



Metro Community Health Center

Quality Implementation Nurse

POSITION SUMMARY

The Quality Implementation Nurse will facilitate the mission of Metro Community Health Center to ensure the delivery of quality patient care and coordination of supportive services within the health center. The Registered Nurse will provide direct clinical support to an assigned provider, function as an EMR champion, and implement a patient-centered approach to all care given whether face-to-face or telephonic. The individual will administer to the needs of the patients by following the scope of practice and standards of care accurately while demonstrating a broad, comprehensive knowledge base in the theory and practice of nursing. This position utilizes the nursing process to ensure quality and cost-effective health care to patients in all stages of the lifecycle. The Quality Implementation Nurse will work independently as well as part of a team and requires a working knowledge of clinical applications.

DUTIES AND RESPONSIBILITIES

- Provide and facilitate competent health care of patients and families
- Competently telephone triage for ages 0-150 (e.g. remote assessment, medication management, community resource management, chronic disease education, plan-of-care reinforcement, discharge follow-up, etc.)
- Initiate care coordination support within the scope of Pennsylvania nursing licensure when necessary
- Use computers for accessing electronic health records for data retrieval, data entry, charting updates, etc.
- Provide health and wellness education to individuals and groups
- Provide support for initiatives designed to improve the quality of care or clinical outcomes
- Assist providers with direct patient care and procedures
- Provide in-office education for patients with newly diagnosed chronic disease
- Administer immunizations and injectable medications to patients age 0-150
- Provide face-to-face and telephonic care to patients as assigned and qualified to perform
- Assess, review, and develop nursing plans to ensure maximum patient outcomes
- Provide patient/family/caregiver teaching, education, training and counseling as needed relative to disease processes, health maintenance, ordered procedures, and counseling regarding medication and nutrition
- Complete all patient documentation and ensure all patient records are current and complete
- Provide direct care to patients as assigned and qualified to perform
- Coordinate care for patients with chronic diseases
- Assist the clerical and clinical teams with the coordination and scheduling of patients
- Assist in the education and training of staff

- Provide counsel, support, advice, and support to patients, their families and fellow employees
- Perform duties including, but not limited to, vital signs, assisting the providers with procedures, providing patient education, conduct in-office testing to include; urine pregnancy screen, urine dip, rapid strep, laboratory tests, pregnancy tests, medication refills, fecal occult blood, and HIV screening, lead testing, immunizations and other injections, as required
- Act as a resource for patients, clinical staff, and CHNs
- Explore existing patient barriers of health access, healthful behavior, and ability to successfully self-manage chronic disease, if present
- Provide patient/family/caregiver teaching, education, and counseling as needed
- Attend meetings, patient conferences, planning sessions, related to quality assurance, patient care, and other related topics as required by the health center
- Attend off-site tabling events or seminars to provide support or health education
- Attend seminars and maintain all licensure requirements for continuing education and best practices
- Participate in quality strategies to evaluate compliance with standards and to identify opportunities to improve patient outcomes
- Perform duties including, but not limited to, vital signs, assisting the clinician with procedures, providing patient instructions, and conducting in-office testing and procedures
- Support the clinical team with education and training
- Lead and drive the quality improvement/quality assurance quarterly meetings (under the management of the Clinical Director & COO) by facilitating quarterly meetings and maintaining standards by ensuring the metrics for clinical outcomes are consistently reviewed and the organization is provided clear guidance and direction affecting ongoing improvements in the quality of care. Assist the clinical team as necessary to standardize these quality assurance standards and measures
- Provide informal leadership and direction related to clinical collaborative, grant, study, program, or research related initiatives that improve the lives of our patients as well as the communities in which they live
- Provide patient education teaching and training relative to disease processes, health maintenance, ordered procedures, and counseling regarding medication and nutrition
- Other duties as assigned

EXPECTATIONS

- Balance complex clinical scenarios
- Effectively communicate using excellent verbal, non-verbal, and written communication skills
- Utilize decision-making skills and tools to complete tasks including but not limited to, administering or refilling medications and immunizations, performing diagnostic testing, assessing patient/family psychological issues, managing patient telephone triage, and interpreting/recording lab values/diagnostic test results
- Ensure all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as clinic policies and procedures
- Ensure that regulatory (HRSA, VFC, OSHA, CLIA, HIPAA) standards are maintained according to policies and procedures
- Use problem-solving skills to serve the health center's patient population

- Seek out self-learning activities and have a general desire to expand current clinical knowledge and skills
- Complete all patient charting and ensure all patient records are current and complete
- Communicate in a professional manner (verbal, nonverbal, electronic, written communication, etc.)
- Maintain a clean work environment (exam rooms, desk space, etc.) at all times
- Build customer and staff relationships and provide excellent customer service to not only customers, but vendors, partnering liaisons, potential clients and fellow employees
- Adhere to established standards of care and scope of practice

PERFORMANCE SKILLS

- Adaptability
- Communications
- Composure
- Client/patient focus
- Quality driven
- Decision making and problem solving
- Respecting diversity
- Collegiality/team work
- Work standards
- Coachable

REQUIREMENTS

Credentials/Experience

- Graduation from an accredited nursing program
- Bachelor's degree preferred
- Current, state RN license
- 3-5 years acute and/or outpatient medical nursing experience preferred
- Demonstrated success in providing clinical care and nursing support within an organization of comparable pace and complexity
- Demonstrated success in managing difficult patient/customer situations
- Significant knowledge of medical practices and procedures within in a primary care environment
- Significant understanding of local health care systems and access
- Demonstrated success and familiarity with tools, technology, and systems typically found within most progressive health care environments

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Noise level in the work environment is usually quiet.