

UW HEALTH JOB DESCRIPTION

Dialysis Support Services Tech

Job Code: 540023	FLSA Status: Non – Exempt	Mgt. Approval: C. Abong	Date: February 2024
Department : 3032096 Dialysis IP		HR Approval: K. Fleming	Date: February 2024

JOB SUMMARY

The Dialysis Support Service Technician is responsible for overall monitoring of data and quality measures. The incumbent works in collaboration with all staff and providers to continually improve technical staff patient care and support services. The incumbent must also communicate effectively with all staff and providers in planning for process improvement using tact, discretion, and diplomacy. The Dialysis Support Service Technician is skilled in problem solving techniques and provides ongoing support and direction to both staff and leadership. Other key responsibilities include planning and provision of technical staff development and education efforts, developing and carrying out quality improvement initiatives and leading technical staff meetings for the purpose of education, information sharing and problem-solving activities.

MAJOR RESPONSIBILITIES

1. Responsible for the monitoring of data and quality measures. Enter audits into the system and analyze for any necessary follow up.
2. Audits the cleanliness of the water room and conducts audits on water room logs. Works directly with water vendor to make sure emergency backup plan for loss of RO is in place.
3. Responsible for monitoring cultures and logging all findings, including advanced water room cultures (water room and machines).
4. Analyzes the supply usage/waste audit and determines what steps are needed to fix any concerns.
5. Develops the quality-of-care standards, competencies, and competency checklists. Signs off on competencies.
6. Responsible for higher acuity dialysis machine alarms.
7. Performs and/or schedules RO systems and equipment sanitizing as required per AAMI guidelines and CMS and TJC regulations.
8. Notifies the Biomed Contractor of service needs and follows through appropriately with the records of service. Works with Biomed Contractor to sanitize the water system monthly.
9. Monitors CMS guidelines as they change and creates and conducts the necessary employee training.
10. Accountable for maintaining logs and record keeping for dialysis machines.
11. Responsible for minor repairs on actual dialysis equipment-opens machines and conducts calibration testing.
12. Travels to remote sites (such as Meriter and EMH) and provides technical set up.
13. Negotiates equipment issues with vendors for repair/replacement, follows through with the necessary documentation and training if new equipment is necessary.
14. Maintains inventory database with supply item ordering information /vendor contact information, establishes par levels, monitors usage data and adjust accordingly.
15. Partners directly with vendors and purchasing agents on product recalls and back orders of supplies.
16. Works with Purchasing and Materials Management to organize and evaluate stock items usage, adjusts par levels, performs expiration date audits - for CS closet, bedside emergency supplies, and nurse servers.
17. Responsible for CMS regulations/audits.
18. Audits emergency evacuation procedures semi-annually.
19. Responsible for achieving safety goals.
20. Works with team to develop new processes from incident reports items.
21. In coordination with the leadership team, develops learning programs for staff and conducts team learning activities.
22. Facilitates HealthLink and other job-related trainings.
23. Mentors and precepts staff.
24. Coach employees on various equipment as needed.
25. May contribute to peer reviews for performance evaluations of other staff.
26. Supports patient advocacy, patient rights and responsibilities and service standards.
27. Other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	
Work Experience	Minimum	Five (5) years of experience performing as a Certified Dialysis Technician.

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Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • CMS recognized advanced dialysis certification (CCHT-A) • Current BLS/CPR Certification
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to prioritize and complete work in a timely manner. • Ability to work in a team environment and to collaborate with a variety of staff members in a positive manner. • Expert in fluid control equipment and technical support systems used in small and large dialysis clinic settings. • Knowledgeable of AAMI standards and CMS technical regulations for ESRD. • Experience with dialysis related technical QA and QC policies and procedures. • Excellent written and verbal communication skills. • Knowledge of Standard Precaution techniques and ability to incorporate Standard Precaution techniques while providing patient care. • Ability to understand the use of patient care equipment and supplies and the principles of infection control.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		Frequent, handling of needles and other small medical device components requiring the use of fine motor skills to perform essential job functions		

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.