

**Job Title:** **Staff Nurse Ambulatory (RN)** **Job Code:****Department:** AMBULATORY SERVICES **Reports To:** Nurse Manager**Exempt:** _____ **Non-exempt:** _____ **Union:** _____ **Non-union:** _____

Job Purpose: The ambulatory care nurse, in partnership and collaboration with other health care professionals, addresses patients' wellness, acute illness, chronic disease, disability, and end-of-life needs. Ambulatory care nurses use the nursing process to perform a problem-focused assessment of the patient's primary concerns in the clinic or telephone setting. Practice is commensurate with the standards of the Massachusetts State Nursing Act and CHA's delineated RN role, responsibilities and competencies.

Qualifications/Requirements**Education/Training:** Bachelor of Science in Nursing, graduation from an accredited school of nursing**Licensure:** MA. RN Licensure required**Certifications:** Maintains current Basic Life Support "C" certification**Work Experience:** A minimum of two (2) years medical surgical, pediatric or ambulatory nursing preferred.**Linguistic Capabilities:** Knowledge of a second language preferred; required at some clinics.

Physical Skills:

1. Sufficient mobility to negotiate physical plant.
2. Strength and endurance sufficient enough to perform physically for long periods of time without sitting (four to eight hours); may include walking, lifting 25#, bending, twisting, standing, sitting, reaching, stair-climbing and descending.
3. Physical dexterity and psychomotor skills to respond adequately and appropriately to routine and emergent patient care needs in an ambulatory setting.
4. Visual and auditory capabilities sufficient to read information and respond to patient care needs.
5. Ability to work in a computerized environment that includes prolonged sitting, keyboard, monitor and use of mouse.

Mental Skills:

1. Cognitive ability to accurately observe, analyze and interpret general and technical data both verbal and written and to accurately communicate this information.
2. Mathematical, reading, writing and computer skills required.
3. Communication and interpersonal relationship skills to initiate and maintain a collaborative care environment.
4. Ability to work autonomously.
5. Ability to manage high volumes of patients in a short span of time, while dealing with unpredictable issues.
6. Personal flexibility to perform in an ever-changing work environment with frequent interruptions.
7. Ability to prioritize competing responsibilities while under pressure.
8. Ability to communicate and interact effectively with patients, coworkers other practice customers.

Working Conditions and Physical Environment:

1. Works in a patient care setting where there is potential exposure to blood, body fluids, infectious materials, electrical, fire, chemical, physical contact and equipment hazards.
2. Fast paced multilingual setting with rapid patient turnover.
3. High patient traffic.
4. Close quartered and shared work space.
5. Incandescent as well as fluorescent lighting.

Job - Specific Duties and Responsibilities:

1. Conducts a patient centered assessment utilizing appropriate assessment techniques r/t ambulatory nursing.
2. Synthesizes available data, information and nursing knowledge relevant to the presenting health situation to identify unique medical/nursing needs and implements appropriate interventions for age specific categories.
3. Competently utilizes competent, evidence-based ambulatory care nursing interventions during clinical visits, telephone encounters, and electronic communications.
4. Provides age-appropriate care in a compassionate, caring, culturally, and ethnically sensitive manner.
5. Participates in the development and implementation of the interdisciplinary plan of care that identifies strategies tailored to achieve expected outcomes.
6. Documentation meets CHA, professional, and accreditation standards to facilitate communication of the patient condition in the provision and coordination of treatment and services.
7. Using CHA approved protocols for telephone triage, the ambulatory care nurse determines the urgency and disposition based on data in order to expedite care and provide tailored health information and advice to the patient/family.
8. Coordinates the delivery of care within the practice setting and across health care settings.
9. Delegates appropriate interventions to ambulatory care team based on their demonstrated competency, state practice acts, available evidence-based guidelines, regulatory and governmental standards, and organizational policies and defined outcome measures.
10. Adheres to position descriptions, policies, protocols, and procedures related to nursing professional practice.
11. Serves as a point of contact for coordination of care across multiple agencies and/or health care organizations.
12. Employs strategies that promote the health/wellness of individuals/families and populations.
13. Supports the patient and their caregiver in developing skills for self-efficacy to promote, maintain, or restore health, such as health lifestyle tips, risk-reducing behaviors, age and developmental needs, daily living activities, and preventive care.
14. Contributes to data collection that monitors ambulatory care nursing and organizational performance.
15. Integrates into practice the findings of quality of care and performance improvement initiatives that improve the quality of ambulatory care nursing practice, outpatient care services, and organizational effectiveness and efficiency.
16. Employs critical attributes of effective collaboration to create, promote, and maintain an environment that supports successful partnership and high performance team outcomes.
17. Demonstrates CHA Circle of Values and Service Standards.
18. Implements appropriate and approved best practices, including research findings, to guide practice decisions.
19. Oversees the practice of non-professional nursing staff.
20. Employs beneficial, cost-effective ways to maximize wellness, prevent illness, and manage acute and chronic disease and disabilities to affect the most positive health status over the patient's life span.
21. Directs the flow of patients and staff to assure patients are adequately managed, and the practice runs smoothly and effectively.
22. Administers medications according to hospital policy and procedure.
23. Other duties as required.

American Academy of Ambulatory Nursing. (2010). *Scope and standards of nursing practice*. (8th ed.). Pitman, NJ: Author.

American Academy of Ambulatory Nursing. (2010). *Ambulatory Care Nursing Orientation and Competency Guide*. (2nd ed.). Brixey, L: ed.

This job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of employees who hold this position.

I understand that I am responsible for learning the rules and regulations that affect my position as communicated to me or as required by my position's professional standards. I am also responsible for complying with these rules and regulations at all times, and to report all known violations to my supervisor or to the Compliance Manager.

Employee Signature

Date

Supervisor Signature

Human Resources Concurrence:

HR Reviewer

Date

