UW HEALTH JOB DESCRIPTION

RN – Urgent Care

Job Code: 800034  FLSA Status: Non Exempt  Mgt. Approval: BT  Date: 7/2018
Department: NA  HR Approval: KS  Date: 7/2018

JOB SUMMARY

The Urgent Care RN works collaboratively as an active member of the interprofessional team to provide therapeutic patient and family centered care. The Urgent Care RN systematically and continuously collects and assesses data related to patient health status to develop, execute and evaluate the plan of care. The Urgent Care RN utilizes evidence to drive clinical decisions and practice related to individual and population health. The Urgent Care RN establishes goals and strategies for meeting care coordination needs across settings with the patient, family, and/or other care providers. The Urgent Care RN considers factors related to safety, effectiveness and fiscal accountability in planning and delivering care. The Urgent Care RN delegates and supervises care in accordance with the WI Nurse Practice Act and UW Health Nursing Professional Practice Model. The Urgent Care RN 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 and 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 identifies learning needs of the patient and families. The RN-Ambulatory 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). RN-Ambulatory may perform any or all of these skills and responsibilities. These may include but are not limited to:
- Telephone 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
- Assist or perform procedures (e.g. ECGs, dressing changes, subcutaneous or intra-muscular injections, etc.)
- 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 others
- 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, behavioral health challenges while promoting and supporting prevention and wellness
- Assist with management of central venous access devices
- Respond to medical emergencies
- Assist with education of UW Nursing Students
- May float to other clinics on as needed for operations need
- Other duties as assigned

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
- Leadership through collaborative partnerships in accordance with UW Health Nursing Professional Practice Model.
**UW HEALTH JOB DESCRIPTION**

- Demonstrate competence within a continuum of professional development from advanced beginner to expert practitioner
- Reflect understanding and strive to meet UW Health’s Ambulatory Care Standards
- Utilizes evidence and science to guide practice

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

### JOB REQUIREMENTS

<table>
<thead>
<tr>
<th>Education</th>
<th>Minimum</th>
<th>Graduate of school of nursing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred</td>
<td>Bachelor of Science in Nursing (BSN)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Experience</th>
<th>Minimum</th>
<th>One (1) year of RN experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred</td>
<td>Relevant RN experience</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Licenses &amp; Certifications</th>
<th>Minimum</th>
<th>• Registration as a registered nurse in the state where employed or licensure in a state in the licensure compact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred</td>
<td>Applicable clinical certification</td>
<td></td>
</tr>
</tbody>
</table>

**Required Skills, Knowledge, and Abilities**

- Knowledge and experience documenting patient care in an electronic medical record.
- Basic Knowledge of cardiac rhythms and telemetry
- Knowledge of infection control
- Knowledge of central lines
- Excellent verbal, written, and presentation skills
- Ability to make knowledgeable clinical assessments and judgments
- Ability to educate staff
- Ability to provide counseling and emotional support with compassion and respect for the individual
- Ability to prioritize tasks
- Ability to provide support to the members of the care team (teamwork)
- Must possess initiative and ability to work independently
- Ability to maintain confidentiality of medical records

### 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,

- [X] Infants (Birth – 11 months)
- [X] Toddlers (1 – 3 years)
- [X] Preschool (4 – 5 years)
- [X] School Age (6 – 12 years)
- [X] Adolescent (13 – 19 years)
- [X] Young Adult (20 – 40 years)
- [X] Middle Adult (41 – 65 years)
- [X] 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.

### 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.*

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sedentary:</strong> 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.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td><strong>Light:</strong> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant</td>
<td>Negligible or constant push/pull of items of</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Walking or Standing</th>
<th>Pushing/Pulling of Arm/Leg Controls</th>
<th>Negligible Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medium</strong></td>
<td>Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td><strong>Heavy</strong></td>
<td>Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td><strong>Very Heavy</strong></td>
<td>Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

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.