Position Description

Nurse Team Manager

**Department: Operations/Nursing Date Prepared: June 2009**

**Reports to: Operations/Nursing 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:**

1. **Education / Experience**
2. RN licensure from an accredited school required. BSN preferred.
3. Two years experience in community health preferred.
4. Leadership experience preferred.
5. **Knowledge, skills and abilities:**
6. Ability to flourish in a team management system
7. Sensitivity to low income, ethnic minority community
8. Bilingual in Spanish, preferred.
9. Excellent leadership skills
10. Coaching skills
11. Interacts with colleagues, team, and all staff in a professional and collegial manner.
12. 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.