

TRIAGE NURSE

MAIN PURPOSE:

FLSA: Non-Exempt

Responsible for telephone assessment, problem solving, and direction of the interdisciplinary team as needed to address patient/family needs related to the hospice terminal diagnosis.

REPORTING RELATIONSHIP:

Reports directly to the Patient Care Coordinator and is accountable to the Assistant Director of Nursing or Director of Nursing.

ESSENTIAL FUNCTIONS:

Patient Care:

- Assesses patient/family needs, evaluating symptoms and interventions via telephone.
- Executes a therapeutic regime of treatments and medications as prescribed by the attending physician or Agency Medical Director, through the use of nursing judgment.
- Utilizes nursing judgment to provide symptom management related to the patient's terminal diagnosis through family teaching.
- Provides supervision of LPN and CNAs in accordance with Agency policy and regulatory requirements.
- Prioritizes and directs interventions for crisis situations appropriately through the use of the interdisciplinary team.
- Assists Inpatient Unit patient care team as assigned duties permit.

Care Coordination:

- Coordinates direct patient care through the effective, timely communication with scheduled and on-call nursing staff.
- Confers and plans patient related interventions with the interdisciplinary team. .
- Coordinates patient care with the family via telephone, utilizing effective teaching and communication skills.
- Coordinates daily schedules for nurses and CNAs under the direction of the Patient Care Coordinator.

Documentation:

- Accurately records and reports pertinent facts regarding patient.
- Communicates appropriate information to the interdisciplinary team.
- Provide continuity of care between agency team members by ensuring verbal and written communication is clear, concise, and timely.

Scheduling:

- Schedules daily nurse and CNA visits in a timely manner.
- Ensures each staff member has an appropriate number of scheduled visits based on Agency standards.
- Schedules PRN nurses and CNAs as needed based on patient census and availability of regular staff.
- Schedules contracted staff as directed.
- Ensures that workload is distributed as fairly and evenly as possible.

- Resolves last minute changes in scheduling of staff due to unscheduled employee absences or changes in patient's condition.
- Anticipates potential scheduling issues, i.e., increase in patient census, weather issues, and responds proactively to ensure coverage.
- Keeps supervisor current with changes to the schedule and is timely with communicating concerns regarding staffing issues.
- Follows up on missed CNA visits.

ADDITIONAL FUNCTIONS:

- Committed to Agency resolution against fraud and abuse.
- Knowledgeable in hospice philosophy and state and federal rules and regulations.
- Arrives to work and meetings on time and ready to work.
- Respects confidentiality of patients/families and other Agency employees.
- Attends nurses' meetings/conferences for professional growth as required.
- Attends and completes yearly nursing skills validations.
- Sees change as an opportunity and maintains a level of flexibility, which allows for adaptation to new ways of performing.
- Follows directions and policies that allow for an organizational commitment to working under time pressures without sacrificing quality.
- Performs other duties that may be assigned.

JOB REQUIREMENTS:

- Possesses the ability to perform the following tasks for varying periods of time: standing, walking, sitting, lifting objects up to 75 lbs., pushing/pulling objects up to 200 lbs., climbing stairs, stooping, kneeling, twisting, bending, reaching overhead and in front of body, simultaneous use of both hands, wrists, and fingers.
- Possesses the ability to perform the following tasks for varying periods of time: speak in conversational tones utilizing the English/American Language, hear conversations as well as bodily function sounds with various medical or non-medical devices, observe patients via touch sensitivity that is strong enough to palpate various areas on the human body and allow an accurate reporting of a pulse, see with vision acuity: near, 20 inches or less, and far, 20 inches or more, with or without corrective devices such as glasses or contacts, have a depth perception of three dimensions, and a sharpness of vision/focus with adequate peripheral vision to allow an acute awareness of surroundings.
- Possesses the ability to work in a variety of environmental conditions that include, but are not limited to the following: adverse weather conditions, dust, fumes, tobacco smoke, noise, closed-in spaces or rooms and locations with poor or improper lighting and glare.
- May be required to work in shifts that may be steady or rotating.

QUALIFICATIONS:

- Maintains current RN licensure for Indiana and CPR certification.
- Strong background in medical/surgical nursing. Previous hospice experience preferred.
- Ability to prioritize and organize tasks.
- Excellent communication skills required.

Employee Signature

Date

*Revised 05/21
JD/Triage Nurse*