



St. Croix Regional Family Health Center



Job Description

Position Title: Triage RN / Nurse Manager

Position Summary:

Under the general supervision of the Nurse Supervisor, the Triage Nurse/Nurse Manager will be responsible for patient triaging, the nurse phone line, assist with nurse case management, nursing assessments, collaboration with providers and other departments, and provision of quality patient care in compliance with local, state and federal regulations and accreditation standards.

This role will additionally provide daily oversight & supervision for non-direct care nursing and medical assistant staff members.

This position requires strong leadership and communication skills, nursing experience in directing primary care support staff and an excellent knowledge base in family medicine primary care nursing.

Responsibilities:

Triage:

- Monitors and responds to triage calls in person and/or on the nurse phone line.
- Talks directly to patients on the telephone and then directs them to emergency rooms (ERs), urgent care centers, and home care advice or to schedule patients to their physician during office hours.
- Determines urgency of seeing the patient based on brief assessment and on familiarity with a patient's condition and history.
- Uses computerized clinical decision-making including algorithms that closely imitate physician logic and thought patterns, as guide.
- Sends patients with high-risk chief complaints such as chest pain, abdominal pain, or severe headaches to ER immediately or arranges for ambulance.
- Provides appropriate home health advice to patients who do not need to go directly to the ER.
- Ensures accurate notes of all consultations and treatments are recorded in the patients' record.
- Arranges appointments for patients who do not need to go to ER but need to see a physician. Consults with physician as needed.
- Acts, when designated, in "Ask a Nurse" capacity, handling routine information requests from patients, e.g., "Do I need a flu shot every year? When are you giving these shots?"
- Serve as a clinical resource and professional role model for other nursing staff.
- Prioritizes work tasks and services and completes tasks in a timely manner.

Job Description

Position Title: Triage RN / Nurse Manager

Page 2

- Assist in medical chart reviews and compiling data for audits and reports.
- Assist Managing Nurse with developing nursing policies and procedures.
- Maintains accurate, clear and concise progress notes, problem lists, and medication lists.
- Provides patient education regarding disease processes, therapies and healthful behaviors.
- Communicates appropriately and tactfully with staff, consultants, patients, significant others, and community.
- Reduce conflict and increase patient satisfaction whenever possible through timely response to calls.
- Participates in staff, planning, in-service, and other meetings as needed.
- Administers medications and performs medical and nursing procedures as ordered within the scope of practice.

Nurse Manager: *(Supervision of non-direct Medical Assistants- when indicated)*

- Direct nursing, non-direct medical assistant and patient care activities. (examples: orders management and referrals)
- Assign clinical and administrative duties to non-direct nursing and medical assistant staff including, but not limited to:
 - a. Daily assignments to assist with Triage and/or providers as needed
 - b. Preparing, inventorying and ordering supplies
 - c. Maintaining a current status on work responsibilities especially focused on those affecting patients.
- Actively participate in problem-solving for nursing and medical assistant staff in difficult situations; serve as central resource for nursing and clinical support staff as needed in coordination with Nurse Supervisor.
- Implement current or new policies regarding daily non-direct support staff activities and monitor for adherence, usefulness and effectiveness.
- Work with Nurse Supervisor to evaluate knowledge base and skills of nursing and medical assistant staff for optimal competency and provide and/or coordinate appropriate staff training.
- Ensure all staff current on licenses, continuing education and CPR.
- Provide direct feedback to staff, Nurse Supervisor, Quality Manager and Executive Director in areas where safety or patient care is compromised.
- Participate in performance reviews for non-direct nursing and medical assistant staff.
- Devise and/or update system for triage, including communication patterns, protocols and policies which allow safe and efficient decisions.
- Coordinate time-away requests for non-direct nursing and medical assistant staff; review center schedules daily and weekly to adjust staff accordingly
- Support Nurse supervisor with coordination of nursing/medical assistant team meetings as needed.
- Participate in Quality Improvement Committee activities, trainings, and participate in professional development activities as assigned.

Job Description

Position Title: Triage RN / Nurse Manager

Page 3

- Communicate with medical and mental health providers concerning options, including community options; available to the patients they serve.
- Work with RN care manager to customize services to best meet members' needs within the parameters of available services.
- Interface with and refer patients to other supportive services as appropriate.
- Serve as a linkage between SCRFHC providers and other providers that the patient is seeing to improve coordination of services and information flow.
- Obtain preauthorization and/or referrals to other healthcare services or providers.
- Conduct data reporting to identify gaps in care or services and conducts patient outreach to facilitate follow-up care or services.
- Coordinate, review and maintain daily logs for reporting purposes and weekly review.
- Provide self-management support to patients through Triage interactions. Working to educate, motive, and coach patients utilizing disease-specific protocols.
- Provide coordination and linkage to general medical services.
- Attend regular meetings with SCRFHC staff.
- Utilize Supervision: identifies and reports to Nurse Supervisor, utilization and outcomes issues.

Direct Patient Care: *(when indicated)*

- Provide direct nursing care as indicated and/or provide nursing back-up in the event of staff shortage, including provision of telephone triage and provider assistance and support.
- Participate in and direct nursing care including but not limited to Annual Wellness Visits
- Provide nursing back-up in the event of staff shortage, including provision of telephone triage and provider assistance and support.
- Escort patients to exam room and prepare patients for exam.
- Take and record vital signs, patient histories, and other pertinent information.
- Prepare patients and assist providers with procedures. Prepare instruments.
- Administer immunizations, medications, and monitor patient response to these agents.
- Provide patient education as directed by providers
- Follow-up with patients within 24 hours on inpatient discharge & within 48 hours of ED visit notification.
- Conduct comprehensive assessment of patients' physical, mental, and psychosocial needs
- Develop care plans to prevent disease exacerbation, improve outcomes, increase patient engagement in self-care, decrease risk status, and minimize hospital and ED utilization
- Utilize behavioral strategies help patients adopt healthy behaviors and improve self-care in chronic disease management. Promote self-management goals.
- Assist patients in navigating the health care system. Coordinate Specialty care, follow-up on test results and other care coordination needs.

Job Description

Position Title: Triage RN / Nurse Manager

Page 4

- Partner with external case management programs to coordinate care
- Ongoing evaluation and documentation of patient progress/ risk status Document in EMR; communicate with care teams
- Document all patient related activity in EMR, per policy

Patient-Centered Medical Home:

- Pro-actively support PCMH initiatives related to care coordination.
- Participate in Quality Improvement Committee activities, trainings, and participate in professional development activities
- Pro-active member of care teams in team-based care initiatives
- Practices team-based care
- Involved in huddles on daily basis per huddle procedure
- Stay up to date with trends in healthcare to develop/ revise integrated care management programs

**Performs other duties as assigned.

Qualifications:

- Valid RN licensure. 3-5 years of relevant experience preferred.
- Experience working in Triage, case management, disease management, home health care nursing, hospital nursing or intensive outpatient education and/or self-management support skills
- Ability to work with a variety of people from different professions
- Relationship building with patients, staff, and providers
- Comprehensive nursing assessment, problem identification and care plan development
- Ability to interact with physicians and other health care professionals in a professional manner.
- Working knowledge of physical health and behavioral health medications.
- Screening for developmental issues, depression, other psychological conditions, and frailty.
- Behavioral strategies including motivational interviewing and self-management support
- Ability to communicate effectively orally and in writing
- Ability to initiate and implement procedures and to evaluate their effectiveness
- Ability to use a personal computer or computer terminal
- Visual/hearing ability sufficient to comprehend written/verbal communications and work with documents and reports.
- Proficient in Microsoft Office and Excel.
- Ability to travel to required meetings and conferences.
- Clinical system design and development
- Project and time management skills
- Solid computer skills including excel, word, and PowerPoint.

Job Description**Position Title: Triage RN / Nurse Manager**

Page 6

- Organized and resourceful self-starter; strong ability to work in a team
- Excellent written, oral and interpersonal communication skills

Working conditions: office-based with the ability to do home visits on a limited basis**Required Screening:** All potential new employees will undergo a background and Office of Inspector General exclusion report and periodically thereafter.**Post-Employment Requirements:**

- All new employees must complete all mandatory trainings, communication training, Health literacy and patient safety, within the first week of employment.
- All new employees must complete training in coordination of care for patients and maybe assigned to a care team to support patients and families in self-management, self-efficiency, and behavior change within the first 2 weeks of employment as administered by leadership.
- All new employees must complete training in population management within the first month of employment as administered by leadership.
- All clinical employees must complete at least basic motivational interviewing training within 3 months of employment.

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