

POSITION DESCRIPTION

Department: Lake Chelan Health Clinics Title: Registered Nurse Consult	
Date Created: 4/5/2024 Next Review Date: 4/5/2026	Reports to: Clinic Manager Approved by: <u>Marcus Miller</u> Marcus Miller (Feb 13, 2025 09:34 PST) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

This position will facilitate and assist providers and the health care team to provide support and expertise for patients with urgent/emergent conditions. Performs and coordinates patient care, telephone calls and authorizations for medications for Primary Care, Express Care and Specialty Care. Will help with coverage for the Perioperative nurse and Medical Assistants when needed.

DUTIES & RESPONSIBILITIES

- Responsible for calls from patients and authorized individuals requiring and requesting triage assessments and will utilize the approved triage guidelines to offer the appropriate level of care to ensure an optimal outcome.
- Possesses the ability to conduct a comprehensive assessment utilizing evidence-based guidelines, along with insight of the nursing process, and a proven ability to critically analyze information from the patient and the EMR in the decision-making process.
- The nurse will facilitate communication with providers and other healthcare organizations as appropriate based on the clinical situation to facilitate safe transitions of care.
- The nurse will utilize translation services as necessary to obtain the clinical information required to complete an assessment.
- The nurse will assist with the evaluation, assessment, and plan of care for patient portal messages, faxes, and other methods of communication as needed.
- Sends electronic messages to providers when needed.
- The nurse will document telephone encounters and decision making in the EMR in a concise and accurate manner, utilizing the appropriate templates and the patient's own words as appropriate.
- The nurse will be the vaccine coordinator for the Childhood Vaccine Program (CVP), will provide daily documentation and data entry into the state's computer when needed.
- Maintains confidentiality, HIPAA, and PHI compliance.
- Demonstrate flexibility and ability to prioritize and manage multiple demands.
- Able to work collaboratively with a wide range of disciplines in the health care team to develop a patient's plan of care.

- Serves as a liaison with other health care agencies or services to promote coordinated health care across the continuum.
- Required to maintain active Basic Life Support (CPR) certification.
- Collaborates across the organization as needed to assist with quality improvement initiatives.
- Reports concerns about patient safety utilizing the incident reporting system (Healthcare Safety Zone) and reports to the clinic manager or director as needed.
- Collaborates with the Community Health Workers to assist in coordination of care for our patients when needed.
- Schedules appointments, forwards medical records, labs, and x-rays for continuity of care.
- Utilizes de-escalation skills when patients are in distress.
- Other duties as assigned.

QUALIFICATIONS

Required:

- RN current licensure in state of Washington

Desired:

- Previous experience in telephone triage.
- Previous experience in an outpatient clinic setting.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, with employees that are accountable for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees at all levels and across all disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our regional a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships – patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the “top of one’s license”.
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our community, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking – allowing – and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person – not just

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open -minded and appreciate the perspectives and life experiences of all.
- Acknowledged and celebrate diversity in our community and our organization.
- Will encourage transparency – encourage constructive identification of problems and will take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of the work we perform, operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify just culture, focusing on improving systems – and treating staff equitably.
- Report errors – and systems issues – provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

PHYSICAL REQUIREMENTS ANALYSIS

Department: Clinic

Job Title: Consult/Triage RN

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☒	☐	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☐	☒	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Lighting: ☒ Bright

☐ Dim

☐ Mechanical hazards

☐ Hazardous substances

☒ Infectious diseases

Harmful physical agents:

☐ Heat/Cold

☐ Noise

☐ Ionizing/non-ionizing radiation

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

Job Description: Registered Nurse Consult Feb 2025 CLINIC v2

Final Audit Report

2025-02-13

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