.4. Supervise, coordinate and control all activities of each staff related to health care services
- 1.5. Monitor the improvement of patient condition during their hospitalization.
- 1.6. Participate in the implementation of the new organization of work (nursing patient file)
- 1.7. Participate in the study of the problems related to hospital hygiene (infection control) and adaptation of the techniques of care.
- 1.8. Participate in the progress and adaptation of health care services
- 1.9. Monitor the correct implementation of protocols of care.

2. Communication:

Chief of nursing must communicate with:

- 2.1. Hospital director
- 2.2. Hospital Vice-director in charge of administration
- 2.3. Hospital Vice-director in charge of techniques
- 2.4. Chiefs of services
- 2.5. NGOs active in the hospitals
- 2.6. Health centers in the province (supervision of nurses and midwives)
- 2.7. Directors and teachers in the regional training centers located in the province
- 2.8. Members of National Nursing Committee
- 2.9. Members of Regional Nursing Committee
- 2.10. Chief of wards
- 2.11. Nursing students and new nursing staff
- 2.12. Put in place and participate in nursing committee
- 2.13. Participate in different committees (medical committee, hygiene committee...)

3. Management:

3.1. Staff management:

Chief of nursing, in collaboration with management committee, must:

- 3.1.1. Make job description of each post
- 3.1.2. Participate in recruitment of new personnel
- 3.1.3. Supervise daily chief of wards
- 3.1.4. Give advice in the distribution of incentives (user fee)
- 3.1.5. Participate in staff appraisals

3.2. Economic management:

Chief of nursing, in collaboration with technical committee, must:

- 3.2.1. Participate in making request for equipments
- 3.2.2. Participate in selection of new materials and products
- 3.2.3. Raise awareness of chief of wards on good practices of maintenance
- 3.2.4. Supervise chief of wards in the management of stock and request
- 3.2.5. Participate in the organization and progress of medical services in collaboration with medical committees under the authorization of the hospital director.

3.3. Financial management:

Chief of nursing, in collaboration with financial chief, must:

- 3.3.1. Aware of statistics in the hospital
- 3.3.2. Aware of different budget in the services
- 3.3.3. In the user fee context:
 - Participate in the financial management of non paying clients
 - Participate in the distribution of incentives

4. Training and information:

4.1. Training:

Chief of nursing must:

- 4.1.1. Develop training policy for nursing staff
- 4.1.2. Assess training needs for staff
- 4.1.3. Advise chief of wards to develop training program in their service.
- 4.1.4. Stimulate chief of wards to conduct in-service training.
- 4.1.5. Supervise all training activities in the hospital
- 4.1.6. Evaluate the trainings conducted.

4.2. Information:

Chief of nursing must:

- 4.2.1. Search for update information and update documents related to health policy.
- 4.2.2. Facilitate dissemination of information through chief of wards (e.g nursing committee, information from MoH)
- 4.2.3. Disseminate nursing care policy to management committee, physicians, and other relevant groups.
- 4.2.4. Put in place the relevant references in each service (e.g maintenance, hygiene...)
- 4.2.5. Participate in management of practical training for nursing students, in collaboration with directors of regional training centers and chief of wards.
- 4.2.6. Facilitate the elaboration of information documents for staff, patients and their families.
- 4.2.7. Participate in different meetings in the hospital or outside of the hospitals

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Seen and approved

Director General for Health
Prof. Eng Huot

CHIEF OF WARD

Roles and responsibilities

Four essential points:

1. Care
2. Communication
3. Management (staff, economic and financial)
4. Training and information

1. Care:

Chief of ward is responsible to ensure the routine and smooth process for patient hospitalization and quality of care provision. Chief of ward must:

- 1.1. Ensure fair distribution of tasks based on staff competency and skills
- 1.2. Prepare any necessary means for the implementation of nursing care
- 1.3. Put in place effectively the protocols of care
- 1.4. Ensure good organization of wards (hygienic and cleaned materials/equipments)
- 1.5. Put in place effectively patient transfer means between different members of the teams.
- 1.6. Facilitate collaboration between nursing team, medical team, patients and families.
- 1.7. Monitor regularly the progress of patient condition during their hospitalization,
- 1.8. Evaluate quality of care and quality of patient transfers
- 1.9. Evaluate the organization of work

2. Communication (human resource management):

Quality of care is mainly based on quality of teamwork, and good collaboration between different teams, so chief of ward must:

- 2.1. Manage, advice, motivate, and counsel all team members under his/her authority.
- 2.2. Manage conflicts and dysfunctional.
- 2.3. Make creative ideas to make staff progress
- 2.4. Manage staff presence documentation/registration.
- 2.5. Prepare staff needs based on service needs
- 2.6. Prepare monthly plans and staff holidays plan taking into account the needs of services.
- 2.7. Evaluate personnel

3. Management (staff, economic and financial management):

3.1. Staff management:

Chief of ward must:

- 3.1.1. Participate in making the job description
- 3.1.2. Be Responsible to motivate his/her team daily.
- 3.1.3. Supervise his/her team members
- 3.1.4. Be able to evaluate his/her staff especially for the distribution of user fee

3.2. Economic management:

Chief of ward, in collaboration with technical committee, must:

- 3.2.1. Prepare the service needs based on activities
- 3.2.2. Aware of necessary materials to use in health care

- 3.2.3. Manage stocks, requests, distribution and controls.
- 3.2.4. Participate in selection of new materials and products
- 3.2.5. Aware of maintenance of existing materials in his/her service
- 3.2.6. Make maintenance or make request for eventual repairs

3.3. Financial management:

Chief of ward must:

- 3.3.1. Manage the admission and discharges (statistics)
- 3.3.2. Participate in budget preparation for his/her service in collaboration with chief of service and administration service
- 3.3.3. Control the receipts and participate in the distribution of incentives.

4. Training and information:

4.1. Training:

Chief of ward must:

- 4.1.1. Participate in making training plan.
- 4.1.2. Propose training activities based on specialty of service
- 4.1.3. Organize the works related to nursing students in his/her service in collaboration with regional nursing school.
- 4.1.4. Apply the theory learned and evaluate the trainings

4.2. Information:

Chief of ward must:

- 4.2.1. Circulate information between team members, management committee, and other services.
- 4.2.2. Elaborate documentation of information for staff, patients and their families.
- 4.2.3. Participate in different meetings in the hospital or outside of the hospitals

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Prof. Eng Huot

NATIONAL AND REGIONAL NURSING MANAGERS

Roles and responsibilities

Roles and responsibilities of national/regional nursing managers consist of:

1. Assist in structuring the nursing services.
2. Assist in dissemination of strategic directions and other documents issued by the MoH.
3. Participate in the preparation of declaration on role and responsibilities of secondary nurses.
4. Prepare and organize the regional committee (local norms discussed)
5. Discuss with director of regional nursing school on the monitoring of nursing students and the place for practical training.
6. Assist in putting in place policy on health care
7. As the regional representative, must participate in the preparation for annual seminar
8. Send information from the region to MoH.
9. Set up meeting with Provincial Health Department Director
10. Assist in experience exchanges between colleagues within the region.

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