
Job Title	Women's Health Registered Nurse (RN)
Department	Medical
Reports To	Chief Medical Officer
Effective Date	12/20/2021

Position Summary

The Women's Health Nurse is a registered nurse who is key to providing support for our providers, safe care for our patients, strengthening operational quality, and ultimately improving clinical patient outcomes. The Women's Health Nurse primarily assists in the care coordination our perinatal patient's healthcare needs, and serves as a teacher, advocate, and navigator for these patients within the context of the care team. This nurse will be prepared to be responsible for providing direct nursing care, performing nursing assessments, participating in the continuity of patient care, being a servant-leader, and helping improve patient outcomes within the role of a Women's Health Nurse.

Principal Duties and Responsibilities*

1. Provides clinical and administrative support for providers within the care team model. This includes:
 - i. Serving as a liaison between providers and their patients
 - ii. Communicating abnormal lab results and treatment plan to patients as outlined by the provider and/or protocols
 - iii. Providing patient education in areas such as chronic disease, medications, pregnancy
 - iv. Completing medication reconciliation, new patient intakes, and OB intakes as appropriate
 2. Works with other members of the care team to coordinate patient care, referrals, DME orders, care management and hospital/ER follow-up
 3. Executes nursing care under direction of the provider. This could include venipuncture, injections, assisting with procedures.
 4. Navigates medication changes and prior authorizations due to insurance requirements under standing orders and the guidance of the provider
 5. Obtains pre-authorizations and/or RQIs for diagnostic testing as required by insurance
 6. Collaborates with medical support staff and assists with prioritizing clinical tasks to ensure efficient workflow. Assists with training and competency verification of medical support staff.
 7. Participates in Care Management and Chronic Disease Management efforts in collaboration with the Population Health Department, consultation with Complex Care Coordinators, specific patient education and assessment efforts, other tasks as they arise.
 8. Ensures all emergency equipment and clinic use medications are properly stocked, stored, and logged (as applicable) for the care of patients at their clinic site.
 9. Participates in care team meetings, clinic-wide and departmental meetings and other meetings as directed by the Chief Medical Officer.
 10. Documents all activity appropriately in the Electronic Medical Record.
-

11. Perinatal Specific Tasks:

- i. Assists with Women's Health patient tracking including patients that either have been lost to follow up or are transitioning out of PN care at NHC (High Risk, Moving, Birth Center, etc.)
- ii. Reviews with PN team trends of new OBs, deliveries, etc.
- iii. Calls all NHC postpartum patients 1-2 weeks after delivery for a focused postpartum assessment. Provide infant feeding and postpartum care education. Also, ensure postpartum visits have been scheduled. Assess if patient needs an earlier pp visit (1-2 weeks) in addition to the 4–6-week visit.
- iv. Collaborates with team on systems improvements including Women's Health educational materials, data tracking for HRSA/Medicaid-Managed Medicaid Plans, EPIC, etc.
- v. Participates in collaborative community and state level meetings related to Women's Health, postpartum and well women care.
- vi. Calls no shows to reschedule Women's Health appointments.
- vii. Ensures all New OB charts have completed CCNC forms
- viii. Sends all New OB charts to Dr. Boulton for review.
- ix. Coordinates care with the Wake County Human Services PCM
- x. Connects patients with community resources and fax referral when required (Nurse Family Partnership, diaper train, food pantry, etc).
 1. Follows up with Covid positive Women's Health patients and coordinate treatment.
- xi. Follows up with Women's Health patients who were admitted to the hospital.

Required Skills or Abilities*

1. Strong patient assessment skills required including ability to triage patients and the ability to use the nursing process to guide patient encounters and care.
 2. Communicate effectively with patients in a manner that protects their confidentiality and is sensitive to their culture and to their physical/emotional/spiritual condition.
 3. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
 4. Good physical stamina and an ability to be standing/active/in motion most of the day; the strength and dexterity to move patients, handle equipment, and move quickly within the clinical area to fulfill job responsibilities.
 5. Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among NHC staff and patients, treating others with kindness and professionalism in all they do.
 6. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
 7. An ability to work independently, take initiative, and set priorities in accordance with the needs and mission of the clinic.
 8. Clear and concise written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
-

9. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.
10. Strong ability to be a clinical leader in the organization and guide a team of medical support personnel. Ability to delegate appropriate tasks to medical support staff.
11. Proficiency in basic clinical nursing hands-on skills such as venipuncture, medication administration, wound care, and urinary catheter insertion

Required Knowledge, Experience, or Licensure/Registration

- RN Licensure in the state of North Carolina
- CPR Certification
- Clinical experience preferred (desirably in a clinic, acute care, or triage setting), but new graduates with an interest in community health are encouraged to apply
- Knowledge of Spanish is helpful
- COVID and flu vaccinations

Exempt Status

Non-Exempt

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.
