

**JOB DESCRIPTION**

**POSITION TITLE:** Process Improvement Nurse  **REPORTS TO:** Chief Operating Officer

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

**LOCATION:** Bellingham

**JOB PURPOSE:**

The Process Improvement Nurse provides multi-disciplinary (Medical, Dental, Behavioral Health, Pharmacy) clinical support to UCNW’s Quality Improvement Program including evaluation, assessment and clinical performance improvement recommendations while mitigating risk and promoting compliance and safety. Approaches are evidence-based, outcomes-driven and measurable. This position works under the guidance and direction of the Senior Leadership Team and Medical Operations Manager with work distribution and close collaboration coordinated with the QI/Project Manager. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

Provides clinical leadership and/or support for agency committees, grant requirements, clinical chart audits, peer review processes, death and risk/compliance investigations and initiatives such as NCQA Patient-Centered Medical Home, immunization and medication management.

**JOB QUALIFICATIONS**

**Education and Experience:** Registered Nurse-Bachelor’s degree (BSN) required with a minimum of 3 years nursing experience in a primary care or equivalent setting.

**Specialized Skills & Knowledge:** Current Washington State RN license. Must demonstrate excellent communication, critical thinking and problem solving skills. 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 providers, leadership, 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:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
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| **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. Works closely and collaboratively with the QI/Project Manager to execute and implement the organization’s Quality Improvement Plan. |
|  | 1. Works within a multi-disciplinary health team to provide clinical expertise and support to the Quality Improvement Program including: chart audits, death investigations, risk management activities, peer review processes, cause for concern resolution, patient complaints and grant/contract compliance. |
|  | 1. Serves as the nursing & quality representative on committees such as Chronic Pain, Pharmacy & Therapeutics, Communicable Disease (as needed), Patient Centered Medical Home (as needed) and Meaningful Use (as needed). Responsibilities include support with the development of written procedures, patient instructions, tools, handouts, EMR templates and conducting chart audits. |
|  | 1. Serves as the nursing department liaison for the above committees ensuring information is collected, shared and activities coordinated. This includes from the nursing department up to the committee and from the committee back to the nursing department (via the POD Lead RN’s & Nursing Supervisor). |
|  | 1. Works closely with the Nursing Supervisor, POD Lead RN’s and Medical Operations Manager to coordinate UCNW’s Immunization Program and VFC Quality Control Management including development of procedures and workflows, oversight of the inventory system, identifying documentation accuracy issues, assisting with the development of EMR templates, assisting with the development of staff training curriculum and tools, mitigating risk, promoting patient and staff safety, and making recommendations for achievement of immunization rate goals. At times, may provide direct patient care related to these functions. |
|  | 1. Works closely with the Nursing Supervisor, POD Lead RN’s and Medical Operations Manager to coordinate UCNW’s In-house Medication Program including development of procedures and workflows, oversight of the inventory system, identifying documentation accuracy issues, assisting with the development of EMR templates, assisting with the development of staff training curriculum and tools, mitigating risk, promoting patient and staff safety, and making recommendations for system improvements. At times, may provide direct patient care related to these functions. |
|  | 1. Fully utilizes SharePoint as the central repository for organizational and departmental data reporting and written policies/standards/procedures/workflows in order to facilitate and encourage easy access. (In coordination with the QI/Project Manager and/or Nursing Supervisor and Medical Operations Manager. |
|  | 1. Works with the QI/Project Manager to recommend performance indicators and definitions, goals, and collection and reporting strategies that allow alignment and comparability with state and national benchmarks for quality, service/satisfaction, cost, and finance. |
|  | 1. Other duties as assigned. |

**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

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| **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 |  |  |  |  |  |  |

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| **Environmental Factors** | **SPECIFY** | | | | | |
| Safety requirement:  -clothing  -required safety equipment  -activities performed |  |  |  |  |  |  |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust |  |  |  |  |  |  |
| Operation of equipment, vehicles or tools |  |  |  |  |  |  |
| Required infection control standards |  |  |  |  |  |  |
| Other environmental factors |  |  |  |  |  |  |

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:**