



STAFF REGISTERED NURSE

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

POSITION DESCRIPTION

The Registered Nurse (RN)/Care Manager works directly with provider(s) and patients daily. RN will be responsible for discharging patients and providing After Visit Summary (AVS) and education on the treatment plan including medications, referrals, and follow-up. RN will be directly involved in the assessment, management, and appropriate intervention of patients requiring complex Care Management. RN/Care Manager will provide high-risk patients with chronic conditions the support, education, and assistance to optimize effective self-management and health outcomes. RN will facilitate nursing visits for patient services as designated by HealthWorks providers.

ESSENTIAL FUNCTIONS

RN/Care Management Responsibilities and Duties:

1. Identify and contact high-risk patients or patients who would benefit from Care Management services. RN works closely with the patient and provider(s) providing education and assistance in the prevention/maintenance of chronic conditions following Care Management protocols.
2. Ensure patients understanding of their condition, treatment, encountered results and commitment to their management plan, including referrals.
3. Track symptoms that are being followed, work ups underway, or high-risk areas of patient(s) family or medical history.
4. Monitor preventive care i.e. immunizations, labs, and routine health maintenance screenings.
5. Inform providers verbally in team meetings/daily huddles and/or through EMR system of all communication with patients.
6. Review activities/treatment plan with patients following provider visit, providing AVS and patient education as needed.
7. 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.

8. Conduct and oversee calls to patients post discharge from inpatient or ED visits to coordinate appropriate follow-up care.
9. Conducts daily tracking of case load as assigned.
10. Contact patients with lab/diagnostic results and recommendations once received from provider(s) for post-visit follow-up.
11. Complete routine nursing visits for BP checks, lab draws, wound care, and other services as deemed appropriate by HealthWorks providers.
12. Take calls from patients and/or medical providers and provide them appropriate information to help expedite services.
13. Perform other duties as assigned by the Clinic Operations Director and/or Medical Director in accordance with the mission, vision, and core values of HealthWorks.

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 testing as ordered.
2. Prepares patients, equipment and supplies and assists providers during any examination or procedure as requested.
3. 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 Chief Medical Officer.

Supervisory Responsibilities: May supervise one or more Medical Assistants.

Budgetary/Fiscal Responsibility: None.

Policy and Procedure Interpretation and Development: Works with the Chief Medical Officer 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 setting is preferred, or other accepted related experience as appropriate. Prior Care Management and/or Federally Qualified Health Center experience is also preferred.

Licenses/Certifications: Maintains active 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 HealthWorks' 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

