

Family Health Centers – Job Description

JOB TITLE: Registered Nurse- Team Based Care

LOCATION: All Medical Sites

DEPARTMENT: Nursing

Revised Date: November 2020

FLSA STATUS: Non-Exempt/Hourly

REPORTS TO: Clinic Nurse Supervisor-TBC

PRIMARY ACCOUNTABILITY: Works with Clinic Nurse Supervisors in conjunction with Operations, Medical Providers and the Quality Improvement Team to ensure quality, comprehensive and coordinated care is delivered to patients in a PCMH/Team Based Care environment.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Communicates health information to patients, support staff, and team members
 - a) Assists care teams with identification of complex chronic diseases and conditions to ensure the patient population receives appropriate care.
 - b) Coordinates care with the medical, behavioral health and dental teams and patients to assess needs, identify barriers and coordinate plans of care and communication among multiple providers.
 - c) Coordinates transitions of care with patients, PCP and other service providers.
 - d) Relays appropriate information between patient and care team by documenting in EHR.
 - e) Monitors and processes voicemail, EHR messaging and email in a timely manner.
 - f) Works to the level of their license to maximize their contribution to Team Based Care
 - g) Acts as a resource to MAs to help them work to the level of their license
 - h) Acts as a leader in integrated teams to establish and maintain a positive work environment and strengthen relationships between teams and departments.
 - i) Functions as an RN Case Manager in direct patient care when needed for complex patients
 - j) Assists with Case Management in a Team Based Care environment as needed under the direction of the PCP
- 2) Participates in Quality Improvement and Infection Control initiatives
 - a) Supports and contributes to Quality Initiatives that advance the goals of Family Health Center.
 - b) Follows the direction of the Infection Control Manager to uphold the highest standards of patient and staff safety.
 - c) Participates in PDSA cycles, capturing pertinent information to maximize the effectiveness of Process Improvement
- 3) Patient Care
 - a) Provides professional nursing care for FHC patients following established standards and practices and acting within the scope of the RN license.
 - b) Interacts frequently with high risk patients regarding care plans, by phone and in the clinical setting.
 - c) Acts as an educational resource for patients and staff.
 - d) Develops and discusses patient self-management plans in conjunction with PCP.
 - e) Follows up with patients to assess compliance and progress with identified goals.
 - f) Provides decision support and encourages treatment adherence
 - g) Assists in PCMH strategies to identify high risk patients based on diagnosis and other factors; use reports to access data on high risk patients; work with Lead RN and Clinic Operations Manager (or RN Supervisor?) to develop and implement processes to ensure high risk patients receive appropriate care at FHC.

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- h) Triage patients to level of employee licensure: assess patients as needed and provide appropriate nursing care.
- 4) Team Based Care
 - a) Supports empanelment and helps to maintain accurate and appropriate Provider panels.
 - b) Support Population Health to proactively improve the health of our community
 - c) Participates in Team Based Care and Whole Person Care initiatives
 - d) Works with QIP Leadership and the Clinic Nurse Supervisor to maintain compliance with all state, federal and regulatory agency standards (Joint Commission, HRSA etc)
- 5) Attendance
 - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages PTO hours.
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

1. Requires more advanced organizational skills, in order to organize projects or the work of others
2. Job duties require the ability to work independently and as part of a team
3. Job responsibilities require individual development of priorities for effective performance of duties,
including re-prioritization in response to changes in circumstances.
4. Employees are expected to determine an effective response to situations encountered with established precedent.
5. Requires consideration of the impact of own work product on other employees involved in the workflow
6. This position exercises leadership over others, but does not have actual supervisory authority

PROFESSIONAL & TECHNICAL KNOWLEDGE

Job duties require knowledge and training in the field of nursing typically acquired through a formal Associates degree or trade school program in nursing

LICENSES AND CERTIFICATIONS

Must have Registered Nurse licensure with the State of Washington

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports using computer.
2. Ability to create, send and manage email.
3. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
4. Ability to access web-based applications and other computer programs.
5. Fully functional in use of the Electronic Health Records (EHR) program

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact

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- c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
 - 3) Job duties require employee to effectively communicate complex and/or technical information to co-workers and others
 - 4) Job duties require the effective communication of information in written (including electronic) correspondence
 - 5) Duties require employees to effectively convey technical information to non-technical audiences

WORK ENVIRONMENT

Work is performed primarily in an ambulatory care setting, which may include the requirement of working at sites other than their home clinic site. May be required to work outside of the clinic when necessary to meet the needs of our community (such as at community events and at alternative care sites for infection control purposes).

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length				x	
Fingering					x
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures		x			
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing	x				
Use/exposed to hazardous substances					x

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

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Employee Signature

Date

Witness Signature

Date