

**JOB DESCRIPTION**

**POSITION TITLE:**  POD Lead LPN **REPORTS TO:**  Nursing Department Supervisor

**DEPARTMENT:** Nursing **EMPLOYMENT STATUS:** Non-Exempt, Hourly

**LOCATION:** Ferndale

**JOB PURPOSE:**

Under the supervision of the Nursing Department Supervisor, the POD Lead LPN assists in daily patient management and is the lead for the Medical Assistants within the POD. The POD Lead LPN is part of a multidisciplinary patient care team providing and coordinating medical care in an outpatient setting following a patient-centered, primary care model. The POD Lead LPN is responsible for care team achievement of clinic performance measure goals/metrics through leadership, delegation, problem identification and continuous process improvement. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB DIMENSIONS:**

Must demonstrate communication skills, problem-solving skills, a strong knowledge in nursing practices and procedures and have a “team” concept attitude. Primarily, but not limited to, Monday through Friday workweek, occasional Saturdays (unless hired specifically for Saturday coverage) and holidays. Works closely with a multidisciplinary team consisting of, at a minimum, medical provider(s), other LPN(s), RN Care Manager(s), Behavioral Health Consultant(s) and MA(s).

**JOB QUALIFICATIONS:**

**Education:** Completion of a Licensed Practical Nurse program at an accredited institution.

**Certification and Licensure:**

* Current WA State Department of Health LPN license.
* Current CPR & BLS certification required.

**Experience:** At least two (2) years’ experience with outpatient clinic responsibilities and delegation/supervisory experience of Medical Assistants preferred. Community Health Center experience is preferred.

**Specialized Skills & Knowledge:** Must demonstrate excellent communication, customer service and problem solving skills in a demanding fast paced environment with constant public contact, frequent interruptions, and occasional crisis situations. Strong knowledge of medical equipment, nursing procedures, documentation and patient education. Must be competent in general office skills such as computers (electronic medical records & Microsoft Office products), faxes, telephones, and copy machines. Must have proficient keyboarding skills and be able to input patient data quickly and accurately. Must be able to organize and prioritize work load. Must maintain an effective and positive professional working relationship with staff and patients at all times and have a team concept attitude. Must have the ability to understand and respond effectively and with sensitivity to special population groups served by UCNW. Special populations groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, & others.

**Blood-Borne Pathogens Exposure:** Category: I

This position’s roles and functions in our team-based model include:

|  |  |
| --- | --- |
| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
|  |  |
| **Communication:** | 1. Asks for direction when unsure of job expectation.
 |
|  | 1. Makes suggestions and addresses concerns in a constructive manner.
 |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution.
 |
|  | 1. Communicates effectively and courteously to all UCNW staff.
 |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.
 |
|  | 1. Takes and returns from breaks and lunch times in a timely manner.
 |
|  | 1. Maintains a clean, orderly and professional work area.
 |
|  | 1. Seeks out appropriate uses of time during non-busy periods.
 |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention.
 |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.
 |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures.
 |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes.
 |
|  | 1. Consistently reports to work on date and time scheduled.
 |
|  | 1. Self-initiates and follows through on assignments in a timely manner.
 |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving.
 |
|  | 1. Promotes positive team work and cohesiveness between all staff.
 |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.
 |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct.
 |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed.
 |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations.
 |
|  | 1. Prioritizes customer service and customer satisfaction.
 |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW.
 |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients.
 |
|  | 1. Accepts supervision and criticism in a constructive manner.
 |
|  | 1. Maintains professional appearance appropriate for position.
 |
|  | 1. Maintains organizational and patient confidentiality.
 |
|  | 1. Demonstrates an ability to adapt to change.
 |
| **Job Specific Duties** | 1. Responds to EMR desktop items in a timely manner.
 |
|  | 1. Maintains controlled substances spreadsheet as directed by supervisor.
 |
|  | 1. Manages Patient Assistance Program.
 |
|  | 1. Manages BH prescription controlled substance contract requirements as directed.
 |
|  | 1. Monitors and orders lab supplies as needed from Peace Health & NW Pathology or other vendor as directed.
 |
|  | 1. Communicates with outside providers including nursing homes, pharmacies and specialty providers to meet patient care goals.
 |
|  | 1. Performs laboratory, diagnostic and therapeutic procedures listed on MA skills checklist.
 |
|  | 1. Ensures lab specimens are properly labeled, recorded, and sent to the appropriate outside laboratory.
 |
|  | 1. Provides telephone refilling of medications as directed by the provider.
 |
|  | 1. Provides liaison between front desk, float provider, and health care team members to ensure timely and orderly flow throughout the clinic.
 |
|  | 1. Manages patient expectation (e.g. wait time, service delay) through communication and documentation of the same.
 |
|  | 1. Documents accurately and concisely within the electronic medical record (EMR), including using two patient identifiers (name & date of birth), using flags when appropriate. Communicates the patient status accurately in verbal and written reports to the appropriate health care provider(s).
 |
|  | 1. Maintains proficiency in EMR use as well as other modes of communication including Spark instant messaging, e-mail, and the SharePoint intranet system.
 |
|  | 1. Follows established procedures for opening and closing the clinic each day.
 |
|  | 1. Demonstrates awareness of and access to community resources, including other services offered at UCNW (Behavioral Health, Dental, Communicable Disease, etc.)
 |
|  | 1. May order supplies, as assigned by supervisor.
 |
|  | 1. Responds to complex clinical & interpersonal situations professionally.
 |
|  | 1. Anticipates provider & patient needs prior and during visits.
 |
|  | 1. Follows disease specific protocol management.
 |
|  | 1. Uses reports to identify and respond to panel needs.
 |
| **Direct Patient Care:** | 1. Maintains patient privacy in the rooming process.
 |
|  | 1. Provides assistance with patient exams and medical procedures.
 |
|  | 1. Provides medication administration and instruction to patients on the use of medications as directed by the provider.
 |
|  | 1. Provides instruction on home care, patient education and gives general health information and/or follow-up instruction as directed by a provider.
 |
|  | 1. Informs patient of normal test result and follow-up instruction, either by phone or by letter, as directed by the provider.
 |
|  | 1. Schedules patient diagnostic imaging appointments following clinic procedure. Instructs patient on prep, if needed; check-in time; and confirms imaging facility.
 |
| **Pod Lead:**  | 1. Assists in triage of patients by gathering information, addressing “walk-ins” and responding to telephone inquiries and medication refills in a timely and appropriate manner.
 |
|  | 1. Prepares and leads POD Team meetings and daily huddles.
 |
|  | 1. Develops strategies and awareness to achieve UCNW quality performance measure goals/performance metrics. Partners with Health Coach to lead POD/Care team initiatives.
 |
|  | 1. Coordinates breaks & lunches when requested and works with clinic supervisor to assure staffing needs are met.
 |
|  | 1. Coordinates MA/LPN performance feedback with Nursing Supervisor and Ferndale Clinic Supervisor. Participates in performance evaluation process.
 |
|  | 1. Orients new clinical support staff.
 |
|  | 1. Leads and coaches the POD Medical Assistants including regularly assigning, instructing and checking daily work.
 |
|  | 1. Remains knowledgeable of payor sources that may affect patient care and knowledgeable of assistance programs and community resources available to UCNW patients.
 |
|  | 1. Potential for other duties as role expands and as assigned.
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**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

 R = rarely *(less than 0.5 hour per day)*

 O = occasionally *(0.5 to 2.5 hours per day)*

 F = frequently *(2.5 to 5.5 hours per day)*

 C = continually *(5.5 to 8 hours per day)*

 NA = not applicable

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  | ✓ |  |  |  |
| Stationary standing |  |  | ✓ |  |  |  |
| Walking |  |  |  | ✓ |  |  |
| Ability to be mobile |  |  |  | ✓ |  |  |
| Crouching (bend at knee) |  | ✓ |  |  |  |  |
| Kneeling/crawling | ✓ |  |  |  |  |  |
| Stooping (bend at waist) |  |  | ✓ |  |  |  |
| Twisting (knees/waist/neck) |  |  | ✓ |  |  |  |
| Turning/Pivoting |  |  | ✓ |  |  |  |
| Climbing | ✓ |  |  |  |  |  |
| Balancing | ✓ |  |  |  |  |  |
| Reaching overhead |  | ✓ |  |  |  |  |
| Reaching extension |  |  |  | ✓ |  |  |
| Grasping |  |  |  | ✓ |  |  |
| Pinching |  |  |  | ✓ |  |  |
| Pushing/Pulling:  |  |  | ✓ |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  |  |  |  |  |  |
|  Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40 41-60 61-80 81-100 >100  |  |  |  |  |  |  |
|  Maximum weight: Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | ✓ |  |  |
| Talking on telephone |  |  | ✓ |  |  |  |
| Hearing in person |  |  |  | ✓ |  |  |
| Hearing on telephone |  |  | ✓ |  |  |  |
| Vision for close work |  |  |  | ✓ |  |  |
| Other sensory requirements |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Environmental Factors** | **SPECIFY** |
| Safety requirement: -clothing -required safety equipment -activities performed | Gloves, mask, safety glasses, protective gown. |
| Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust  | Handling of sharp instruments/needles, exposure to blood and bodily fluids on regular basis |
| Operation of equipment, vehicles or tools | N/A |
| Required infection control standards | Review policy. |
| Other environmental factors | N/A |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**