Title: Nurse LPN, Centralized Follow-up

Division: Operations

Department: Patient Services

Reports to: Director, Quality & Clinical Integration

FLSA Status: Non-Exempt

Position Summary: Work in conjunction with Centralized Follow Up and Patient Services Departments to develop, implement and perform centralized follow-up management. Promotes and restores patients' health by completing the nursing process; collaborating with physicians and other team members; providing physical and psychological support to patients and their friends and families; supervising assigned team members, as needed.

Essential Functions:

Centralized Lab Resulting Responsibilities:
- Perform lab result management as defined by PPHP Medical Standards and Guidelines (MSG) and Patient Services Procedures.
- Appropriately manage lab results, patient notification and follow up as defined by Physician and Clinician approved plans based on PPHP Medical Standards and Guidelines (MSG) and Patient Services Procedures.
- Assist in management of the pre-natal program and assure that patients are receiving coordinated care. Provide pre-natal education for patients. Track and follow up on labs and referrals, follow-up on missed appointments, track delivery outcomes of patients and assure that patients return for postpartum visits. Maintain and keep up to date pre-natal logbook and perform quarterly pre-natal audits as requested.
- Receive, manage and route patient calls to appropriate department for continued assistance as necessary
- Provide professional and comprehensive telephonic nursing assessment, evaluation, education and advice to patients within affiliate protocols.
- Perform post-surgical abortion phone calls to patients within 24-48 hours of procedure and complete follow-up paperwork.
- Document accurately, appropriately and efficiently all communication with patients.
- Maintain accurate and current electronic logs.
- Notify pharmacies of new prescriptions and authorizations of refills as ordered by the provider.
- Follow up with PPHP contracted laboratories as needed.
- Complete audits accurately and within a specified time frame as instructed by Director, Quality & Clinical Integration.
- Provide high-quality and efficient telephone customer service to internal and external customers.
- Communicate requests and respond accurately using the appropriate procedures for contacting clinics and/or clinic staff.
- Maintain thorough knowledge and understanding of PPHP's organization in order to answer questions and direct calls correctly and appropriately.
- Complete quality assurance monitoring tools as specified for the department.

Clinical Responsibilities:
Revised 3/2019; 5/2019
• Provide nursing coverage at surgical sites when needed and as directed.
• Assist in all aspects of the provision of abortion care for patients including acting as the nurse in charge of patient flow. Provide counseling for patients having a surgical abortion. Provide oversight and supervision to health center assistants.
• Establishes a compassionate environment by providing emotional and psychological support to patients and their friends, and families.
• Ensures quality of care by adhering to PPHP standards; measuring health outcomes against patient care goals and standards; making or recommending necessary adjustments; following standards of care set by state board of nursing, state nurse practice act, and other governing affiliate regulations.
• Protects patients and employees by adhering to infection-control policies and protocols, medication administration and storage procedures, and controlled substance regulations.
• Documents patient care services by charting in patient and department records.
• Maintains a cooperative relationship among the health care team by communicating information; responding to requests; building rapport; participating in team problem-solving methods.

Other:
• Understand and provide care according to PPHP Medical Standards and Guidelines
• Support and encourage a culture that:
  - Provide a rich conduit of information and ideas between sites and other PPHP departments;
  - Participate in ongoing feedback with colleagues;
  - Incorporate customer satisfaction into all aspects of the work; and
  - Encourage Team to take responsibility for evaluating and improving systems.
• Demonstrate flexibility and teamwork; understand the interaction between this position and others with whom the position works directly and indirectly.
• Ensure that interactions incorporate PPHP values of integrity, partnership, customer focus, communication and quality.
• Support effort of the PPHP’s diversity program to provide services that are culturally and linguistically competent; takes the initiative to develop own awareness and knowledge of diversity matters.
• Complete all responsibilities according to established protocols, policies and standard practices in the areas of customer service, quality assurance and regulatory compliance programs such as HIPAA (Health Information Portability & Accountability Act), DOH (Department of Health), OSHA (Occupational Safety & Health Act) CLIA (Clinical Laboratory Improvement Administration) and Title X.

Non-Essential Functions:
• Develop and assess the work flow of the centralized lab management.
• Maintain ongoing and appropriate communication with Director, Quality & Clinical Integration, Sr. Vice President, Patient Services and Operations, Health Center Managers, Clinicians, and staff in the health centers.
• Assist Director, Quality & Clinical Integration and Regional Director, Patient Services & Operations to develop program policy and procedures.
• Participate in Compliance, Risk & Quality Management program, medical committee meetings and other center meetings.
• Assume in-charge responsibility as assigned.
• Maintain workstation in a safe condition for self and others.
• Regularly checks personal PPHP email account for important affiliate-related communications, at least every 24 hours.

Qualifications:
Experience, Education and Licensure
• Licensed Practical Nurse with a current NYS license in good standing.
• Must have current CPR/BLS certification.
• One-year experience in Women’s Healthcare, abortion services, recovery room preferred.
• Bilingual English/Spanish skills preferred.
• Must be willing to orient in surgical and family planning environment to develop an understanding of clinic flow and functionality, must be willing to cover surgical shifts in Smithtown, New Rochelle and White Plains when needed.
• Ability to use a computer for charting, documenting, communicating, researching.
• Ability to communicate effectively with clients of all backgrounds.
• Ability to be proactive in team development and problem solving.
• Excellent verbal, written and interpersonal communication skills.
• Ability to perform multiple tasks at once and work in a fast-paced environment.
• Ability to work autonomously with a set of protocols.
• Must be comfortable working in a paperless environment including the electronic management of all patient information.
• Willing to work flexible hours including evenings and weekends.
• Ability to maintain strict confidentiality, display a keen understanding of HIPAA and all aspects of confidentiality guidelines.
• Effectively masters use of electronic health record and electronic practice management system in order to maximize efficiency of lab result management and documentation.

Cultural Awareness:
• All employees are required to demonstrate the importance of the ethical cultural awareness commitment of Planned Parenthood by:
  o Demonstrating empathy; recognizing inherent worth, and treating individuals with respect;
  o Protecting and ensuring confidentiality of staff and patients;
  o Appreciating the Planned Parenthood culture and its function in human behavior, and recognizing cultural strengths; and
  o Seeking to understand patient’s cultures and value of diversity to be able to provide competent services.

Patient Experience/Customer Service:
• [All PS:] Adhere to affiliate goals and policies on professionalism, wait time in the health center and on the phone, and the system for addressing client complaints.
• Builds and maintains positive, quality relationships with customers, both internal (colleagues) and external (patients, clients, donors, etc.).
• Demonstrates commitment to exceeding customer expectations at every opportunity.
• Responds positively to customer concerns and demonstrates effective problem-solving skills.
• Consistently interacts positively with internal and external customers.
• Always wear a PPHP identifying name tag when working.

Language Skills:
• Ability to use, read, analyze and learn software programs utilized in this affiliate.
• Ability to communicate effectively.

Compliance, Risk & Quality Management (CRQM):
• Makes a commitment to participate in PPHP’s Compliance, Risk and Quality initiatives and programs.

Mandatory Reporting:
• Planned Parenthood has zero tolerance for non-compliance with our policies and procedure for addressing situations that endanger the welfare of minors, including our policies and procedures relating to state mandatory reporting laws.

Productivity and Business Operations – Revenue Cycle:
• [All PS:] Participate in health center efforts to achieve established goals for productivity.
• [All PS:] Participate in health center/affiliate efforts to achieve established revenue cycle goals.
Physical Demands:
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear.
- The employee must occasionally lift and/or move up to 25 lbs.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:
- Provides own transportation, is willing to travel, and can work flexible hours, including evenings and weekends.
- Ability to work independently and as part of a team.
- Commitment to the goals of Planned Parenthood.
- While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.
- The noise level in the work environment is usually moderate.

Other:
- This job description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
- Management reserves the right to change, assign or reassign job duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.
- I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
- I understand that PPHP is an "at will" employer.

Employee (PRINT NAME)

Employee Signature  Date

APPROVED BY:

Division Head  Date

Human Resources  Date