

UW HEALTH JOB DESCRIPTION

RN – Healthline, RN – Healthline (Weekender)

Job Code: 800040, 790015	FLSA Status: Non-Exempt	Mgt. Approval: G. Lanz	Date: August 2021
Department: Healthline		HR Approval: J. Olson	Date: August 2021

JOB SUMMARY

The Healthline Registered Nurse (RN) uses telephone, information system technologies, and protocols to facilitate an individual's access to appropriate UW Health services and care. The RN assesses needs and expectations and provides clinical options and referrals to health care providers, services, and community resources. This position promotes utilization of the appropriate healthcare services by providing general health information, home care advice, disposition recommendations, prevention concepts, and miscellaneous support based on organizational delegation protocols. The Healthline RN demonstrates clinical triage expertise and outstanding customer service throughout the call processing for both external and internal customers.

MAJOR RESPONSIBILITIES

Nursing Responsibilities:

- Practices established standards of nursing care, using appropriate telephone triage skills. Demonstrates awareness of the need to balance quality care with efficient use of time and resources.
- Develops comprehensive plan of care with the patient, utilizing the nursing process: assessment of symptoms, planning appropriate patient centered goals, intervening with appropriate nursing action, and the evaluation of patient outcomes based on approved protocols.
- Exhibits sound nursing judgment in decisions involved in triaging the complex needs of patients with appropriate disposition, using organizationally approved processes and protocols in conjunction with one's nursing knowledge and critical thinking.
- Works to centralize and simplify the triage, communication, and assessment process surrounding the UW Health (UWH) clinic coverage and community patient calls received.
- Identifies other disciplines within UWH that may be important to the patient care while determining recommended disposition (COVID testing, DME options, transportation needs, on-call provider, etc.).
- Performs patient teaching/education as established by the organization and the clinics served by Healthline.
- Utilizes approved patient teach back methods for confirming understanding of the plan of care.
- Thoroughly documents all triage calls and transfer of care.
- Utilizes in-basket messaging to alert primary care clinics, specialty covered departments, and patient resources of patient's follow-up needs/condition.
- Follows approved process for Medication refill bridging and verbal orders, ensuring the prescription falls to the patient's current medication list in the electronic health record (EHR).
- Collaborates with multiple internal and community resources to facilitate an interdisciplinary approach to positively impact the healthcare of our patients and the community.
- Addresses patient concerns or complaints, resolving issue on own if able. Otherwise, addresses with the appropriate resource or administrator/manager promptly based on follow-up acuity.

Department-Specific Responsibilities:

- Responds to telephone inquiries regarding expressed needs of the caller.
- Performs outbound follow-up calls from the work queue and in-basket.
- Messages live calls when caught up and/or while providing back-up services for the Patient Scheduling Representative(s) when call volume or staffing dictates and over breaks.
- Assesses symptoms and offers options and alternatives, utilizing the organizationally approved triaging platform, clinical guidelines, and protocols.
- Refers callers to the appropriate resources including home care, clinic follow-up, urgent care, emergency department, and community services within established procedures and guidelines.
- Assists in the development and maintenance of systems for documentation, departmental chart audits, data and statistic collection, and collective evaluation of statistics as it relates to patient care and process improvement and program development.
- Thoroughly documents all call encounters utilizing approved organizational processes in the EMR.
- Participates in and assists in the ongoing development of quality improvement activities: involving stake holders outside the department, looking at downstream affects while taking into consideration the patient's experience, patient safety, best practices, organizational and regulatory processes, etc. (EG. call processing, policies, procedures, delegation protocol implementation, staff resources).

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- Participates in the development and refinement of systems and procedures to ensure a seamless experience for customers, patients, families, and our community in their healthcare experience.
- Identifies existing or potential ethical conflicts and notifies the Manager. Then participates in related problem solving.
- Assists with the development, revision, and implementation of processes needed for hand-off reports (shift, departmental-ED).
- Functions as a resource and informational liaison to internal and external customers.
- Responsible to assist with staff onboarding and growth of colleagues through formal and informal methods (precepting, in-services, resource for peers, etc.)
- Acts as a customer service representative of UW Health after-hours to all groups and patients reaching the team, helping identify the correct resource or outreach for the patient during regular business hours if not answered.
- Demonstrates understanding of different cultural, spiritual, and socioeconomic backgrounds. Ensures the diversity, equity, and inclusion of our patient population is met and reflected in recommendations.
- Maintains knowledge of and efficient utilization of all electronic and telephonic systems including but not limited to our electronic medical record system, communication (phone & instant messaging) systems, data storage platform (u-drive, SharePoint or equivalent, etc.), e-mail, and Microsoft systems.
- Performs other duties as required/requested.

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

JOB REQUIREMENTS

Education	Minimum	Graduate of an accredited school of nursing
	Preferred	Bachelor of Science – Nursing degree (BSN)
Work Experience	Minimum	Three (3) years of clinical experience required
	Preferred	Five (5) years of clinical experience Varied clinical background: Emergency Room, Urgent Care, Critical Care, Home Health, and/or Case Management)
Licenses & Certifications	Minimum	Maintain state RN licensure in state where employed
	Preferred	Basic Life Support/CPR
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated high degree of professionalism (verbal and written) and service excellence • Demonstrated initiative, flexibility, and creativity • Outstanding customer service with excellent communication skills • Recognizes and demonstrates congruence between verbal and non-verbal behavior and is sensitive to those cues • Active listening skills • Ability to give and receive feedback appropriately • Ability and willingness to participate in and support group decision making • Knowledgeable in accessing patient education, care advise, and medication resources for interactions, side effects, etc. • Excellent interpersonal, group process, marketing, and program development skills • Interview/communication skills, advanced nursing assessment skills, advanced critical thinking/problem solving skills, and advanced teaching/counseling skills • Ability to work in a changing/dynamic work environment • Ability to meet required FTE staffing and holiday requirements of the department to ensure the after-hours triage needs of our patients are met • Ability to work within approved procedures and guidelines • Ability to work in a self-directed environment, prioritizing tasks with a high degree of independence and minimal supervision • Voice/speech pattern is articulate and has a pleasant tone • Ability to educate patients and provide counseling and emotional support with compassion and respect for the individual • Ability to work as a member of the care team • Ability to maintain confidentiality of medical records • Strong data and PC skills (Ability to operate a keyboard and type accurately and proficiently)

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- Maintain proficiency in UWH Health Link and information system technologies

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)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

Demonstrates the ability to assess data reflective of the patient's status in relation to the age-appropriate group.
 Demonstrates the ability to interpret patient symptoms and relative information to identify each patient's disposition, care advice and specific requirements.
 Demonstrates the ability to perform UW after-hours RN coverage needs based on organizational expectations for all age ranges we serve.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input checked="" type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:		Typing and use of mouse and phone are essential parts of this job function. Frequent grasping and fine motor skills of hands are required to perform essential job functions. Must be able to use dual computer monitors for efficiencies.		

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.