

JOB TITLE: Team RN

CLASSIFICATION: Exempt

REPORTS TO: Site Director

IT SECURITY LEVEL: Clinical

JOB SUMMARY: The Team RN works as part of the interdisciplinary primary care team to provide a full range of nursing services including direct patient care, patient care coordination and patient education. The RN's clinical practice will be within their scope of licensure and consistent with the clinical practice guidelines established by the chief medical officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Direct patient care

- Works collaboratively within the interdisciplinary primary care team structure to facilitate efficient processes necessary to support clinical operations of patient care.
- Provides clinical expertise and professional communication to and for the team, always striving to deliver high quality, compassionate health care to the team's patient panel.
- Participates in providing patient care activities necessary to meet immediate team needs of the day, giving priority to the needs of patients presenting on site.
- Delegates tasks to other team members, including medical assistants, as appropriate, collegial and consistent with the Health Center's standing order protocols.
- Responds to urgent and emergent unscheduled patient care issues, within the scope of RN licensure and verified competency.

Patient triage

- Provides urgent or emergent walk-in patient triage.
- Responds to phone inquiries and provides phone triage.

Patient care coordination within the interdisciplinary team

- Assesses team's patient panel to identify high risk groups requiring targeted monitoring and planned intervention.
- Proactively manages individual patients with poor clinical outcomes or with complex healthcare needs.
- Develops and implements preventative, healthy living education activities for the team's patient panel.
- Participates in transitions of patient care with other health care facilities, including on admission, post discharge and post-ER.
- Facilitates individual patient care plans

Patient education

- Collaborates with members of the interdisciplinary primary care team to empower patients to manage their own chronic conditions
- Teaches self-management techniques utilizing teach back methodology.
- Provides technical nursing education to patients with new or complex disease processes

Team development

- Participates in team development by mentoring and providing feedback to the medical assistant staff in skills competency and medical knowledge.
- Works collaboratively with team lead to optimize team function by maximizing function of each team member, within respective scope of practice guidelines.

Corporate Compliance/Security Responsibilities:

- Upholds all HIPAA requirements in a manner consistent with EJFHC's policies, professional standards of conduct, state and federal laws/regulations governing FQHC's.
- Upholds security responsibilities for the protection of EJFHC IT systems and data, including:
 - adherence to user password guidelines;
 - restraint from leaving workstation unsecured;
 - appropriate use of Internet access while at work and while utilizing EJFHC devices;
 - use of abundant caution regarding phishing emails; and
 - prompt reporting of lost/stolen IT devices.
- Reports suspected violations of code of conduct, policies, procedures, laws and regulations to a supervisor, the compliance officer or to the anonymous compliance hotline.

General:

- Works productively and effectively in a complex environment, handling multiple and changing priorities. Deals with stress in a calm, positive and professional manner.
- Actively demonstrates a willingness to make a meaningful contribution to the work environment, as evidenced through behavior and attitude.
- Refrains from issuing unprofessional, offensive, inappropriate email, text message or other forms of written communication.
- Actively supports and participates in the organizational performance improvement program.
- Demonstrates the ability to work in a multidisciplinary healthcare team environment.
- Participates in activities promoting professional growth and development.
- Participates in the mission, vision and values of the Health Center.

Required Qualifications:

- Current Michigan licensure as a registered professional nurse in good standing
- Current BLS certification
- At least two years of clinical nursing experience

Preferred Qualifications:

- Advanced coursework in primary care nursing desirable
- Preference given to candidates with primary care experience in an FQHC setting
- Preference given to bi-lingual candidates with certification in medical translation skills

WORK ENVIRONMENT: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires frequent sitting, occasional bending, stooping, lifting and standing. It also requires frequent repetitive arm and finger movements on a computer keyboard.

HOURS OF WORK: Established with supervisor

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

All East Jordan Family Health Center employees are expected to have a broad range of skills and abilities centered around a strong patient focus, efficient performance, and teamwork. All employees should have patient/customer service skills, interpersonal skills and good communication skills. All employees should have the ability to manage their time and organize their work to ensure efficient performance. In addition, all employees should have the ability to follow policy, procedure and instructions, actively communicate with their supervisors to ensure understanding and manage their work accordingly. Finally, all employees must demonstrate willingness to understand and manage patient confidentiality while on duty or off duty. Failure to do so may result in immediate termination.

East Jordan Family Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, East Jordan Family Health Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

East Jordan Family Health Center expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of East Jordan Family Health Center's employees to perform their job duties may result in discipline up to and including discharge.

SIGNATURE: _____ **DATE:** _____

SUPERVISOR SIGNATURE: _____ **DATE:** _____

Board of Directors approval date: August 1, 2019

Revised August 2021 - Wilhelm