

## UW HEALTH JOB DESCRIPTION

### RN – Ambulatory Lead

<b>Job Code: 800115</b>	<b>FLSA Status: Non-Exempt</b>	<b>Mgt. Approval: Ambulatory</b>	<b>Date: October 2023</b>
<b>Department: Ambulatory Operations</b>		<b>HR Approval: J. Olson</b>	<b>Date: October 2023</b>

### JOB SUMMARY

The RN - Ambulatory Lead serves as the team lead over other RN staff within an Ambulatory setting. As a team lead, this position coordinates, assigns, and guides the work activities of other RN staff. This position monitors work schedules, maintains department scheduling guidelines, leads nursing practice oversight, and trains and mentors new staff.

In addition to lead worker responsibilities, the RN - Ambulatory Lead also works collaboratively as an active member of the interprofessional team to provide therapeutic patient and family centered care. The RN - Ambulatory Lead systematically and continuously collects and assesses data related to patient health status to develop, execute, and evaluate the plan of care. The RN - Ambulatory Lead utilizes evidence to drive clinical decisions and practice related to individual and population health. The RN - Ambulatory Lead establishes goals and strategies for meeting care coordination needs across settings with the patient, family, and/or other care providers. The RN - Ambulatory Lead considers factors related to safety, effectiveness, and fiscal accountability in planning and delivering care. The RN - Ambulatory Lead delegates and supervises care in accordance with the WI Nurse Practice Act and UW Health Nursing Professional Practice Model. The RN - Ambulatory Lead participates in continuous quality improvement initiatives and assumes responsibility for their professional development.

### MAJOR RESPONSIBILITIES

#### Clinical Practice and Quality of Care:

- Executes nursing interventions by collaborating with the interprofessional team, incorporating appropriate standards of care for practice and patient outcomes
- Assesses and systemically collects any data related to patient health status and works in collaboration with the care team to develop the plan of care
- Evaluates patient's response to plan of care and works in collaboration with the interprofessional team to make any needed adjustments
- Utilizes data to continuously meet care coordination needs across settings in conjunction with the patient, family, and/or other care providers
- Assumes responsibility and accountability for effectively managing nursing care of individual patients
- Documents nursing assessment and interventions to reflect comprehensive and integrated approach to patient care
- As part of the UW Health Nursing Professional Practice Model, the RN - Ambulatory Lead identifies learning needs of the patient and families. The RN - Ambulatory Lead educates by adapting to patient and family learning style utilizing the teach-back method
- Provides care that is safe, ethical, patient- and family-centered, culturally congruent, and evidence-based

There are skills and responsibilities that are common across the ambulatory setting (primary or specialty care). The RN - Ambulatory Lead may perform any or all of these skills and responsibilities. These may include, but are not limited to:

- Telephone, My Chart, and in-person triage (for symptom management)
- Review and act on test results (lab, x-ray)
- Review and manage communications from internal and external customers
- Initiate and monitor intravenous (IV) infusions (Not applicable in Behavioral Health Clinics)
- Assist or perform procedures (e.g. ECGs, dressing changes, subcutaneous or intra-muscular injections, etc.) (ECGs and dressing changes not applicable in Behavioral Health Clinics)
- Provide patient education
- Execute delegation protocols
- Assist with medication management (e.g. medication renewals)
- Complete accurate and timely documentation in the electronic medical record
- Assist with management of urgent and emergent patient care situations
- Serve as a mentor and resource to staff
- Assist with the coordination of care across the continuum (e.g. inpatient, outpatient, home, skilled nursing facility, schools)
- Assist with the management of patients with multiple chronic health conditions, acute episodes of care, and/or behavioral health challenges while promoting and supporting prevention and wellness
- May float to other clinics as needed based on operational need
- Other duties as assigned

## UW HEALTH JOB DESCRIPTION

### **Professionalism:**

- Work independently within their scope of practice to achieve clinical outcomes
- Maintain a level of professional development through continuing education, quality improvement initiatives, and sharing of knowledge
- Demonstrate leadership through collaborative partnerships in accordance with UW Health Nursing Professional Practice Model
- Demonstrate competence within a continuum of professional development
- Reflect understanding and strive to meet UW Health's Ambulatory Care Standards
- Utilize evidence and science to guide practice

### **Nursing Practice Oversight and Leadership Responsibilities:**

- Assist the RN Supervisor or Clinic Manager in leading the day-to-day operation and coordination of patient care services
- Assist the RN Supervisor or Clinic Manager in leading the clinic to improve patient, provider, and staff satisfaction
- Analyze clinical practice and identify opportunities to increase quality, safety, effectiveness, and efficiency
- Identify clinical indicators to measure, evaluate, and improve care
- Maintain compliance with all clinical policies, procedures, and regulations
- Assure compliance with applicable clinical ambulatory standards and accreditations in collaboration with the Clinic Manager or RN Supervisor
- Lead Registered Nurses and other healthcare providers who deliver nursing care in collaboration with the Clinic Manager or RN Supervisor
- Assist in the recruitment, retention, performance reviews, and professional development related to clinical staff in collaboration with the Clinic Manager or RN Supervisor
- Organize and lead the delivery of nursing care for designated patient care areas

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### **JOB REQUIREMENTS**

Education	Minimum	Bachelor of Science in Nursing (BSN)
	Preferred	
Work Experience	Minimum	Two (2) years of RN experience
	Preferred	Three (3) years of RN experience
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>• Registration as a registered nurse in the state where employed or licensure in a state in the licensure compact</li> <li>• CPR/BLS Certification</li> </ul>
	Preferred	Applicable clinical certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge and experience documenting patient care in an electronic medical record.</li> <li>• Excellent verbal, written, and presentation skills</li> <li>• Ability to make knowledgeable clinical assessments and judgments</li> <li>• Ability to educate staff</li> <li>• Ability to provide counseling and emotional support with compassion and respect for the individual</li> <li>• Ability to provide support to the members of the care team (teamwork)</li> <li>• Must possess initiative and ability to work independently</li> <li>• Ability to maintain confidentiality of medical records</li> </ul>

### **AGE SPECIFIC COMPETENCY (Clinical jobs only)**

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)

## UW HEALTH JOB DESCRIPTION

<b>X</b>	School Age (6 – 12 years)	<b>X</b>	Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>X Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.