



Job Title: Care Team Nurse

FLSA Classification: Nonexempt

Salary Grade: Grade 106

Reports to: Director of Nursing

Date: 4-26-2021

JOB DESCRIPTION

Summary/Objective

Under the Direction of the Director of Nursing, the Care Team Nurse will make a change in Packard Health Patient's by closing the gap in social determinates of health and working with a team to provide comprehensive primary care to patients.

Essential Functions

- Apply the Core Concepts of patient and family centered care in practice and use this knowledge to personalize care for each patient/family.
- Recognize the impact of nursing care and patient/family partnerships on patient outcomes.
- Provide the delivery of culturally sensitive age-specific nursing care for adult, pediatric, and OB/GYN patient populations in a Family Medicine setting.
- Demonstrate knowledge of and ability to competently perform technical procedures and use equipment properly.
- Delegate tasks appropriately.
- Perform telephone triage, assessment, screening, patient education and direct patient care.
- Perform accurate and expedient documentation of nursing care.
- Have knowledge and appropriately use internal and external resources.
- Provide chronic disease care and management to complex patients, providing self-management support with a focus on empowering the patient/family to build capacity for self-care.
- Provide care management and coordination for adult and pediatric patients with complex illness, including transition of care calls in the primary care setting, under minimal supervision and in partnership with the primary care team.
- Manage a caseload of patients; provide targeted interventions to avoid hospitalization and emergency room visits.
- Integrate evidence based clinical guidelines, preventive guidelines, and protocols in the development of individualized care plans that are patient centered, promoting quality and efficiency in delivery of health care.

- Provide functional supervision to assistive personnel; collaborate with colleagues, other disciplines, and health/care community services to promote continuity of care.
- Other duties, with the scope of nurse and as assigned.

Competencies

- Able to demonstrate critical thinking skills, excellent problem-solving skills, and ability to set priorities.
- Able to provide caring and empathetic care to a diverse population of patients.
- Able to build respectful relationships.
- Able to support care for highly complex patients.
- A good communicator.
- Dependability and accountability.
- Adaptability to changing needs and priorities.
- Ability to balance efficiency with compassionate care.
- Ability to consistently engage in multidisciplinary collaboration.

Supervisory Responsibilities

No direct reports but will be required to oversee the work product of others.

Work Environment

- Outpatient medical practice setting, with occasional pre-planned community outreach programs.
- Must be able to work in a stressful environment which involves frequent interruptions and interaction with people.
- Must be able to work occasional evenings and weekends.
- Occasional minimal travel may be required between Packard Health locations or for local outreach.

Physical Demands

- Must be able to use keyboard for long periods of time.
- Must be able to read small print and computer monitor for long periods of time.
- Requires full range of body motion, manual and finger dexterity, and eye-hand coordination.
- Requires sitting, standing and walking for long periods of time.

Required Education and Experience

- Current Michigan nursing licensure is required.
- LPN/ADN, BSN strongly preferred.
- Ability to function with standard office equipment and technology (Phone, Computer, etc) required.
- Ability to operate software, such as EHRs, office email, calendar and remote meeting functions, internet browsers, and cloud-based platforms required.

Preferred Education and Experience

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- Experience with Athena, MCIR, and/or Epic, Microsoft Office, and Teams platforms are a plus.
- Preferred, one to two years of telephone triage experience, preferably in a medical setting.
- Nursing triage training or experience is a plus.
- Bilingual (Spanish, Arabic, ASL) a plus.
- New nurses welcome to apply.

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.

Signatures

This job description has been approved by:

Manager _____

Date _____

HR _____

Date _____

Employee signature below indicates the employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____

Date _____

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