

Job Title: Care Team Nurse (RN/LPN) Supervisor's Title: Nurse Manager Department: Nursing Staff	FLSA Status: Non-Exempt Last Reviewed: 11/21/2016
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**General Summary of Position:** The Care Team Nurse (LPN/RN) works within a Care Team to provide Nurse Visits, Triage, Case Management, patient education, and patient care support to the Care Team within the scope of nursing.

**Major Areas of Responsibility:**

1. **Health Promotion:** Educates patients regarding health promotion, illness prevention, medical diagnoses, medication administration, treatment procedures, disease management, and community resource utilization. Utilizes provider-based protocols and/or direct provider order.
2. **Case Management:** Coordinates and manages ongoing patient care to patients outside of the Office Visit utilizing community resources, patient education, and Nurse Visits. Measures patient progress with empirical and observed data. Advocates for patient needs by reporting findings to provider and actively developing nursing care plan for patients in the community health care setting.
3. **Medication Administration:** Assists in medication and immunization administration (where licensure is required) and documentation. Handles requests for medication refills per standard work.
4. **Triage:** Responds to telephone calls and patient walk-ins: Assesses patient, documents findings in EMR, reports findings to physician, carries out standing orders and other physician orders.
5. **Nurse Visits:** Schedules and conducts Nurse Visits where licensure is required. Assesses patient, documents findings in EMR, reports findings to physician, carries out standing orders and other physician orders.
6. **Staff Development:** Assists in education of Care Team members. Promotes clinical excellence.
7. **Member of Care Team:** Works effectively as a Care Team member. Assists MAs with duties during high volume or high acuity to minimize patient wait times. Uses nursing judgment to delegate responsibilities to MAs and Facilitator/Patient Advocate, as needed to aid patient schedule flow.
8. **Maintains Required Qualifications:** Takes initiative to obtain/maintain required qualifications to perform duties (RN/LPN licensure, CPR certification, TST certification).
9. **Participates in Quality Improvement:** Takes initiative and takes on responsibilities to improve clinic functions and procedures with evidenced based practice when directed.
10. **Other Duties as Assigned:** Vaccine Program management, Medication Assistance Program coordination- Coordinates and advocates for enrollment, medication refills, shipments, and re-enrollments for patients in Care Team. Delegates, where applicable, to maintain patient's eligibility for the Medication Assistance Program.



**Required Knowledge, Skills, Abilities:**

1. Demonstrates the three levels of caring: competence (what the nurse does), courtesy (what the nurse says), and compassion (what the nurse feels).
2. Demonstrates leadership skills that support staff and promote quality patient care.
3. Demonstrates critical thinking, reflection, and problem solving.
4. Skilled in assessment and implementation of nursing process as related to the ambulatory care setting.
5. Ability to multitask and prioritize work issues properly.
6. Must possess experience in verbal and written communications, clinical information systems, as well as detailed nursing documentation in an EMR, which serves as legal proof of the type and quality of nursing care provided to patients at CCHSA.
7. Demonstrates skill in negotiation when needed.
8. Understands the scope of practice for RNs, LPNs, MAs and unlicensed personnel.
9. Understands and abides by policies and procedures related to HIPAA compliance, OSHA standards, and FQHC regulations.
10. Must possess a high degree of initiative with minimal supervision and guidance, utilizing independent and collaborative judgment in decision making.
11. Understands and determines patient needs. Effectively communicates information to patients and families of diverse economic, physical, emotional, social, and spiritual backgrounds.
12. Demonstrates flexibility in response to continuous changes in demands, procedures, and situations.

**Education and Experience:**

- A nursing diploma, bachelor's degree or associate's degree in nursing, or the equivalent is required.
- A current, valid LPN or RN license in the state of Georgia is required.
- BLS certification is required; ACLS certification is appreciated but not necessary.
- 2-3 years of previous inpatient nursing experience is appreciated.
- Community Health or Public Health experience and GRITS training are desirable.
- Additional board certifications are favorable.