

JOB TITLE: FLOOR NURSE SUPERVISOR
Department: Medical
Reports To: CQO
FLSA Status: Exempt



DRESS CODE

This position is required to wear scrubs, lab jacket and Personal Protective Equipment (PPE) as uniform on days when performing clinical duties. Business casual attire is permitted on administrative and non-clinical days.

SUMMARY

Provide clinical oversight to the medical clinical staff, including but not limited to, staff support, operational issues, regulatory requirements, patient relations and provider relations.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIREMENTS

- Successful completion of Medical software systems training.
- Perform clinical procedures as required and within scope of practice.
- Establish a compassionate environment by providing emotional and psychosocial support to patients, friends and families.
- Proficiency in utilizing office equipment.
- Excellent communication skills and telephone etiquette
- Ability to establish rapport with co-workers, clients, vendors and community members.
- Ability to motivate others toward achieving goals.
- Self-motivated and able to work independently with minimal supervision.
- Ability to remain non-judgmental with open qualities and clear sense of boundaries.
- Ability to work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate.
- Maintain superior level of customer service when dealing with patients, vendors and co-workers.
- Travel to various areas of the region and WMHC satellite locations as required.
 - Possess valid Pennsylvania driver's license.

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- Attend trainings, workshops and other professional development events necessary to maintain licensure.

JOB PERFORMANCE

- Core Clinical Responsibilities
 - Accomplish WMHC human resource objectives by selecting, orienting, training, assigning, scheduling, coaching, counseling and disciplining Medical Assistants; communicating job expectations; planning, monitoring, appraising job contributions; recommending compensation actions; adhering to policies and procedures.
 - Provide information for strategic plans and reviews; implement productivity, quality and customer service standards; work to resolve problems passing to executive leadership when necessary/appropriate; identify system improvements.
 - Identify patient service requirements by establishing personal rapport with patients and other persons in a position to understand service requirements.
 - Maintain Medical Assistant/Nursing guidelines by serving on policy subcommittee and writing and updating policies and procedures.
 - Coordinate/collaborate establishment of patient care goals; teaching and counseling patients, friends and family and reinforcing their understanding of disease, medications and self-care skills.
 - Ensure Medical Assistant staff provides information to patients and health care team by answering questions and requests.
 - Resolve patient needs by utilizing multidisciplinary team strategies.
 - Maintain safe and effective clinical working environment by collaborating with WMHC in designing and implementing procedures, rules and regulations; calling for assistance from other health care professionals.
 - Protects patients and employees by collaborating on developing and interpreting infection control policies and protocols; enforcing medication administration, storage procedures, and controlled substance regulations.
 - Maintain patient confidence and protect operations by monitoring confidential information processing.
 - Maintain documentation of patient care services by auditing patient and department records.
 - Ensure operation of medical and administrative equipment by verifying emergency equipment availability; completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
 - Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal network; participating in professional societies.

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- Maintain a cooperative relationship among health care teams by communicating information; responding to requests; building rapport; participating in team problem solving methods and meetings.
- Accomplishes organizational goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Ensure integrity of processing and completion of patient messages and tasks via EMR.
- Ensure that Medical Assistants address voicemail messages, in accordance with office protocols.
- Laboratory control processing and supply inventory.
- Implement clinical prioritization protocols for patient care.
- Coordinate daily patient care routines and workflow.
- Oversee/ensure integrity of referral coordination, tracking and follow up.
- Assist in oversight of Infection Control program to ensure staff compliance with policies and procedures.
- Assist Medical Providers with appointments and procedures.
- Record vital signs, patient histories, and subjective complaints in EMR.
- Prepare patient for examination; explain procedures and treatments to patient as indicated.
- Effective prioritization of health related concerns.
- Administer injections and medications; explain medication, dosage and possible side effects to the patient.
- Provide patient with educational material as directed/triggered by the EMR, printing or sending via patient portal and/or per patient preference
- Provide patient with required forms and documents; ensure they are complete and accurate.
- Ensure patient documentation in EMR is complete and accurate.
- Answer phones and direct callers to appropriate party.
- Oversight/responsibility for Vaccines for Children (VFC) program.
- Behavioral Health Liaison Responsibilities
 - Effective prioritization/forwarding of Behavioral Health related concerns.
 - Use of Behavioral Change Interventions
 - De-escalation techniques
 - Knowledge/awareness of interaction medical and co-occurring mental illness in patients.
 - Medication reconciliation and coordination: ensure Medical Assistants set up reconciliation and providers document their authorization of it.
 - Communicate pertinent information regarding discharge summaries with Case Managers and schedule accordingly.
 - Assist with education pertinent to physical and behavioral health overlap e.g.: diet and exercise to complement health goals
 - Coordinate and provide access to chronic disease management.

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SCHOOLING, EXPERIENCE, CERTIFICATION/S and/or LICENSURE/S

- High School Diploma.
- Current Pennsylvania Practical Nurse Licensure (LPN)
- 10 years, or more, related experience with LPN licensure.
- Bachelors of Science in Nursing or equivalent experience preferred.
- Knowledge of EMR.
- BLS Certification
- AED Certification.
- Act 131: Child Abuse Training.
- Hepatitis B Vaccination.
- Bi/Multi lingual preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as operating and maintenance instructions, and policy/procedure manuals. Ability to read, analyze and interpret common medical scientific journals, technical journals, medical reports and legal documents. Ability to speak effectively before groups..

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written and oral format. Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form. Ability to deal with problems involving several abstract and concrete variables in standardized situations.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The noise level in the work environment is usually moderate.

WORK CONDITIONS

There may be exposure to airborne and blood-borne pathogens and hazardous materials.

ORGANIZATIONAL INVOLVEMENT

This position is required to participate in one (1) organizational event per calendar year. Attendance at "All staff" meetings is required and mandatory.

SUPERVISORY RESPONSIBILITIES

This position has overall supervisory responsibility of the Certified Medical Assistants at their assigned location as well as the Assistant Floor Nurse Supervisor.

AUTHORITY BOUNDRIES

This position reports directly to the CQO for daily supervision. The CQO will triage appropriate matters to the CPO and/ or CEO.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Welsh Mountain Health Centers (WMHC) provides equal employment opportunities (EEO) to all employees and applicants without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. WMHC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. The policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.

CONFIDENTIALITY STATEMENT

Welsh Mountain Health Center employees will safeguard all confidential information and take reasonable measures to assure that information is used, accessed, modified, destroyed or disclosed only in an authorized fashion and in accordance with health center policies and procedures. Unauthorized access, use, modification or disclosure of confidential information is strictly prohibited and could result in disciplinary action. This applies to information in electronic as well as hard copy and/or printed formats.

Confidential information includes, but is not limited to

- Patient health care, financial and demographic data.

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- Employment records, including compensation and performance data.
- Proprietary business information relating to the governance and operation of WMHC.
- Data protected by governmental, statute or regulations, such as HIV, mental health, drug or alcohol records.

User ID's and passwords assigned to gain access to WMHC's information systems are the equivalent of a legal signature. Users will be accountable for all work done under their designated user ID and password.

EMBRACING EXCELLENCE

1. **PROFESSIONALISM** - Whether directly or indirectly, I will work to support the delivery of an excellent experience to everyone served by the organization (customers and colleagues alike).
2. **ACCOUNTABILITY** - I will accept responsibility for the quality of care I provide, as well as how I represent the organization. I accept my individual and team responsibilities as we meet our commitments.
3. **RESPECTFUL COMMUNICATION** - I will communicate openly, honestly and without judgement while honoring each individual's uniqueness and assuming the best of those with whom I interact.
4. **TEAMWORK** - We are members of a diverse interdisciplinary team working together to meet a common goal. I will work in a cooperative and coordinated manner to fulfill our mission, vision and values.
5. **RESPECT** – I will honor diversity and individual dignity for the needs, talents and differences of others.

WMHC provides comprehensive, high quality primary health care to our patients regardless of ability to pay. As a Federally Qualified Health Center (FQHC) we provide health care to all member of our community, including low income, indigent and uninsured patients who may not otherwise be able to afford health care via traditional sources. We screen potential employees to ensure alignment with our core requirements followed by the requisite positional skills set. In doing so we need staff committed to this mission who do their best to live and work the characteristics of our core values as we strive to care for an ever-increasing amount of members of the communities we serve.

CORE VALUES

The Health Centers Mission, Vision and Value statements will guide every employee's daily actions as well as provide the core expectations for our Standards of Behavior.

- Mission Statement
 - "To provide person focused, barrier free, quality healthcare to all"
- Vision Statement
 - A healthy community supported by accessible, equitable and compassionate integrated care.
- Values:

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- Compassion
- Quality
- Sustainability

SIGNATURE

This job description does not imply that these are the only duties performed. Employees occupying the position will be required to follow any other related instructions and to perform any other job related duties requested by their immediate supervisor. Employee signature below constitutes understanding of the requirements, essential functions and responsibilities of the position as well as the WMHC Standards of Conduct.

Employee: _____ Date: _____

Witness: _____ Date: _____

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