

**JOB DESCRIPTION**

**POSITION TITLE:** RN – Health Coach  **REPORTS TO:** Nursing Department Supervisor

**DEPARTMENT:** Nursing **EMPLOYMENT STATUS:** Hourly, non-exempt

**LOCATION:** Bellingham & Ferndale

**JOB PURPOSE:**

The RN Health Coach provides nursing care as part of a multidisciplinary health care team. The goal is to deliver timely, safe and effective evidence based patient centered care. This position provides care and case management services targeted at priority populations to meet goals for patient care, resource utilization and patient satisfaction. Works closely with a multidisciplinary team consisting of, at a minimum, medical provider(s), LPN(s), Behavioral Health Consultant(s), IBH Case Managers, Medical Assistant(s) and other RN(s). Job duties include: Care & Case management, RN visits for acute and chronic medical conditions in collaboration with providers; patient education; phone and walk-in patient care; and quality improvement activities. Unity Care Northwest manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes and evidence based goals.

**JOB QUALIFICATIONS**

**Education and Experience:** Completion of an accredited nursing education program. At least four years’ experience with out-patient clinic responsibilities, preferably community health center experience. Diabetic Educator and motivational interviewing experience is preferred.

**Certification and Licensure:** Current Washington State RN license. Current CPR & BLS certification required.

**Specialized Skills & Knowledge:** Population care management concepts preferred. Must demonstrate excellent communication and assessment skills, problem solving skills, a strong knowledge in nursing practices and procedures, and have a ‘team’ concept attitude. Must demonstrate a strong knowledge of medical equipment, nursing procedures, documentation, patient education, & knowledge of community resources. Must be competent in general office skills such as computers (Electronic Medical Records & Microsoft Office products), faxes, telephones, and copy machines. 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. Must have the ability to understand and respond effectively and with sensitivity to special populations served by UCNW. Special populations include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability, migrant and seasonal workers, homeless and 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. Performs independent RN visits for both acute and chronic conditions in collaboration with provider(s), IBH and POD Lead RNs. May also assist provider with office visits for case managed or complicated patients to take history, collect outside records as needed, obtain vitals and lab specimens, provide health education, coordinate care, connect to resources, arrange follow up. Phone management of test results and plan. |
|  | 1. Works within a multidisciplinary health care team to provide care and meets clinical performance measure goals/performance metrics for quality care, resource utilization E.G. Emergency room use and patient satisfaction. |
|  | 1. Implements the medical and nursing plan of care using the nursing assessment of the patient’s readiness to learn, health literacy and educational needs and preferences and agreed upon self-management goals. |
|  | 1. Educates patients in a wide variety of health care subjects such as nutrition and life style issues, sexually transmitted diseases, basic health care maintenance, chronic disease management and processes, medication action and side effects, self-administration of medications. Assess readiness for change behavior using motivational interviewing to partner with Health Coach to achieve health goals. |
|  | 1. Back up POD Lead RN when necessary. Prioritizes and coordinates patient care, connects patients to resources, monitors progress with health goals. |
|  | 1. Consults and communicates with outside providers, including nursing homes, pharmacies and specialty providers to meet patient care goals. |
|  | 1. Reviews lab results for urgent abnormal results. |
|  | 1. Performs patient follow-up including notifying patients of laboratory results per provider direction, schedule patients for follow-up or RN visits. |
|  | 1. Communicates significant findings/changes in patient condition to the provider in a timely basis. |
|  | 1. Documents accurately, objectively, timely and completely and includes a plan of care. |

**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:**