



Position Description

CLINIC NURSE

Department: Operations/Nursing
Reports to: Operations/Nursing

Date Prepared: April 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide direct nursing care to our patients, assist the providers and pod team members and provide support to the Nurse Team Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist Nurse Team Managers with pod patient flow, including nurse visits, co-visits, and group visits.
- Utilize nursing process; provide professional nursing care in a clinic setting.
- Assist in establishing nursing care plans; participate as member of health care team planning for and providing optimal patient care.
- Provide safe, comfortable, therapeutic environment for patients and families.
- Educate patients on prevention of disease and promotion of health maintenance.
- Identify changes in clinical signs and symptoms in life threatening situations and initiate appropriate measures.
- Evaluate outcome of patient care, consult with other professionals as required, and adjust nursing care processes as necessary to ensure optimal patient care.
- Maintain own daily schedule of patients.
- Assist other members of team.
- Administer medications.
- Assist with OSHA, CLIA and the Cancer Screening Programs.

ADDITIONAL DUTIES AND RESPONSIBILITIES FOR PODs 2.0:

- Participate as member of health care team, planning for and providing optimal patient care.
- Provide direct patient care through nurse visits and the use of nursing protocols.
- Provide co-visits in collaboration with providers and medical assistants. Responsibilities include initial assessment, documentation and patient education.
 - Co-visit visits are acute visits that include but are not limited to ear pain, rash, blood pressure check, cough and colds symptoms, and UTI's, etc.
- Provide patient education at medical appointments including anticipatory guidance, information about chronic care, disease prevention and the promotion of health maintenance.

- In collaboration with providers, provide care management to a small panel of complex patients who need increased clinical support, coaching, and or close follow-up
- Manage daily nurse schedule in conjunction with Nurse Team Manager; participate in daily pod huddles and weekly team meetings.
- Assess patient needs and acuity over the phone. Triage patients accordingly.
- Manage patient tasks and patient/provider follow-up with assistance from team.
- Utilize nursing process; provide professional nursing care in a clinic setting.
- Accurately document patient care in electronic health record.
- Support Care Team MAs as needed/requested.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperates fully with our Compliance Officer in upholding our Compliance Plan
- Performs other duties and responsibilities as required.

SUPERVISION: None

SCOPE OF AUTHORITY:

1. Provide patient education.
2. Evaluate and provide care to patients within the scope of professional knowledge and ability.

Progress is reviewed quarterly and results are measured and formally evaluated annually.

POSITION QUALIFICATIONS:

A. Education / Experience

1. RN licensure from an accredited school required. BSN preferred.
2. Two years experience in community health preferred.

B. Knowledge, skills and abilities:

1. Ability to flourish in a team management system.
2. Experience with electronic health record preferred.
3. Sensitivity to low income, ethnic minority community.
4. Critical thinking
5. Bilingual in Spanish required.
6. Excellent leadership skills.
7. Coaching skills.
8. Interacts with colleagues, team, and all staff in a professional and collegial manner
9. Strong computer skills.

PRINCIPAL WORKING RELATIONSHIPS:

- All Clinica employees and managers
- Patients
- Outside contacts such as community, other healthcare providers

MATERIALS AND EQUIPMENT DIRECTLY USED:

- Medical supplies and equipment

- Computer/Lap Top/Tablet
- Data and data-based development and resources
- Telephone, Cell phone

WORKING ENVIRONMENT / PHYSICAL ACTIVITIES:

- Risk of exposure to blood borne pathogens.
- Usual office environment.
- Ability to travel from clinic to clinic as required.
- Evening or weekend work may be required.



Position Description

NURSE TEAM MANAGER

Department: Operations/Nursing
Reports to: Operations/Nursing

Date Prepared: June 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for the support staff who work on the POD patient care delivery teams, and to work collaboratively with all clinic staff, in order to provide the highest level of continuously improving quality medical care, health education, and preventive services possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Leadership Responsibilities

- Provide day-to-day direct supervision/coaching of Medical Assistant Team Manager including hiring/firing authority and performance appraisals.
- Provide orientation, education, and training of new clinical pod staff in clinical and operational support activities (assisted by Nursing Services, Clinic Director and Human Resources).
- Facilitate problem solving as it arises on the pod.
- Manage pod patient flow, including nurse visits, medical assistant visits, and group visits.
 - Coordinate weekly team meetings and participate in and oversee daily pod huddles.
 - Assure nursing coverage during periods of personal absence and nursing coverage for clinic cell phone.
- Review POD outcomes monthly with pod staff and work with team to create improvement plan where goals are not being met.
- Provide nursing care to patients on pod in collaboration with providers.
 - Patient care including assessing patient needs, triage, and outreach; both in person and over phone. Managing tasking and patient/provider follow up with assistance from team
 - See patients independently using nursing protocols
 - Support provider visits by providing initial assessment.
 - Provide patient education at medical appt: i.e. chronic care.
 - Oversee patient prep and room set up for clinical care.
 - Supervise medication refills in-house and out.
- Support and oversee site and organizational level quality improvement initiatives.
- Maintain the integrity of Clinica's model of care.

Quality and Safety Responsibilities

- Manage labs and screening results:
 - Review lab tracking reports daily to assure lab quality
 - Manage all lab results according to nursing protocol.
 - Manage abnormal cancer screening results on a case by case basis.
- Comply with regulations as assigned:
 - Supervise proper routine cleaning and storage of medical equipment.
 - Administer CLIA (Clinical Laboratory Improvement Amendments) and lab proficiency in a timely manner.
 - Coordinate with other nurse team managers regarding cancer screening programs.

ADDITIONAL DUTIES FOR PODs 2.0:

- Participate as member of health care team, planning for and providing optimal patient care.
- Manage pod patient flow, including nurse visits, co-visits and group visits.
- Provide direct patient care through nurse visits and the use of nursing protocols.
- Provide co-visits in collaboration with providers and medical assistants. Responsibilities include initial assessment, documentation and patient education.
 - Co-visit visits are acute visits that include but are not limited to ear pain, rash, blood pressure check, cough and colds symptoms, and UTI's, etc.
- Provide patient education at medical appointments including anticipatory guidance, information about chronic care, disease prevention and the promotion of health maintenance.
- In collaboration with providers, provide care management to a small panel of complex patients who need increased clinical support, coaching, and or close follow-up
- Manage daily nurse schedule in conjunction with Nurse Team; participate in daily pod huddles and weekly team meetings.
- Assess patient needs and acuity over the phone. Triage patients accordingly.
- Manage patient tasks and patient/provider follow-up with assistance from team
- Utilize nursing process; provide professional nursing care in a clinic setting.
- Provide safe, comfortable, therapeutic environment for patients and families.
- Identify changes in clinical signs and symptoms in life threatening situations and initiate appropriate measures.
- Evaluate outcome of patient care, consult with other professionals as required, and adjust nursing care processes as necessary to ensure optimal patient care.
- Administer medications.
- Accurately document patient care in electronic health record.
- Support Care Team MAs with patient care as needed/requested.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a safe work environment:
 - Implement, review, apply and actively enforce the clinic's safety policies.
 - Support the safety program by actively looking for opportunities to improve safety practices and evaluate staff for safety practices and ergonomic issues.
 - Discipline staff when safety policies are violated.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperate fully with our Compliance Officer in upholding our Compliance Plan.
- Works with the other Nurse Team Managers in maintaining employee health files for the site

- Serve as back up to the Clinic Operations Manager/Clinic Director for NextGen emergent scheduling needs.
- Performs other duties and responsibilities, as required.

SUPERVISION: Yes

Responsibilities:

- Manage and coach clinical staff.
- Initial and annual Performance Evaluations.
- Disciplinary action as needed.
- Leadership and modeling of Clinica values.

SCOPE OF AUTHORITY:

1. Authority for hiring and day to day coaching of clinical staff.
2. Final authority for decisions to terminate the employment of a clinical staff member.
3. Provide patient education.
4. Evaluate patients within the scope of professional knowledge and ability.

Progress is reviewed quarterly and results are measured and formally evaluated annually.

POSITION QUALIFICATIONS:

A. Education / Experience

1. RN licensure from an accredited school required. BSN preferred.
2. Two years experience in community health preferred.
3. Leadership experience preferred.

B. Knowledge, skills and abilities:

1. Ability to flourish in a team management system
2. Sensitivity to low income, ethnic minority community
3. Bilingual in Spanish, preferred.
4. Excellent leadership skills
5. Coaching skills
6. Interacts with colleagues, team, and all staff in a professional and collegial manner.
7. Excellent computer skills

PRINCIPAL WORKING RELATIONSHIPS:

- All Clinica employees and managers
- Patients
- Outside contacts such as community members or other healthcare providers

MATERIALS AND EQUIPMENT DIRECTLY USED:

- Medical supplies and equipment
- Computer, Laptop, Tablet
- Electronic Health Record
- Telephone and cell phone

WORKING ENVIRONMENT / PHYSICAL ACTIVITIES:

- Risk of exposure to blood borne pathogens.
- Usual medical office environment.
- Ability to travel from clinic to clinic as required.

- Evening or weekend work may be required.



Position Description

NURSING SERVICES MANAGER

Department: Clinical

Date Prepared: May 2013

Reports to: Director of Nursing and Clinical Team Development

Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach, trainer and resource for the nursing staff by addressing clinical issues in order to provide the highest level of continuously improving quality medical care, health education and preventive services to our patients, their families and the community. Responsible for implementation and spread of the organization's nursing strategies, policies and procedures to assure patient safety in nursing practices and continuous nursing excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides clinical support and coaching of nurses, including clinical performance appraisals in cooperation with the Clinic Director.
- Supports nurses to effectively manage in-clinic patient visits in addition to other clinic responsibilities. Assists the Director of Nursing and Clinical Team Development in the development of policies and procedures related to the delivery of best practice patient care and assuring that pod staff receives adequate training to implement policies and procedures.
- Works closely with the Director of Nursing and Clinical Team Development in assessing, developing, and evaluating performance of clinical skills of Nurse Team Managers.
- Assures consistent excellence around clinical aspects of regulatory programs such as VFC, CLIA, and OSHA.
- Oversees uniform delivery of nursing health care across all Clinica sites.
- Attends leadership meetings as needed.
- Maintains a synergistic and collaborative relationship with the Clinic Directors and Clinic Medical Directors to provide seamless support to the pods.
- Assists the Director of Nursing and Clinical Team Development to assure compliance with performance improvement standards of Joint Commission.
- Works with the Director of Nursing and Clinical Team Development for patient safety and nursing risk management including implementation of safety devices whenever possible.

- Identifies and communicates to the Nursing Services team ideas for improvements that will enhance nursing best practices at Clinica.

OTHER DUTIES AND RESPONSIBILITIES:

- Serves as a nurse on a pod in clinic for up to 20 hours a week depending on site nurse needs and existing clinical time for nurses who are internal candidates with existing FTE at a Clinica Family Health Services site. This would include providing patient care as per Health Care Plans and within his/her Scope of Practice.
- Assists the Director of Nursing and Clinical Team Development in their role as Infection Control Officer.
 - Collaborates with Clinic Medical Directors and Nurse Team Managers at each clinic, the Safety Officer, and health care regulatory agencies.
 - Assists in the annual review of our Exposure Control Plan.
 - Participates in the review all reports of infectious exposures.
 - Provides guidance and follow up instructions when an infection exposure occurs.
 - Makes regular rounds to evaluate compliance with Infection Control procedures.
 - Maintains strict confidentiality of infectious exposure.
 - Coordinates the collection, management and security of all infectious exposure records in accordance with OSHA guidelines.
 - Coordinates the immunization and vaccination of organization's personnel.
 - Development of disease/exposure prevention policies and programs.
 - Training and documentation of training.
- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with all laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperate fully with our Compliance Officer in upholding our Compliance Plan
- Performs other duties and responsibilities, as required.

SUPERVISION: Yes

Responsibilities:

- Train and coach staff.
- Provide feedback and specific training for clinical improvement to Nurse Team Managers, Clinic Nurses and Medical Assistants.
- Help the Clinic Director assess clinical nursing skills during initial and annual performance evaluations in conjunction with Clinic Director. Assist with competency assessments when due.
- Disciplinary action as needed in coordination with the Clinic Director and the Director of Nursing.
- Leadership and modeling of Clinica values.
- Oversee Exposure Control Plan.

SCOPE OF AUTHORITY:

1. Responsible for overseeing the coordinated nursing care delivery at the clinic sites.
2. Works with the Clinic Director and Medical Directors to maintain quality of care and efficiency.

Progress is reviewed quarterly and results are measured and formally evaluated annually.

POSITION QUALIFICATIONS:**A. Education / Experience**

1. Bachelor's degree preferred or 3 years of professional related experience.
2. RN licensure from an accredited school required.
3. Management experience preferred

B. Knowledge, skills and abilities:

1. Ability to flourish in a team management system
2. Sensitivity to low income, ethnic minority community
3. Bilingual in Spanish preferred
4. Excellent leadership skills
5. Coaches and provides effective and valuable feedback to nursing and MA team members.
6. Excellent organizational skills and management of multiple projects
7. Interacts with colleagues, team, and all staff in a professional and collegial manner
8. Strong writing, process, and communication skills

PRINCIPAL WORKING RELATIONSHIPS:

- All Clinica Family Health Services employees and managers and leadership
- Patients
- Outside contacts such as community, other healthcare providers

MATERIALS AND EQUIPMENT DIRECTLY USED:

- Medical supplies and equipment
- Computer
- Data and data-based development and resources
- Telephone

WORKING ENVIRONMENT / PHYSICAL ACTIVITIES:

- Risk of exposure to blood borne pathogens.
- Usual office environment.
- Ability to travel from clinic to clinic as required.
- Evening or weekend work may be required.