



STAFF REGISTERED NURSE

REPORTS TO: Clinic Operations Director
FLSA CATEGORY: Full-time Non-exempt
EEO CATEGORY: Professional

POSITION DESCRIPTION

The Registered Nurse (RN) will be directly involved in the assessment, management and appropriate intervention of those patients requiring complex case management medical needs. Maximizing components of out-patient settings by utilizing care coordination tools, criteria and protocols the RN will provide patients with chronic conditions the support, education and assistance in the prevention and/or maintenance of their disease and/or health and wellness state, increase patient compliance with treatment plans, engage community resources to support the patient's optimal functioning and improve collaborative coordination of care to affect waste and inefficiency.

ESSENTIAL FUNCTIONS

Registered Nurse Responsibilities and Duties:

1. Identify and contact patients who meet the criteria for measurement, intervention and evaluation outlined in Healthworks' Quality Improvement Plan and/or patients who would benefit from preventive intervention.
2. Guide and support identified patients in managing their preventive health care and chronic conditions.
3. Ensure patients understanding of their condition, treatment, encountered results and commitment to their management plan.
4. Track symptoms that are being followed, work ups underway, or high-risk areas of patient(s) family or medical history.
5. Monitor preventive care i.e. immunizations, labs, foot exams and eye exams.
6. Inform providers of communication with patients concerning health matters verbally in team meetings and/or through EMR system.
7. Perform record reviews of nursing staff assessments to ensure continuity of care.
8. Review activities that take place during a patient's clinic visit to ensure that care is being delivered at the appropriate level.
9. Provide telephonic follow-up with patients for case management services on ongoing basis. Assess needs, educate patient regarding the disease as appropriate, instruct patient how to access program resources, suggest and/or arrange follow-up including mailing of educational materials, contact with community resources, and facilitating provider visits.

10. Conduct and oversee “Welcome Home” calls to patients post discharge from inpatient or other levels of care coordinating follow-up and ensures documentation is kept current in the members electronic medical record.
11. Identify high risk members for case management and work with patient, physician and other health care providers to establish a plan of care to meet the patient’s individual needs.
12. Reviews electronic medical records to ensure medical necessity, consults and works closely with Medical Director regarding care that doesn’t appear to meet medical necessity.
13. Conducts daily tracking of case load as assigned.
14. Comply with all departmental policies and procedures, customer service expectations as applicable to clinics patients.
15. Work with Medical Director to define and document quality improvement issues.
16. Working with the Quality Improvement Committee (QIC), assist in establishing quality assurance and quality improvement initiatives.
17. Take calls from patients and/or medical providers and provide them appropriate information to help expedite services.

Diagnostic Procedures:

1. Performs diagnostic procedures as ordered by the providers including all vital signs, physical screening exams, venipuncture, starting and maintaining IV’s, selected lab work, cast/splint application or removal, suture removal, urine cauterization and any other test as ordered.
2. Prepares patients, equipment and supplies and assists providers during any examination or procedure as requested.
3. Provides patient education for pre-op, creates teaching materials and answers questions.
4. DURING A MEDICAL EMERGENCY:
 - Give CPR, oxygen and medication per the order from the provider, records vital signs and otherwise assist as needed.

RESPONSIBILITIES

Other Duties/Responsibilities: As assigned

Supervision Received: Reports to the Clinic Operations Director; works under the direction Medical Director.

Supervisory Responsibilities: May supervise one or more Medical Assistants.

Budgetary/Fiscal Responsibility: None

Policy and Procedure Interpretation and Development: Works with the Medical Director and the Clinic Operations Director to ensure that written Policies and Procedures remain current and relevant.

Contact with Others: Daily contact with healthcare providers and support staff; daily contact with patients, their families and caregivers.

JOB REQUIREMENTS/EXPERIENCE

Education: AS Degree in Nursing is required, BSN preferred.

Knowledge, Skills, and Abilities:

- Performs diagnostic procedures as ordered by the provider(s) including all vital signs, physical screening exams, venipuncture, selected lab work, cast/splint applications or removal, suture removal and any other test as ordered that the MA has been trained to conduct.
- Prepares patients, equipment and supplies and assists provider(s) during examination or procedure as requested.
- Provides patient education, creates teaching materials and answers questions.
- Knowledge of referrals and placements, familiarity with local, State and Federal agencies for patient referral; Ability to collaborate with a team to identify high-risk patients and families.

Experience: At least one year of experience as an RN in a clinical situation, or other accepted related experience as appropriate. Prior Patient-Centered Medical Home or Federally Qualified Health Care experience is preferred.

Licenses/Certifications: Maintains in satisfactory condition, licensure and continuing medical education as outlined by the Wyoming State Board of Nursing; Maintain a current BLS/CPR certificate

BEHAVIORAL EXPECTATIONS

Clinical Quality And Patient Safety

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

Service Excellence And Employee Engagement

- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to improve performance. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to CHWC's mission, vision, and values.

Physician & Community Relations

- Works in partnership with Cheyenne Regional Medical Center, clinic physicians and other community providers.

PHYSICAL REQUIREMENTS

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, understand and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in a normal office environment conditions with various office equipment (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. All HealthWorks facilities are non-smoking.

EXPOSURE TO HAZARDS

Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

HOURS OF WORK / ATTENDANCE REQUIREMENTS

Hours of work may vary, regular attendance is required.

TRAVEL

Some travel may be required for training purposes

BLOOD/FLUID EXPOSURE RISK

Blood/Fluid Exposure Risk: (Check the appropriate category)

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date

