 NORTHEAST VALLEY HEALTH CORPORATION

**POSITION DESCRIPTION**

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| **TITLE:** | Registered Nurse Manager - MAT | **DEPARTMENT:** | Nursing |
| **EX/NONEX:** | Exempt | **REPORTS TO:** | **Site (Clinic) Administrator** (Administrative)**RN Supervisor** (Professional) **Medical Director** (Clinical) |
| **UNION STATUS:** | [ ]  Yes [x]  No | **SALARY GRADE:** | 19 |
| **DATE:** | 04/29/2020 | **JOB CODE:** | RNCMMAT |

# SUMMARY

Under the direction of the Clinic Administrator and the RN Supervisor, the Registered Nursing (RN) Manager – Medication Assisted Therapy (MAT) for this grant is primarily responsible for implementing an expanded care coordination model aimed at improving health outcomes for chronically ill Homeless adults. Will be responsible for developing and implementing an individualized care plan and referrals for clinical, psychosocial and housing service interventions to approximately 80 complex vulnerable patients experiencing homelessness. The RN Manager – MAT organizes the provision of Clinical Patient Care Services, in accordance with Federal, State, Agency, and various programmatic and regulatory requirements. The RN Manager – MAT also serves as an integral member of the interdisciplinary care team providing services to clients receiving care at NEVHC health Centers. The RN Manager - MAT provides direct observation and interpretation of data to formulate a nursing diagnosis through observation of the client’s physical condition and behavior and through interpretation of information obtained from the client and others.

 **ESSENTIAL DUTIES**

1. The RN Manager - MAT is responsible for direct observation and interpretation of data to formulate a nursing diagnosis through observation of the client’s physical condition and behavior; and through interpretation of information obtained from the client and others, including the health care team.
2. Plans for and ensures the provision of comprehensive services, including psychosocial, nutrition, health education assessments and reassessments. Helps with the development of individualized care plans, interventions and services. Such formulation of care plans cannot be delegated to an LVN.
3. Participates in case conferences with care team.
4. Assists with patient care transitions from area hospitals.
5. The RN Manager - MAT will coordinate that all patients receive an initial intake, “triaged” for their greatest, immediate needs, followed-up by an assessment.
6. The RN Manager - MAT will triage patients as they enter medical care coordination services using an intake tool that will consolidate a number of identifiers and indicators across a variety of services throughout the continuum (e.g., medical assessment, patient, mental health, behavioral, substance use), but will focus primarily on the patient’s medical needs and the most convenient way of facilitating the patient’s entry into care.
7. The RN Manager - MAT provides care directly, or delegates to sub-ordinates based on the legal scopes of practice of the subordinates, and on the preparation and capability needed in the tasks to be delegated and effectively supervises nursing care being given by the LVN or MA per RN Standards of Competence.
8. Evaluates the effectiveness of the care plan through observation of the client’s physical condition and behavior, signs and symptoms of illness, reactions to treatment and through communication with the client and the health care team members, and modifies the plan as needed.
9. Acts as the client’s advocate, as circumstances require, by initiating action to improve health care or to change decisions or activities which are against the interests or wishes of the client, and by giving the client the opportunity to make informed decisions about health care before it is provided.
10. Participates in the NEVHC Quality Management process through the clinic’s Quality Council. Assists in developing and implementing a nursing quality improvement component to monitor the delivery of nursing triage services in accordance with the established standards and procedures.
11. In the absence of the RN Supervisor, assures compliance with nursing procedures relating to CHDP, Immunization Program, CDP Program Indicators (e.g., pap follow-up, immunizations, anemia screening, nursing hypertension protocol), and similar special programs.
12. Will be responsible for supervising the Patient Navigator assigned to work on this grant.
13. Conducts audits and reviews to monitor compliance. Prepares or supervises the preparation of periodic reports, statistics, and studies.
14. Maintains patient follow-up procedures, including broken appointment, abnormal lab follow-up procedures and immunization tickler/tracking system.
15. Functions as needed as a clinical nurse to provide nursing support to the client and family, to explain treatment and how to care for the client’s health needs, performing counseling services, and triage, when required.
16. Attends meetings as assigned by the Director, Clinical Operations or Clinic Administration.
17. Assists with the implementation of clinic policies and procedures within the health center, working in concert with other staff to resolve inter departmental issues, recommending changes in policies and procedures as needed.
18. Performs clinical nursing duties including:
19. May assist in managing the health center dispensary including logging in of medication, assisting patients with refills, preparing and dispensing medications, overseeing LVN staff handing medication to patient(s)
20. Triage (walk-ins and telephone)
21. Medication administration either directly or through supervision of staff (LVN/MA)
22. Nurse visits (TB screening, blood pressure checks, dressing changes, etc.)
23. Vaccine verification
24. Patient education on health promotion, disease intervention, medication management, self-care, etc.
25. Assists patient(s) with applying for prescription or vaccine assistance programs
26. Runs codes/drills and completes necessary documentation.
27. Manages tasks sent by providers, resolves unmatched labs and/or refills, works with providers on managing broken appointment(s), and emergency/hospitalization follow-up.
28. Possess (es) working knowledge of insurance requirements and funding streams for the provision of direct patient care.
29. Serves as a liaison between the patient/family and the Provider(s). Communicates the needs of the patient/family to the health care team to ensure high-quality care.
30. In collaboration with the Clinic Administrator, explores and responds to any patient complaints.
31. Serves as a liaison between the nursing and clinical support staff and the Provider(s). Advocates on behalf of the nursing and clinical support staff by supporting and promoting a team environment.
32. When needed, investigates and resolves conflicts between various staff members.
33. Assist the Clinic Administrator prepare for any internal or external audits by ensuring compliance with any and all regulations.
34. Promotes the Clinic’s goals and philosophies to staff; participates in committees; and actively cooperates with others in support of the Clinic’s goals.
35. Develops and maintains a working knowledge of NEVHC’s policies and procedures; interprets policies and procedures for others.
36. Participates in and complies with all NEVHC mandatory trainings including the following:
37. Infection Control Program
38. Environment of Care Management Plans and Emergency Management Program; and participates in emergency response activities as directed
39. Corporate Compliance Program
40. Code of Conduct
41. Risk Management & Compliance
42. Participates in hazardous waste and infection control assignments as required which may include being designated as an emergency responder to a hazardous substance release or spill; performing infection control data collection, evaluation, reporting and follow-up in accordance with clinical health services policy and procedures.
43. Utilize the CARE Communication model to provide impressive service
44. Connect with our patients and their families
45. Appreciate what our patients and families say and acknowledge their situation
46. Respond in ways that would be helpful to the patient and their family
47. Empower patients and families to have confidence in their ability to contribute to their health and healthcare.
48. Apply the same principles to internal and external customers.
49. Support the NEVHC Guiding Principles
50. SAFETY: Participates in all safety programs which may include assignment to an emergency response team.
51. If in a supervisory or managerial role, handles Human Resources issues
52. It is the responsibility of every employee to understand how the Joint Commission’s National Patient Safety Goals relate to their job duties at NEVHC. It is the responsibility of every employee to report any patient safety concerns to their immediate supervisor without fear of reprisal.
53. Must demonstrate the knowledge and skills necessary to provide care for the specific population(s) served. (Refer to HR Policy # 149)
54. All work duties performed are as a component of a multidisciplinary team with each member working within their scope of practice, competency level and to the fullest extent possible.
55. Offer impressive communication with all patients/families, colleagues and customers using the CARE (Connect \* Appreciate \* Respect \* Empower) principles.
56. Specific care team duties include:
	1. Participating in huddles and/or review of daily schedules to prepare for the needs of patient/families appointments and management of their medical visit as needed.
	2. Participate in performance improvement activities using data for clinical and operational outcomes.
	3. Work in a collaborative manner with all team members within the specific discipline of care as well as with other.
	4. Participate in trainings focusing on population management, evidenced-based approaches to self-management.

**SECONDARY DUTIES**

1. Participates on NEVHC Committees, attends monthly Nursing Meetings and other as needed.
2. Performs related duties as required or requested by the Director of Nursing Services and/or the Site (Clinic) Administrator.

 **SUPERVISORY RESPONSIBILITY**

The employee supervises from 5 to 10 employees.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is in a non-confined office-type setting in which he or she is free to move about at will. The environment for this position is mostly clean and comfortable but may include some minor annoyances such as noise, odors, drafts, etc.

The employee may occasionally be exposed to emotionally upset patients/family members.

**PHYSICAL ACTIVITY**

In the course of performing this work, the employee:

* Will spend substantial time sitting, speaking and listening, standing and limited walking.
* May stoop and reach to file documents.
* May lift up to 15 lbs. periodically.
* May read, write and type.
* May occasionally climb or balance, stoop, kneel, crouch or crawl.

**When performing patient care:**

* May occasionally lift/carry items be weighing up to 100 pounds.
* Will perform duties requiring a full range of body motion including handling and lifting patients,
* Will utilize manual dexterity and eye-hand coordination.
* Will experience frequent exposure to potentially infectious agents, communicable diseases, toxic substances, medicinal preparation and other conditions common to a physician's office.
* Will need normal/corrected vision and hearing within normal range.
* May work under stressful conditions and/or work irregular hours.

**EQUIPMENT & SOFTWARE**

The individual in this position may operate any or all of the following:

* Telephone, cellular telephone and fax
* Computer, printer and related equipment
* Copy machine
* EKG, Spirometry, Nebulizer, Pulse Oximetry and any additional medical equipment

Computer software may include any or all of the following:

* Microsoft Office including Word, Excel, PowerPoint and Outlook
* Electronic Health Record System
* Electronic Practice Management System
* Referral System (County/IPA)

When working in patient care, the employee will use various personal protective clothing and equipment and utilize the full range of items associated with medical care in an outpatient clinic including blood pressure cuff; non-sterile gloves and other personal protective equipment; thermometer, scale, stethoscope, and EKG machine; venipuncture, audiometry and spirometry equipment; routine lab’ testing supplies and equipment, and similar.

# MENTAL DEMANDS

The employee in this position must be able to accommodate any/all of the following: constant distractions, interruptions, and uncontrollable changes in priorities/work schedules.

### HIPAA Privacy Standards Compliance

### *While not all staff have access to or involvement with clients or their families, all staff is required to be HIPAA compliance. All items listed below are a condition of continued employment:*

The employee will:

* Not use or disclose protected health information about any member or other party in compliance with NEVHC policies related to state or federal laws such as Health Insurance Portability and Accountability Act (HIPAA).
* Use appropriate safeguards to protect the confidentiality of such information.
* Report to management any use or disclosure of protected health information not permitted by NEVHC policies related to state or federal laws such as HIPAA.
* Participate in training or briefings on HIPAA information as scheduled.
* Consult with supervisor on any issues or questions about compliance under NEVHC policies related to state or federal laws such as HIPAA.

# POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the employee must have:

1. Must be a graduate of an accredited school of nursing with a valid, current CA Registered Nurse license to practice.
2. Two years clinical experience as a Registered Nurse, with a minimum of one year of experience in the clinical area assigned. Experiences must have been as a Registered Nurse within a United States Licensing Jurisdiction.
3. Must demonstrate through written and/or oral testing, the knowledge and skills necessary to provide care appropriate to the age of the patients served and has knowledge of the principles of growth and development over the life span.He or she is able to identify and categorize each patient’s age specific grouping of needs, such as those for infant, adolescent, adult or geriatric patients.
4. Must possess excellent interpersonal and supervisory skills.
5. Must maintain a current Cardio-Pulmonary Resuscitation (CPR) certification, in compliance with corporate CPR policy.
6. Must be willing and able to work a varied and flexible schedule to accommodate the needs of NEVHC and its patients.
7. Must maintain or exceed competency levels as established by corporate standards for clinical practice.
8. A working knowledge of medical issues, workflow, triage skills and insurance needs of NEVHC patients.
9. Thorough working knowledge of business English, spelling, punctuation, and contemporary general office practices and procedures.
10. Math skills sufficient to prepare routine spreadsheets, calculate/balance invoices/expense reports, and similar including medication dosage calculations, reading measurements on scales, rulers, syringes.
11. Demonstrated supervisory skills sufficient to supervise from 5 to 10 employees.
12. Computer skills in Microsoft Office programs (Word, Excel, etc.), electronic health record systems, and database systems.
13. Proficiency required within 3 months of hiring for using the computer software i2i tracks for entering and managing patient referrals.
14. Effective verbal and written communication skills to communicate clearly and effectively with patients and others.
15. Effective work organization skills.
16. Fluency in English (speak, read and write).
17. Fluency in Spanish (speak, translate, read and write) is strongly preferred.
18. Ability to work effectively as a team player.
19. Ability to be flexible and work in a changing environment.
20. Sensitivity to the different cultures represented among members and staff.
21. Experience working with vulnerable populations preferred, in particular experience with patients with co-occurring disorders of mental illness and substance use disorder.
22. Demonstrated ability to listen and communicate with others in a professional and caring manner including sensitivity with individuals from diverse cultures and lifestyles.
23. Demonstrated ability to set priorities for tasks to work effectively in spite of interruptions and under minimal supervision. Self-starter, reliable and dependable.
24. Demonstrated proficiency with the electronic health record database within three months of attending training session(s).
25. Ability to solve problems and make routine recommendations.
26. Ability to maintain absolute confidentiality about health care and other patient/client information.
27. Current California driver’s license, appropriate insurance coverage and a driving record acceptable to the NEVHC’s insurance carrier (if required to drive on the job).

Typically these skills and experience result from completion of a related degree Nursing degree and licensure*,* plus several years of similar experience demonstrating growth and advancement.

The employee must be able to perform this job safely, without endangering the health and safety of himself/herself and others.

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my duties may change at any time, according to NEVHC’s needs. Nothing in this position description is intended to create a contract of employment of any type. Employment at NEVHC is strictly on an at-will basis.

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| --- | --- | --- |
| Employee Name (please print) | Employee Signature | Date |

I certify that I have discussed the position description with the employee.

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| --- | --- | --- |
| Supervisor Name (please print) | Supervisor Signature | Date |

cc: Employee

 Employee’s File

 Supervisor