

UW HEALTH JOB DESCRIPTION

RN – ACCESS CENTER

Job Code: 800015	FLSA Status: Non-Exempt	Mgt. Approval: T. Houston	Date: June 2023
Department: Nursing – Access Center		HR Approval: J. Olson	Date: June 2023

JOB SUMMARY

The RN - Access Center receives and coordinates the processing of all phone calls made to UW Health by internal and external sources for actual or potential inpatient placement. Calls will be received from all UW Health physicians (from clinics, non-scene Med Flight, or the UW Health Emergency Departments) as well as from all referring physicians, hospitals, institutions, prisons, or outside Emergency Departments. The RN evaluates the purpose of the call to facilitate timely connection to the appropriate UW Health provider. The RN - Access Center functions as a clinical expert to centralize and simplify the process of providing the appropriate level of patient care for internal and external providers. They evaluate the caller's request for health care services and act as a liaison to all referral sources relative to inpatient patient placement. This nurse has expertise in acute care criteria for inpatient hospitalization, understanding of alternative health care options, understanding of health care insurance and reimbursement processes, and has a working knowledge of UW Health operations.

The RN - Access Center demonstrates clinical triage expertise and outstanding customer service throughout call processing for both external and internal users. This position works collegially with the departments of nursing, medicine, and admissions and reports to Access Center leadership.

MAJOR RESPONSIBILITIES

- I. Receives, triages, and processes all incoming calls**
 - A. Receives all incoming calls from external and UW Health providers requesting inpatient admission.
 - B. Works to centralize and simplify the triage, communication, assessment, and placement factors surrounding all patient care services of UW Health.
 - C. Triage non-nursing calls (i.e., scene Med Flight requests, non-physician calls) to the Dispatcher or Medical Communication Specialist.
 - D. Provides phone consultation to both internal and external providers who are requesting inpatient placement or evaluating potential inpatient placement. Remains available for non-acute care phone consultations for select calls.
 - E. Solicits key pieces of information during the intake process to identify an initial plan of care, i.e., clinical status, level of care needed, and payor source.
 - F. Identifies other disciplines within UW Health that may be critical to the acceptance process (i.e., Case Manager) and consults as needed.
 - G. Responds to calls from external organizations requesting assistance from or information about Access Center functions.
- II. Assists internal and external physicians to match resources to patient's needs**
 - A. Assures smooth transition of patients who need an inter-hospital transfer by aiding in the communication between the two hospitals. Assures that physician to physician contact has been made in a timely manner prior to the transfer of the patient.
 - B. Determines that inter-hospital transfers comply with applicable Federal and State regulations.
 - C. Assists in the process of procuring appropriate medical records, x-rays, and any other pertinent diagnostic information from the referring institution.
 - D. Serves as a clinical expert to assess and recommend appropriate resources when the patient has needs that are best met in a non-acute care environment. Educates physicians about these options and assists in procuring these arrangements
 - E. Addresses concerns or complaints with the appropriate resource or administrator promptly.
 - F. Interprets hospital and nursing policies and procedures to internal and external providers.
 - G. Exhibits sound nursing judgment in decisions involved in coordinating multiple, complex needs of patients requiring the care and services of UW Health.
- III. Assists in the development and administration of the Access Center**
 - A. Develops and refines systems and procedures to ensure a seamless experience for customers, patients, and families.
 - B. Assists with the development and implementation of processes and works with the Nursing/Patient Placement Specialists to coordinate resources with patient care needs and determine capacity indicators.
 - C. Assists to develop communication protocols for capacity indicators and mechanisms to notify departmental leaders of current and projected status.

UW HEALTH JOB DESCRIPTION

- D. Assists with the development of and maintains processes for interdepartmental communication to assure timely and accurate information.
- E. Assists with the development of and implements processes needed for shift-to-shift reports and other activity reports.
- F. Assists in the implementation of and refines the Admissions–Access Center Protocol to promote a collegial interdepartmental relationship.
- G. Participates in the ongoing development of call processing policies, procedures, etc.
- H. Facilitates the development of measurable standards of care and clinical outcomes for the call processing component of the Access Center.
- I. Assists in the development and maintenance of systems for documentation, including the tracking of referral disposition and statistics, evaluation of statistics, and related program development.

IV. Facilitates communication within the Access Center Department, between the Access Center and other UW Health departments, and between UW Health and external agencies

- A. Provides formal and informal in-services to staff about the Access Center as requested.
- B. Educates new employees about the Access Center call processing function and role as needed.
- C. Acts as customer service representative of UW Health to all groups and referral sources.
- D. Acts as a resource person for peers regarding the Access Center call processing role with referral sources
- E. Collaborates with multiple internal and community resources to facilitate an interdisciplinary approach to positively impact the healthcare of the community.

V. Other duties as necessary

- A. Records and reports any unusual events or incidents and takes action and/or makes a referral to the appropriate level of leadership.
- B. Provides backup services for the Medical Communications Specialist team when call volume is higher than anticipated, tracks this data, and works to develop processes to resolve these situations.
- C. Maintains consistent availability throughout the shift, responding to Access Center and referral source communication via phone, e-mail, and pager within a timely interval.

All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.

JOB REQUIREMENTS

Education	Minimum	
	Preferred	Bachelor of Science – Nursing Degree (BSN)
Work Experience	Minimum	One (1) year of relevant clinical RN experience in acute care medical/surgical nursing
	Preferred	<ul style="list-style-type: none"> • Recent experience in phone triage, phone processing, discharge planning, or case management • Previous experience within the UW Health system
Licenses & Certifications	Minimum	Licensed as a Registered Nurse (RN) in the state(s) where patients are receiving care or may work as eligible per state licensing regulations
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Outstanding demonstrated customer service with excellent communication skills • Ability to function with a high degree of independence • Ability to collaborate with other disciplines to provide care • Excellent interpersonal, group process, marketing, and program development skills • Demonstrates or acquires competency with decision criteria sets, such as Interqual • Demonstrates understanding of differences in cultural, spiritual, and socioeconomic backgrounds • Exhibits sound nursing judgment in the decisions involved in coordinating multiple complex needs of patients requiring the inpatient care and services of UW Health

UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> Maintains current knowledge of nursing practice, the scope of practice on each nursing unit, and a multitude of governmental directives (COBRA/OBRA) Demonstrates knowledge and competence to use a personal computer and software programs such as Microsoft Word, Excel, Access, e-mail, and electronic calendars Demonstrates initiative, flexibility, and creativity
--	--

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	Adolescent (13 – 19 years)
x	Toddlers (1 – 3 years)	x	Young Adult (20 – 40 years)
x	Preschool (4 – 5 years)	x	Middle Adult (41 – 65 years)
x	School Age (6 – 12 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.

- Possesses knowledge of the principles of growth and development
- Demonstrates the ability to assess data reflective of the patient's status in relation to the age-appropriate age groups
- Demonstrates the ability to interpret relevant information needed to identify each patient's care requirements relative to their age specific needs
- Demonstrates the ability to perform the Access Center's call processing function relative to the patient's age specific needs

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
x Sedentary: 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.	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:	<ul style="list-style-type: none"> Typing, and hand written communication, and use of computer mouse are essential parts of the job function. Frequent grasping and fine motor skills of hands required to perform essential job functions. Must be able to look at and read dual computer monitors. 		

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.