



सत्यमेव जयते

जवाहरलालसातकोत्तरआयुर्विज्ञानशिक्षाएवंअनुसंधानसंस्थान
**JAWAHARLAL INSTITUTE OF POST GRADUATE MEDICAL
EDUCATION & RESEARCH**

(स्वास्थ्यएवंपरिवारकल्याणमंत्रालय, भारतसरकारकेअधीनराष्ट्रीयमहत्वकासंस्थान)
(An Institution of National Importance under Ministry of Health & Family welfare)
धन्वंतरिनगर, पुदुच्चेरी/ Dhanwantari Nagar, Puducherry- 605 006



Website: www.jipmer.edu.in

Phone: 0413 – 2296022 Fax: 0413 – 2272067- 2272735

DEPARTMENT OF NURSING SERVICES

ROLES AND RESPONSIBILITIES OF SENIOR NURSING OFFICER IN WARD

The Senior Nursing officer (SNO) is the first level supervisor and the team leader of the unit. SNO is primarily responsible for the management of the assigned ward and supervision of nursing and subordinate staff. Also ensure that the total nursing needs of the entire patients in the ward are met. She acts as a liaison between the ANS /DNS and the nursing officer /subordinate staff.

Directly reportable to the Assistant Nursing superintendent, she will be assisted by Nursing officers, DRL and Krystal).

1. WARD MANAGEMENT

Management of all activities in the ward such as Patient care / Medication / Infection control /CSSD/ Diet / Linen / Safety / Cleanliness / Availability and maintenance of things and equipment's / Insurance /Pay card etc.

- 1.1. The SNO's in-charge of the ward must come on time to collect report from the night shift nurses.
- 1.2. Assign the patients and different levels of work to the nursing officer/students /DRL/Krystal on duty.
- 1.3. Collect general report and read the report book and communication book to know the details written in it. Check the account of dangerous drugs and controlled drugs and for the entry of late drugs. Check for environmental cleanliness.
- 1.4. Take ward rounds to check the working condition of all items in the ward. (Oxygen, Suction, Civil, Electrical, AC / Plumbing etc).

- 1.5. Ensure that the staff identify patients as per the identification policy of JIPMER
- 1.6. Supervise Nursing Officer and subordinate staff for their attire, ID card /uniform/job performance and their attitude towards patient.
- 1.7. Indent ward supplies, equipment and drugs. Maintain them at the optimal level. Ensure prevention of misuse and wastage. Avoid storing surplus items.
- 1.8. Maintain adequate stock of supplies, equipment, drugs, linen and other costly items. Take inventory and verify them periodically. Participate in physical verification and other Audits.
- 1.9. Demonstrate leadership qualities and take prompt action during emergency situation in the ward.
- 1.10. Ensure up to date entry in HIS and daily census is made. Make sure that there is no pending discharge/death case records in the ward.
- 1.11. Ensure safe custody of case records of all patients and maintain confidentiality of patient detail. Follow JIPMER policy in handling MLC, AMA, Absconded and death etc.
- 1.12. Ensure safe custody of dangerous drugs and controlled drugs and verify frequently for their usage/ tally with the stock in hand.
- 1.13. Maintain the accounts of all the Drugs and consumables, in the respective registers and records up to date.
- 1.14. Ensure that all devices/instruments and equipment are always available in working condition. Prompt repair of the defective equipment and medical devices.
- 1.15. Arrange duty and leave for the SNO's/Nursing officer's in co-ordination with concern schedule ANS. Also arranges duty for DRL.
- 1.16. Ensure regular cleaning and proper maintenance of all equipment.
- 1.17. Prepare list of condemnation items /unserviceable articles of the ward/ICU as per the protocol and submit it to those concerned.
- 1.18. Identify and recommend for additional requirements for the ward/ICU.
- 1.19. Ensure that patient don't wear valuables or possess any costly item with them while in the hospital
- 1.20. Co-ordinate with the team for more creative and innovative plans and ideas for better patient outcome and for smooth running of the unit .

- 1.21. Provide congenial work environment to the HCWs and patients and guide them to address their concerns and grievances.
- 1.22. Maintain effective communication among all categories of staff / health team members/patients and their attendants. Maintain a cordial professional relationship with the patients, relatives and health team.
- 1.23. Maintain discipline among staff and students in the ward. Deal with problems, difficulty and complaints of subordinate staff/patient/attendants.
- 1.24. Check attendance register of all cadre and maintain movement register of all staff. Report indiscipline and unauthorized absence of nursing officer/DRL. Investigate any complaints against them. Report immediately any incidence of importance related to subordinate staff to the immediate supervisor.
- 1.25. Co-ordinate with Nursing officer in packing, sending and receiving things from CSSD, management of diet and laundry.
- 1.26. Ensure safety of all stakeholders and assures quality care to the patients.
- 1.27. Set up a new ward or re-organize the existing setup in the ward/vacate and set up the unit in a different location for renovation.
- 1.28. Ensure that any untoward incident /visit of higher officials or HCW's were communicated to the immediate supervisor on duty.
- 1.29. Ensure that incident report is sent to the concerned Nursing section in case any untoward incident happened in the ward.
- 1.30. Provide ward report to the ANS in-charge/DNS/Nursing Superintendent /CNO and also attend ward rounds with them/ consultants/visitors.
- 1.31. Report failure of electricity/water supply/alarms from gas manifold/low pressure in suction immediately to the concerned department and get them rectified. Ensure that the staffs are aware of the same. Paste the emergency contact numbers in prominent location in all units.
- 1.32. Attend emergency calls from the hospital and also do evening shift (Floor supervisor) and night shift.(floor /block supervisor).Evening supervisor has to remain in the critical area/ICU in the floor they supervise.
- 1.33. Inform and discuss any change in the rules and regulations. Get updated with hospital policies/circular/regulations and follow the same.

- 1.34. Supervise the work of DRL/Krystal in maintaining cleanliness, disinfection and sanitation in accordance with the cleaning protocol and dilution policies given by HICC.
- 1.35. Ensure completion of pay card/insurance of paying patients.
- 1.36. Ensure that the dead bodies are handled as per the laid down policy of JIPMER.
- 1.37. Perform any other duty as may be specified from time to time.
- 1.38. Supervise diet distribution.

2. DIRECT PATIENT CARE

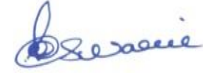
- 2.1. Ensure that the nursing officers in each shift have checked for the availability of things in inventory and crash cart and signed in inventory register and crash cart checklist.
- 2.2. Assign the patients and different levels of work to the nursing officer/Nursing students /DRL/Krystal on duty.
- 2.3. Take bed side report of each patient with their treatment chart from night duty Nursing Officers.
- 2.4. Call the patient by name and ask for their condition. Check the appropriateness /completeness of nurse's documentation on various charts.
- 2.5. Assess the sick/unconscious patients for their hygiene/ proper flow of oxygen/improvement/bedsores/new symptoms/any oozing from dressing/investigation reports, treatment/patency of invasive / impairment in circulation in extremities (POP, Restrains) confirms that alpha bed is put up for bedridden patient and is working, etc .
- 2.6. Supervise the direct patient care provided by nursing officers /nursing students. Involve in the care plan and provide clinical judgment and decision making.
- 2.7. Ensure that privacy is provided to patients whenever any examination /procedure is done on them.
- 2.8. Always ensure presence of a nurse /female attendant while a male Doctor /male nurse does any examination or procedure for a female patient

- 2.9. Ensure that the doctor's order is carried out and medications are administered at the scheduled time and fresh orders are carried out without delay. Check for the proper storage of medication as per the manufacturer recommendations and its administration as per the policy of JIPMER.
- 2.10. Ensure that the collected investigation samples are sent, received and acknowledged by the respective laboratory.
- 2.11. Ensure that the patient for investigation (MRI/CT scan/ Dialysis/ X-ray) and procedures are sent as advised by their residents /diagnosis/clinical condition of the patient.
- 2.12. Supervise for the adherence of staff to the infection control practices like hand hygiene /universal precautions and bio medical waste management.
- 2.13. Provide health education to the patients and their family.
- 2.14. Ensure adequate drugs/linen/consumables/supplies etc are available for 24 hrs for usage .
- 2.15. Assist Nursing Officers and Doctors in Clinical activities as and when situation arises.
- 2.16. Ensure proper arrangement of used charts and reports date wise in their case record.

3. TEACHING AND RESEARCH

- 3.1. Co-ordinate and facilitate teaching program. (Incidental teaching, orientation of the ward to the new nurses and students, health education program)
- 3.2. Assess the competence of new nurse's .Mentor them and train them in all aspects of nursing care and to the ward routine and protocol of the unit.
- 3.3. Evaluate and report the staff and nursing students performance in the ward.(Negligence and Malpractice)
- 3.4. Guide and help the nursing students in their clinical activities.

- 3.5. Encourage and participate in in-service education program and staff development program to update skills and competence in Nursing.
- 3.6. Analyse the root cause of untoward incident happened in the ward.



Prepared and Approved by CHIEF NURSING OFFICER
19.08.2024

Chief Nursing Officer / मुख्य नर्सिंग अधिकारी
JIPMER, Puducherry / जिप्मेर, पुदुच्चेरी

JIPMER