

Moses Lake Community Health Center Job Description

Job Title: Nurse
Reports To: Clinical Operations Manager
Effective Date: January 2012
Revised Date: November 2016

Primary Accountability

Work under the direction and supervision of the Clinical Operations Manager to support in the delivery of cost-effective, clinically competent, reliable healthcare in a safe, respectful manner that ensures patient respect and dignity.

The position will work with an interdisciplinary team that includes the patients, families, clinicians, nurses, medical assistants, behavioral health consultants, customer care representatives, and other support staff to provide high quality care within the model of the NCQA Patient Centered Medical Home (PCMH).

The Nurse is an integral part of the patient care team in the Patient Centered Medical Home. As such the Nurse has an active role in planning, managing and coordinating patient care at the individual patient level and at the panel (population) level.

Primary Duties & Responsibilities

1. Consistently exhibits Moses Lake Community Health Center's Service Standards for patients and co-workers
 - a. Welcoming- Looks forward to serving patients every day **B**
 - b. Caring- Treats others with caring, kindness and respect **B**
 - c. Helpful- Goes out of the way to help patients and each other **B**
 - d. Professional- Sets the highest standards for the care provided **B**
2. Actively participates as a member of the Care Team
 - a. Attends and actively participates in team meetings **B**
 - b. Effectively communicates verbally and electronically with other members of the Care Team regarding care of the patient **B**
 - c. Supports the development of the Medical Assistants on the Care Team **I**
 - d. Responds to electronic messages by the end of the shift or the next day if appropriate **I**
 - e. Works collaboratively and maintains effective communication with physicians, Clinical Operations Manager, MA supervisors, MAs' and other members of the multi-disciplinary care team to effect timely, appropriate patient management **H**
3. Actively participates in care management
 - a. Provides leadership for effective pre-visit planning **I**
 - b. Assists in obtaining patient health history including, past medical history, family history, mental health history psychosocial, cultural, spiritual, and economic factors affecting health **I**
 - c. Conducts an appropriate nursing assessment when triage of the patient is necessary (Stat Nurse/Code Blue, telephone triage, walk-in patients) **I**
 - d. The nurse assesses the patient for physical, psychological, social cultural, spiritual, economic and life style factors that impact the patient's health **B**
 - e. Provides patient self-management support in person and by telephone to patients with chronic conditions, discussing with the patient barriers to self-care and treatment goals **H**

- f. Assists with medication reconciliation for patients transitioning in and out of care **B**
 - g. Provides effective patient education including, medication use and disease-specific education, in person and by phone, considering patient language, literacy level and health literacy **H**
 - h. Ensures that the patient has access to the clinical summary after each patient visit, either in paper format or via the Patient Portal **B**
 - i. Effectively utilizes the Warfarin/Coumadin Dosage Protocol **I**
 - j. Maintains competency and follows generally accepted standards of care for basic nursing functions within scope of practice **I**
 - k. Ensures safe care to patients adhering to policies, procedures, and standards, within budgetary specifications, including time management, supply management, productivity, and accuracy of practice **H**
4. Actively participates in Care Coordination
- a. Tracks laboratory and diagnostic imaging tests until results per clinic procedure **I**
 - b. Communicates to the patient normal and abnormal laboratory and diagnostic imaging results **I**
 - c. Follows clinic policy regarding tracking and communicating results and treatment plan for abnormal cancer screening tests **I**
 - d. Follows clinic policy regarding follow-up with patients following Emergency Department visits and hospitalizations **I**
 - e. Identifies and provides patient referrals to community resources as needed and appropriate **I**
 - f. Acts as liaison between patient, clinician and other facilities/professionals providing patient care, including home care and clinical monitoring (e.g. INR) **I**
5. Actively participates in Population Management
- a. Utilizes available reports, standing orders and evidence-based clinical guidelines adopted by the clinic to recall and remind patient of needed/recommended care **H**
 - b. Utilizes available reports to reach out to patients not meeting treatment goals **H**
6. Accurately documents care
- a. Accurately enters appropriate diagnostic and procedure codes for nursing care provided to the patient by the end of the shift **B**
 - b. Documents all patient care including procedures, medication administration, including vaccines as quickly as possible, but no later than by the end of the shift **B**
 - c. Documents all patient education and clinical advice given in person or by telephone as quickly as possible, but no later than by the end of the shift **B**
7. Actively participates in Quality Improvement efforts
- a. Submits unusual events and patient complaints in a timely manner as appropriate **B**
 - b. Actively participates when invited to attend improvement team meetings **B**
 - c. Follows the Plan, including data collection, when participating in a PDSA cycle **B**
 - d. Utilizes advanced conflict resolution skills as necessary to ensure timely resolution of issues **H**
8. Quality Control and Safety
- a. Performs and documents quality control checks as assigned, including refrigerator temperatures, emergency supplies, and medical equipment **B**
 - b. Participates in emergency drills **B**
9. Other duties
- a. Reads and responds to Outlook email (not patient related) in a timely manner **B**
 - b. Responds to all patient calls in a timely manner as outlined by clinic policy **B**

- c. Attends staff meetings and follows up with supervisor regarding meeting content when meetings are missed **B**
- d. Reads new and revised clinic policies and procedures, asking questions when content is not understood **B**

General Development

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

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 be able to obtain Registered Nursing or Licensed Practical Nursing licensure with the State of Washington

Technical Skills

- 1. Ability to prepare basic correspondence and simple reports in Microsoft Word **B**
- 2. Ability to create, send and manage email in Outlook **B**
- 3. Ability to access and complete data entry in Centricity (CTI) **B**
- 4. Fully functional in use of the EMR program **I**
- 5. Ability to use other EMR systems (i.e. Cerner, Epic Care Link, PACS) **B**

Communication Skills

- 1. Job duties require the employee to effectively communicate complex and/or technical information to co-workers and others **I**
- 2. Employees are expected to exercise tact and diplomacy in the resolution of mild conflicts or disagreements **B**
- 3. Job duties require the effective communication of information in written (including electronic) correspondence **B**
- 4. Duties involve convincing others to take actions, or to behave in a specific way desired by the employee **I**

Work Environment

Work is performed in an office environment

Blood/Fluid Exposure Risk

- Category I: Tasks routinely involve a 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 fluid, or tissues but may require performing Unplanned Category 1 tasks.

- Category III: Tasks involve no greater exposure to blood, body fluids or tissues than would be encountered by a visit. Category 1 task are not a condition of employment.

Typical Physical Demands

- Sitting for long periods of time
- Occasional lifting up to 30 pounds
- Frequent bending, walking, reaching and kneeling
- Good eyesight and vision for close work/computer screens
- Ability to communicate in person and on the phone
- Frequent use of the keyboard requiring manual dexterity
- Frequent writing requiring manual dexterity

Comments

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.

Employee Signature Date

Supervisor Date

Human Resources Date