

CLINIC NURSE SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
2703	Clinic Nurse	12	442	6 months	11/15/07	Rev.
2704	Charge Nurse	12	442	6 months	11/15/07	Rev.
0066	Nurse Administrator	01	442	6 months	11/15/07	Rev.

Promotional Line: 33

Series Narrative

Employees in this series are registered professional nurses who function in a skilled outpatient clinic environment associated with a medical teaching facility. In addition to providing professional nursing services, employees in this series assist with training related to their specific clinical area in the education of residents, medical students, fellows and other allied health professionals.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Clinic Nurse **2703**

Employees at this level participate in a skilled patient care program by applying generalized and/or specialized nursing skills in an outpatient clinic environment. They work under the general supervision of a physician/nurse practitioner/physician assistant and/or designated supervisor with administrative direction from the clinic manager/administrator.

A Clinic Nurse typically –

1. demonstrates clinical competence in carrying out patient care duties specific to assigned area
2. assists physician/nurse practitioner/physician assistant(s) with clinics including but not limited to: preparing patient for examination, testing, and/or procedures; obtaining vital signs and other pertinent information; scheduling and/or explaining procedures/tests to patient and family
3. obtains complete health and nursing histories for individuals and families who are patients of the clinic; utilizes this information when providing telephone triaging, direct care and patient education
4. documents the patient's history, vital signs and chief complaint in the medical record
5. interviews patients and their families to determine patient/family dynamics, needs and identification of any contributing factors to illness; guides other staff members in patient teaching; and assists patient's family to participate in patient's teaching plan
6. coordinates follow-up of outpatient services; facilitates scheduling and performance of tests and procedures; provides follow-up care in conjunction with attending physician/nurse practitioner/physician assistant furnishing information and teaching
7. manages acute and/or episodic minor illness of outpatients, and recommends and initiates treatment as indicated
8. screens/triages telephone calls from patients and other customers; answers questions using professional knowledge, expertise, and nursing judgement, and documents actions in patient chart

9. following guidelines/protocols established by physician/nurse practitioner/physician assistants(s), refills medications and documents actions in patient chart.
10. obtains pre-certifications and referrals for managed care patients
11. administers medications by appropriate route with consideration for patient safety; utilizes specialized training to prepare and administer immunizations/medications
12. performs laboratory procedures specific to assigned area
13. responsible for facilitating efficient patient flow within assigned clinic
14. responsible for assisting in the operation of the clinic by maintaining patient information for procedures, education and medical records
15. follows established patient safety protocols for monitoring patients before, during and after treatments
16. serves as a clinical resource to clerical and ancillary personnel
17. identifies specialized patient needs and informs appropriate members of the staff
18. attends in-service classes and other meetings as directed and as deemed necessary; suggests ideas for in-service training and improving patient education
19. assists in development, revision and implementation of protocols for assigned clinic
20. assists with training related to specialty and education of residents, medical students and other allied health professionals
21. provides continuing education opportunities to other professionals and patients related to designated specialty
22. assists with development of educational materials for patient education related to specialty
23. assists with data collection regarding patient-related issues including maintaining database/referral network of health services
24. participates in patient-care audits
25. maintains Basic Life Support certification required to perform nursing duties
26. performs other related duties as assigned

Level II: Charge Nurse**2704**

Employees at this level confer with immediate supervisors to accomplish desired results within a clinical area. These individuals utilize independent judgement and problem solving skills to resolve routine operational issues. Routinely offer suggestions to improve clinic operations. In addition, will provide direct supervision for other medical team members (Clinic Nurses, Licensed Practical Nurses, Medical Assistants, Nursing Technicians, and Nursing Assistants)

A Charge Nurse typically –

1. provides nursing support to physician/nurse practitioner/physician assistant(s)
2. demonstrates clinical competence in carrying out patient care duties specific to assigned area
3. assists physician/nurse practitioner/physician assistant(s) with clinics including but not limited to: preparing patient for examination, testing, and/or procedures; obtaining vital signs and other pertinent information; scheduling and/or explaining procedures/tests to patient and family
4. obtains complete health and nursing histories for individuals and families who are patients of the clinic; utilizes this information when providing telephone triaging, direct care and patient education
5. documents patient's history, vital signs, and chief complaint in medical record
6. interviews patients and their families to determine patient/family dynamics, needs, and identification of any contributing factors to illness; guides other staff members in patient teaching; and assists patient's family to participate in patient's teaching plan
7. coordinates follow-up of outpatient services; facilitates scheduling and performance of tests and procedures; provides follow-up care in conjunction with attending physician/nurse practitioner/physician assistant furnishing information and teaching
8. manages acute and/or episodic minor illness of outpatients, and recommends and initiates treatment as indicated
9. screens/triages telephone calls from patients and other customers; answers questions using professional knowledge, expertise, and nursing judgement, and documents actions in patient chart
10. obtains pre-certifications and referrals for managed care patients
11. administers medications by appropriate route with consideration for patient safety
12. performs laboratory procedures specific to assigned area
13. responsible for facilitating efficient patient flow within assigned clinic
14. following guidelines/protocols established by physician/nurse practitioner/physician assistant(s), refills medications and documents such in patient chart
15. responsible for assisting in the operation of the clinic by maintaining patient information for procedures, education and medical records
16. serves as a clinical resource to clerical and ancillary personnel
17. identifies specialized patient needs and informs appropriate members of the staff
18. attends in-service classes and other meetings as directed and as deemed necessary; suggests ideas for in-service training and improving patient education

19. maintains Basic Life Support certification required to perform nursing duties
20. performs other related duties as assigned

In addition to the above listed duties/responsibilities that are typical for a Clinic Nurse, a Charge Nurse typically:

21. supervises nursing care delivery ensuring that the patient care delivered benefits the patient and meets the individual physician/nurse practitioner/physician assistant's expectations
22. monitors the quality of work and services performed by clinical staff. Ensures that functions are performed according to policies and procedures
23. coordinates orientation and training for new personnel
24. with assistance of the Nurse Administrator and relevant physician/nurse practitioner/physician assistant(s), interviews and hires clinic personnel to fill vacancies or new positions in the clinic
25. contributes to the development and implementation of a Quality Assurance Program for the nursing staff and participates in patient care audits
26. contributes to the development, maintenance, and updating of nursing policies, procedures and standards of care
27. performs employee evaluations, approves sick/vacation time, assesses need for compensatory time, and participates in the disciplinary process as required.

Level III: Nurse Administrator

0066(0047)

Employees at this level are responsible for the supervision of clinic personnel, either directly or through appropriate supervisors in clinic departments. They also have responsibility for the administrative functions involved in the efficient delivery of nursing service. These employees work under administrative direction of a designated supervisor.

A Nurse Administrator typically –

1. meets regularly with department administration to review operational issues, solve operational/clinic problems, monitor progress towards identified goals and share other relevant information; identifies and plans for requirements including but not limited to supplies, equipment for new or expanded programs; provides input into clinic budget preparation; reviews new equipment requests and develops recommendations regarding need
2. supervises nursing care delivery ensuring that the care delivered benefits the patient and meets the individual physician/nurse practitioner/physician assistant's expectations
3. develops and initiates a clinic work schedule for nursing personnel, monitoring duty assignments, vacations, and overtime/compensatory time
4. schedules clinic room spaces to meet physician/nurse practitioner/physician assistant demand and participates in facility planning

5. mediates issues and problems between physician/nurse practitioner/physician assistants and nursing personnel
6. with the assistance of the Medical Services Administrator, Charge Nurse and relevant physician/nurse practitioner/physician assistants, interviews and hires nursing personnel to fill vacancies or new positions
7. coordinates orientation and training for all new personnel in the clinic space and provides training to staff regarding new/revised policies and procedures; keeps current on all patient care duties/responsibilities
8. orients residents and students with the operation of the clinic and the specific preferences of the physician/nurse practitioner/physician assistant to whom they are assigned
9. participates in the disciplinary action process for the nursing personnel
10. evaluates and counsels employees on their performance; develops measurable annual goals and objectives to monitor performance
11. conducts staff meetings to ensure presentation of timely departmental information, policy and procedure review, and quality assurance information
12. develops, maintains, and updates nursing policies, procedures and standards of care; interprets policies of outside agencies with responsibility for clinic compliance
13. coordinates and participates in annual lab proficiency testing and OSHA training
14. assists in implementation of OSHA, CLIA, and ADA regulations and policies in the department
15. contributes to the development and implementation of a Quality Assurance Program for nursing
16. develops and implements a patient education program within the clinics; supervises nursing personnel who administer the education ensuring that it is appropriate for the specific patient and that it is in accordance with the physician/nurse practitioner/physician assistant's expectations
17. assists staff with non-routine complex questions
18. provides tours of clinic facility as needed
19. maintains Basic Life Support certification
20. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Clinic Nurse****2703**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Licensure as a Registered Professional Nurse in Illinois.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Strong written and verbal communication skills
2. Ability to work with others as a member of multiple disciplinary team
3. Problem solving abilities
4. Adaptability
5. Excellent customer service skills

Level II: Charge Nurse**2704**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Licensure as a Registered Professional Nurse in Illinois.
2. Three years of work experience as a Registered Professional Nurse or 2 years work experience as a Registered Professional Nurse with 1 year of supervisory experience.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Strong written and verbal communication skills
2. Ability to work with others as a member of multiple disciplinary team
3. Problem solving abilities
4. Adaptability
5. Excellent customer service skills
6. Ability to function without direct supervision

Level III: Nurse Administrator**0066**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Licensure as a Registered Professional Nurse in Illinois.

2. (A) Bachelor degree in nursing or health related field and 2 years supervisory/administrative experience in a health care field

OR

(B) Four years of supervisory/administrative experience in a health care field.
3. Two years of work experience as a Registered Professional Nurse.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Excellent written and verbal communication skills
2. Ability to work with others as a member of multiple disciplinary team
3. Strong problem solving abilities
4. Adaptability
5. Strong working knowledge of and ability to provide excellent customer service
6. Ability to use independent judgment and initiative