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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians, Inc.

**Title:** Registered Nurse – Heart Failure Management Program

**Reports To:** Director of Population Health Management

**Supervises:** N/A

**Job Summary:** Collaborates with primary care providers, cardiologists and interdisciplinary care teams to provide accessible, innovative, and patient-centered care to high-risk patients with Heart Failure.  Through telephonic and electronic follow up, aims to empower patients to take an active approach in the management of their Heart Failure by promoting education, leveraging technology, and providing personalized care.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Performs outreach to assess patient needs, establishes Heart Failure care plans, and provide ongoing patient support.
* Utilizes new technology to assist with patient self-monitoring and care team remote weight/fluid monitoring.
* Provides Heart Failure education services for individuals, including telephonic, virtual, or in-person visits if required.
* Assesses the healthcare, educational, psychosocial needs of the patient/family/caregiver and connects with appropriate resources.
* Assists with care coordination for high-risk patients as needed and in collaboration with medical social worker.
* Monitors patient’s heart failure management plan and collaborates with care team which includes primary care physician, cardiologist and clinical pharmacist
* Participates in interdisciplinary care conferences with primary care providers and/or other care management teams to develop individualized plan of care.
* Assists with identification and outreach to patients who qualify for the Heart Failure Management Program.
* Participates in ongoing program development and program expansion
* Develops professional working relationships with external healthcare providers and facilities.
* Promotes effective collaboration within Heart Failure team along with other Care Management teams and other healthcare providers.
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy.
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information.
* Performs other job-related duties as assigned.

**Education and Experience**

* Graduate of an accredited school of nursing with a current Rhode Island RN license in good standing.
* Minimum three years of experience in direct patient care, with experience in cardiology practice.
* Any combination of education and experience that is substantially equivalent is also acceptable.

**Knowledge, Skills, and Ability**

* Excellent interpersonal skills and ability to work with and collaborate with others to achieve results.
* Superior organization and prioritization skills with the ability multitask and efficiently manage projects.
* Working knowledge of medical terminology and understanding of medical insurances and benefits.
* Advanced proficiency with computer programs and other technology such as Electronic Medical Record (EMR), Microsoft Word, Excel and Outlook, and Web-based applications.
* Ability to think critically, problem solve and make sound decisions.
* Capacity to adapt to a fast-paced environment.
* Ability to participate in and contribute to ongoing quality assurance and improvement processes.
* Ability to work both on a team and independently, with the ability to self-direct.
* Possess robust work ethic and dedication to the well-being of patients and families.
* Ability to communicate compassion while maintaining equanimity.
* Ability to perform standard clinical procedures according to established protocols.

**Physical Effort and Dexterity**

* This role works in a hybrid capacity and has communications through in person and virtual meetings. Time in the office may be required for meetings, trainings, patient visits, etc.
* Sit and stand for prolonged periods of time.
* Excellent hand/eye coordination.
* Lift up to 15 pounds.
* Manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position.
* State-wide travel and operation of motor vehicle may be required for offsite meetings and trainings
  + Must have a valid driver’s license and clear driving record.
  + Use of personal vehicle and proof of auto insurance is necessary.

**Visual Acuity, Hearing and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person.

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*November 2022*