

## VCUHS Professional Model of Practice

### **Unit Secretary**

**Responsibility: The Unit Secretary**

Parameter 1: Maintains the patient record.

Parameter 2: Answers call bells in a timely manner.

**Accountability: The unit secretary is accountable for:**

Parameter 4: Judgements made and actions taken in the job.

Parameter 5: Facilitating, supporting and promoting the model of practice.

**Authority: The unit secretary has the authority to:**

Parameter 7: Exercise judgement in accepting responsibility and seeking advice or assistance.

### **Clinical Competence**

Parameter 9: The unit secretary must meet the requirements for competence as required by the unit, the individual department and the VCU Health System.

### **Communication**

Parameter 10: Communicates effectively with members of the nursing and interdisciplinary team, patients, and families.

Parameter 11: Reports patient/family requests to the appropriate member of the unit or interdisciplinary team.

### **Resource Management**

Parameter 12: Practices fair and responsible/management of unit resources.

Parameter 13: Facilitates the admission/discharge/transfer process in a timely manner.

Parameter 14: Charges supplies appropriately.

The values and principles of nursing services paired with the key elements and parameters provide the framework for a care delivery system that reflects the unique characteristics of each nursing unit and the patients they serve.