

# Orchid Health Registered Nurse Job Description

## **Summary**

The Registered Nurse will be clinically competent while delivering care to patients utilizing the nursing process of assessment, planning, intervention, implementation and evaluation. The RN will effectively interact with patients and will support persons and clinic team members while maintaining all standards of professional nursing.

## **General Expectations:**

- Patient Experience at Orchid is critical, and the RN is expected to work to build an excellent rapport with all patients, with Compassion and Patience
- Patients at Orchid are treated with respect, and we go out of our way to hear them and their stories - the RN is expected to model this process in an exemplary way
- Complete Charting in a timely fashion, daily.
- Participate in 60 minute New Patient Visits, and 30 min Routine Patient Visits, expecting to perform 8-12 individual patient visits per day. (Occasionally more and sometimes less depending upon clinic needs).
- Use other time effectively to perform administrative tasks as listed throughout Job Description
- Come to work on time and be prepared to work with diligence
- Exhibit Ethical Conduct at all times
- Follow HIPAA Regulations and other Compliance Requirements
- Use our Electronic Record System (Athena) for Patient Notation
- Demonstrate a Practice of Thorough Documentation of All Patient Interactions
- Respond to patient cases and queries in a timely fashion, daily
- Assist with patient Medical Refills when appropriate, per Orchid Protocols

**Essential Functions** - training and support will be provided to ensure RN has the knowledge required to perform these functions.

## **Management of Patient Care Plans**

- Assist with the Development of Individualized Care Plans for Each Patient, based upon standards for Management of Disease Processes and appropriate Preventive Health Screenings
- Work with patients to ensure Care Plans are Patient-Focused and Agreeable
- Work with Medical Assistants and Providers with Decision Making when needed, to ensure Care Plans are followed or modified appropriately

## **Take responsibility for our High Needs Patient Panel**

- Ensure our High Needs Patients all have Care Plans
- Follow set processes to ensure these patients are maintaining necessary appointments - directing Engagement Coordinator to make Outreach Phone Calls when Needed
- Assist Medical Director and Providers by Monitoring Gap Reports and coordinating patient follow up as needed

## **Chronic Care Management Oversight**

- Follow Protocols for Medicare Chronic Care Management Processes
- Assist in identifying patients who meet CCM Requirements

## **Medical Assistant Coaching**

- Assist Lead MA with Trainings as needed
- Guide Lead MA in targeting High Needs Patients as needed
- Assist MAs with Triage when needed

- Assist MAs with Quality Measures Processes when needed

#### **New Patients**

- Perform Comprehensive History Evaluations for New Patients to Orchid
- Develop Preliminary Care Plans and Lab Orders for these Patients
- Deliver an Exceptional Experience for each New Patient

#### **Patient Education Visits per Orchid Guidelines and Protocols**

- Diabetic Education
- Smoking Cessation
- Hypertension
- COPD
- Weight Loss
- Other Chronic Disease Processes as needed
- POLST Discussions/Advanced Directives
- Annual Wellness Visits

#### **Suboxone Processes/Visits**

- Follow Medical Director Protocols and assist Patients in maintaining active status in our program

#### **Pain Medication Visits**

- Assist Providers in ensuring patients are following Controlled RX Protocols
- Ensure Chronic Pain Patients are following CSA Guidelines/addressing other health issues

#### **Mental Health Visits and Social Work**

- The RN will not be primarily responsible for Individual Patient Visits regarding Mental Health, but may be required at times to step in and assist with a patient who is Suicidal and needs a Suicide Plan, or other Mental Health Support.
- The RN is not the primary individual to perform Social Work Tasks, but all members at Orchid occasionally need to serve in this role as Patient Needs become evident - the RN may perform these tasks when indicated

#### ***Possible Responsibilities at Orchid***

- Assist with occasional IV Fluid or Medication Delivery for Patients
- Assist with Wound Care or In Office Procedures, depending upon qualifications
- Occasional Home Visits
- Occasional Phlebotomy
- Possible Allergy Testing
- Administration of Injections, EKGs, PPD, Spirometry
- Occasional Emergency Management/BLS/9-1-1- Protocols
- Patient Telephone Visits
- Patient Health Education Classes

#### ***Other Duties***

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice but will remain within the scope of practice for a Registered Nurse.

#### ***Teamwork***

- Assist with the development of clinic policies, protocols and collaborative practice agreements as needed from time to time in collaboration with Clinic Leadership.

- Maintain a respectful attitude that fosters good relationships with Supervisors, Providers, and other members of the Clinical and Administrative Team.
- Employ clear written and verbal communication skills with patients, staff, and Leadership Team
- Maintain and Model an attitude of Positivity and Problem-Solving; avoid Complaining, and withhold Demeaning Comments at all times
- Be willing to embrace innovative Clinical Models and cooperate with the growth of other team members, maintain flexibility in regards to tasks that need to be done for overall patient care.
- Intentionally Support Teammates through contributions to the “kudos box” and through verbal or other forms of communication that demonstrate appreciation for positive contributions that coworkers have made

### ***Personal Growth and Learning***

- Be willing to acknowledge and learn from personal mistakes.
- Maintain an open mind and adapt to constructive feedback.
- Take responsibility to continually learn and expand clinical knowledge, and participate wholeheartedly with educational initiatives provided at Orchid.
- Ask for help when seeing a patient for clinical issues that are unfamiliar to you or are out of your scope of practice

### ***Personal Responsibilities.***

- Ask questions and thoroughly communicate with staff any needs or concerns, to ensure the highest quality of teamwork and care delivery.
- Appropriately report concerns that you observe regarding patient care to ensure consistency from all team members.
- Refrain from discussing personal, political and religious views in the workplace.

### ***Be Willing to Embrace Orchid’s Core Values***

1. We Show Respect
  - a. We believe in the unique value that each person brings to the table and seek to understand their perspective, ideas, challenges and strengths
  - b. We are exceptional listeners
  - c. We provide the support needed to perform our jobs well but also the time needed to rest and recuperate
2. We Don’t Accept the Status Quo
  - a. We take pride in being at the forefront of healthcare innovation in order to best serve our communities
  - b. We combine cutting-edge research with creativity to deliver comprehensive care that goes above and beyond
3. We are Passionate about our Mission
  - a. We are excited to be a part of Orchid’s mission
  - b. We are Passionate about what we do/our ability to care for patients and affect change
  - c. We bring enthusiasm into our day to day tasks and relationships
4. We Choose Positivity
  - a. We elect to work with a smile on our face
  - b. We work to make everyone else feel better about themselves after interacting with us as individuals

- c. We celebrate successes
- 5. We Embrace a Learning Environment
  - a. We are willing to learn, excited to try new ideas, and are flexible for the greater good of our team and our patients
  - b. We give and receive constructive feedback without taking things personal
  - c. We exhibit vulnerability in admitting and learning from our mistakes, in a safe and supportive environment
- 6. We Honor Integrity and Accountability
  - a. We choose to be accountable to one another by being individually responsible for our own excellent job performance
  - b. We are committed as a company to be transparent about our plans and actions, and to communicate those effectively to our team
- 7. We Value Relationship
  - a. We are committed to spending time to get to know one another as individuals
  - b. We promote a team-centered approach
  - c. We assume the best intentions from each other

### ***Work Environment***

Team member will be exposed to virus, disease and infection from patients and specimens in working environment. Team member may be required to work extended periods of time at a video display terminal (VDT). Team member may experience traumatic situations, including psychiatric, dismembered and deceased patients.

### ***Physical Demands***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This position requires intermittent physical activity, including standing, walking, bending, kneeling, stooping and crouching as well as lifting and supporting patients.

### ***Travel***

Travel is primarily local during the business day, although some out-of-the-area may be expected on occasion (CME Events or for activities involving other Orchid Health Clinics).

### ***AAP/EEO Statement***

It is the policy of Orchid Healthcare Clinic to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Orchid Healthcare Clinic will provide reasonable accommodations for qualified individuals with disabilities.