



Valley Community Healthcare is one of Los Angeles' larger community-based health centers. Located in the San Fernando Valley with a stellar 44-year reputation, we provided over 90,000 medical visits last year and are looking to expand. Core programs include primary care, pediatrics, adolescent teen health center, dental, optometry and mental and behavioral health. VCH participates in state and local disease collaboratives, and QI programs.

We are seeking a full time Registered Nurse to add to our wonderful team at the health center. Bilingual in English and Spanish is required

Position: Triage Registered Nurse

Reports to: Director of Nursing

Hours: Full Time (40 hours/week) hours may vary; evenings and weekends may be required

FLSA Status: Exempt

Definition:

The Registered Nurse assists multi-disciplinary health care team in the planning, coordination, monitoring, and evaluation of implementations related to staff and patient education programs both within the clinic and in conjunction with the community at large in a cost effective manner. This includes implementation of care plans tailored to the needs of the client and the client's families in order to promote continuity of care, improve health maintenance through population management, and ultimately reduce the rate and severity of disease-related complications.

The registered nurse adheres to VCH's policies, procedures, and protocols. Utilizing care team approach, this position will serve as the primary contact person or liaison between the patient/family, his/her primary care provider and among other professionals or organizations to support the delivery of quality care to each patient. The registered nurse represents the vision and mission of VCH within the community and professional organizations in a professional compassionate way.

Nursing duties and Responsibilities:

- May be designated to work as Adult Health Educator, Pediatric Health Educator, and/or Women's Health Educator
- Design and implement health education programs for clients and staff in regards to clinical quality measures including but not exclusive; hypertension/blood pressure



management, tobacco; use assessment & cessation intervention, weight screening and follow-up across the lifespan, and diabetes assessment.

- Participates in audits and infection control as required by the health center which may include being designated as an emergency responder to codes, hazardous substance release, or spills
- Performs routine patient care functions and case management as prescribed by established policies and procedures within defined scope of education, training, and responsibilities per Board of Nursing regulations
- Demonstrates appropriate nursing knowledge and technical skills including the following
 - Administration of medications, performance of skin test, and venipuncture
 - Uses and practices “assessment” (e.g. data collections) and documents data in accordance with the policies and procedures within standards of RN practice
 - Demonstrates knowledge of Tele-Nursing and Triage utilizing the company’s standardized protocols
 - Performs RN sick visits, lab results, and physical exams using standardized protocols
 - Performs case management and patient care functions as assigned
 - Facilitates patient education, case conferences, group classes, and other care team duties
 - Responsible for reporting known and suspected patient abuse (physical, emotional, and sexual) per VCH policy and procedures

Health Educator Responsibilities:

1. Clinic Appointments:

- A. Assist patients in preparing for the appointment:
 - a) Advise patients to gather all pertinent information they need to bring to the Clinic and or their physician, such as completed paper work, copies of documents, names of medicines, written questions or concerns for the physician, etc.
- B. Schedule follow-up and other appointments for patients as necessary
- C. Utilizing daily huddles and case conferences, coordinate with Referrals Department, MAs, PCP, and others to ensure the provider has access to lab results, tests, X-ray, consults results, or other information necessary to provide the best care possible to the patient
- D. Ensure that follow up on failed appointments via telephone and/or letters per policy occurs in timely manner
- E. Review as necessary with patients their insurance coverage to facilitate needed care
- F. Assist patient with supplies, specialty appointments, and DME, etc. as necessary



- G. Provide verbal and/or written communication with patient, provider, care team, and other members of the medical team utilizing face-to-face meetings, computer tasking, patient portal, huddles, and other designated communication tools to ensure quality health care is achieved
2. Needs Assessments and Care Plans:
- A. Complete a needs assessment/pre-visit checklist for each patient utilizing EMR, i2i population management systems or other designated tool/protocols for data collection
 - B. Guide patients and their families in problem solving potential issues related to the health care system, financial or social barriers (i.e. request interpreters as appropriate, transportation services, prescription assistance)
 - C. Assist patients in acquiring needed psychosocial, psychiatric, community services, and supportive counseling in conjunction with VCH Behavioral Health Department
 - D. May need to travel to various locations to assist patients with accessing services.
3. Monitoring and Evaluation:
- A. Monitor patient's follow-through and act as change management coach both 1:1 and in group visits as necessary to achieve care plan goals. This is expected in regularly evaluating the patient's plans and goals and making modifications as needed.
 - B. Document all telephone conversations, group/case, and team conferences as per protocol in all case management, health education, and registered nurse related activities in EMR and i2i as appropriate
 - C. Facilitates review of the patient's chart for completeness of documentation of care, interactions, teaching and tracking follow-up, along with specialist consults, hospitalizations, ER/other facility visits, and community organization involvement related to their health care plan
 - D. Provide monthly/quarterly/annual reports to the CMO, DON, and/or QI Coordinator regarding clients served and outcomes as requested
4. Patient Coaching , Self-sufficiency and Community Liaison:
- A. Promote and support independence, understanding of the health environment, and self-sufficiency with our patients and families
 - B. Review details and expectations about the plan of care and referrals with patients.
 - C. Encourage patients to be active participants in decision making about their health.
 - D. Promote health, wellness, exercise, and fitness programs for patients and families as well as VCH staffs
 - E. Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.



- F. Learn about evidence-based self-management programs and implement wherever possible to supplement care plans
- G. Maintain confidentiality and complies with HIPAA and compliance mandates at all times.
- H. Attends and participates in meetings, committees, and training sessions as directed by supervisor
- I. Other duties as assigned

Pediatric Health Educator

- Manage Vaccine clinic and Annual Well-Child Visits for children per protocols
- Provide Pediatric specific education including but not exclusive; asthma management, pediatric obesity, and infant nutrition/breastfeeding
- Assist with pediatric health maintenance along with tracking, reporting, and QI measures
- Manage nurse visits such as; lab follow-up, refill authorizations, sick visits, and patient education per protocols

Women's Health Educator

- Oversee the provisions of pre-natal care under the CPSP program guidelines in conjunction with Women's Health staffs
- Provide education to pre-natal and post-natal mothers and their infants including nutrition and breastfeeding, follow-up with patients after delivery to insure timely interventions
- Act as liaison between VCH, delivering doctor, and hospital to insure seamless deliveries and continuity of care whether high risk or not
- Ensure that adequate follow up is performed for routine referrals, abnormal lab results, and exams as well as medication refills for women's services in conjunction with other VCH staffs
- Provide needed paperwork, resources or patient information to partner hospitals or referring providers as needed
- Maintain an efficient system of tracking patients at various stages of pregnancy to insure care is appropriate
- Educate non-pregnant in females in United States Preventive Health Task Force screening guidelines, pre-conception care, and post-menopausal women as appropriate
- Assist with marketing/outreach of Women's Health services to the community
- Perform other duties as assigned.

Requirements:



- Current and valid California RN License.
- Associate or Bachelor's degree
- Current BLS card from the American Heart Association.
- Current and valid California Driver's License with current car insurance
- Bilingual (Spanish/English) ability to communicate effectively orally and in writing
- At least one-year experience working as a nurse preferably in an ambulatory care setting
- Experience in working with clients and staff from diverse socio-economic, ethnic and cultural backgrounds preferred
- CPSP Pre-natal, post-natal and CFHC certification in Family Planning knowledge preferred

Customer Service: Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds. It is the responsibility of every employee to report any patient safety concern to their immediate supervisor without fear of reprisal. VCH policy of non-retaliation protects employees who report patient safety concerns

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

Application: Valley Community Healthcare offers competitive salaries and benefits packages. Interested candidates should apply with a cover letter, resume, and salary expectation. Applications can be emailed to hr@vchcare.org, or faxed to (818) 763-7231 or dropped off in person at 6801 Coldwater Canyon Avenue Suite 1B, North Hollywood CA, 91605.