

POSITION DESCRIPTION

Home Program Nurse Care Manager

Reports To: Clinical Manager of PD/HH
Manager

Position Status: Non Exempt

Supervises: No one

Effective Date: 8.30.15

GENERAL SUMMARY

The Home Program Nurse Care Manager (HPNCM) is accountable for the delivery and documentation of care of patients dialyzing at NKC and in their home. The HPNCM shall use a collaborative practice model focusing on outcomes to enhance the quality of patient care through effective and efficient management and monitoring of patient care programs. This includes comprehensive assessments, planning care, directing and evaluating the patients home environment and clinical results, education and training of patients and their helpers, as well as services and programs that enhance patient care.

The nurse accepts and follows the leadership from the designated Charge Nurse, supervisor, or manager.

ASSESSMENT

1. The HPNCM shall initiate an accurate and continuous assessment and reassessment of nephrology patients to determine the patient's health history, current health status and family history; and to identify immediate, interim and long term nursing care needs.
2. Responsible for New patient assessment including monthly progress notes.
3. Participate as a member of the interdisciplinary team and:
 - a. Develop and implement the patients' Plan of Care based on the clinical assessments and reassessments with defined patient outcomes, needs, trends and time lines for reevaluation of the goals based on the initial plan of care.
 - b. Collect data in a timely, organized, and systematic manner utilizing observation, examination, and intervention techniques: Including but not limited to:
 - Unstable assessments
 - Diabetes assessments
 - Fall risk assessments
 - Access monitoring

- Medication history and
 - Immunizations
 - Hospitalizations
 - Home Training Log review
 - EDIE reports
 - Billing attestations
- c. Monitor infections and report to the Infection Control Officer for NHSN data entry.
- d. Monitor and address blood and wound cultures including peritonitis.
- e. Responsible for tracking transplant status and patient referrals for transplant.
- f. Monitor and address quarterly water quality results for patient on home hemodialysis.
- g. Monitoring home dialysis machines and make treatment adjustments as needed
4. The HPNCM shall analyze assessment data to formulate nursing diagnoses and identify collaborative problems and document this in CyberRen.
- a. Identify nursing diagnosis based on data to overcome unusual or complex patient care needs.
 - b. Compare individual patient assessment data to the norm in determining any deviation, degree and direction of deviation from the norms.
 - c. Identify the patients and families capabilities and limitations.
 - d. Utilize nursing diagnosis based on accepted current knowledge.
 - e. Document all pertinent data, including assessment, education, and training into the patient's permanent medical record.
 - f. Present data to the QAPI team on a routine basis based on trend analysis and patient outcomes in areas of responsibility.
 - g. Develop a teaching plan for patients. Plans should be stated with measurable outcomes and should be supportive of patient desires.
 - h. Maintain current patient problem lists.
 - i. Include interdisciplinary team input in planning care by conducting care conferences and soliciting information from the patient care team.
 - j. Reviews designated lab work and makes adjustments to medications and treatments based on the S.O.'s.
 - k. Evaluates patient outcomes and revises interventions as appropriate
 - l. Assists in the development of Unit wide Action Plans to address areas of improvement
5. The HPNCM shall provide safe, effective and efficient care according to the priority of identified problems/needs.

- a. Provide direct patient teaching to assure skill competencies to do home dialysis.
- b. Process physician orders.
- c. Perform appropriate procedures for dialysis –related emergencies.
- d. Administer oxygen, perform EKGs.
- e. Monitor dialysis logs as submitted by the home patients.
- f. Delegate tasks, supervise others, refer the patient to professionals for specialized services and coordinate the efforts of health members.
- g. Initiate emergency interactions based on assessment.
- h. Initiates and monitors care across the continuum. E.g. SNF's

EDUCATION AND TRAINING

The HPNCM shall incorporate health care education for the patient and family as an integral part of nursing practice. The HPNCM shall assist the patient and family to obtain knowledge about the treatment of renal disease.

- a. Determine learning needs and assess patient's readiness and ability to learn. Use objective data to assess patient's skill and competencies to assure they are capable of performing dialysis tasks.
- b. Provide health care education to the patient and family as needed.
- c. Provide direct patient and helper training in all aspects of their modality choice. Teach and perform all dialysis tasks including: setting up dialysis machines, checking equipment, monitoring treatment, administering medications, assessing catheter/access function, teaching patient's techniques for home dialysis.
- d. Assure teaching is an ongoing process by providing an environment conducive to learning and utilizing principles of adult learning.
- e. Provide teaching to coworkers as indicated.
- f. Provides training in patient homes as appropriate.
- g. Assist in additional projects, committee assignments or tasks.

(1) Provide reassessment of training needs, and on-going education for all patients.

(2) Complete new patient clinical intake process both medical and financial including rights and responsibilities

(3) Monitor clinical staff competencies e.g. dialysis knowledge, and medication administration.

(4) Provide Next Step class education in conjunction with the CKD program.

QUALITY

Participate as a member of Quality Assessment Process Improvement team and:

- a. Identify and coordinate resource utilization to lower cost and maximize outcome.
- b. Assure patients have adapted to the home dialysis environment by completing home visits as needed.

- c. Provide 24/7 on call services to all home patients.
- d. Conducts monthly clinics to assure optimal patient outcomes.

EVALUATION

The HPNCM shall evaluate and modify the plan of care based on observable responses that are compared to the outcomes stated in the nursing care plan

- a. Evaluate and document patient responses to care. Revise care plans as needed.
- b. Determine relevance of nursing interventions. Determine causes of significant differences between patient responses and the expected response.
- c. Revise problem list as needed.

HUMAN WORTH

- a. Initiate plan of care that communicates acceptance of the patient's and/or family's belief, religion, and socioeconomic background.
- b. Monitor to assure that consistent care is provided within the patient's rights and responsibilities.
- c. Promote protection of patient's privacy.
- d. Respect and guard the patient's confidentiality.
- e. Respect other staff and visitors.
- f. Secure informed consents.

COMMUNICATION

- a. Provide pertinent data and variance reports to other healthcare personnel.
- b. Seek assistance when needed.
- c. Communicate clinical specialty knowledge through role modeling and sharing expertise with the professional community.
- d. Communicate effectively with patients, patient family members, physicians, hospitals, nursing homes, and other allied healthcare professionals.
- e. Assist in additional projects, committee assignments, or tasks. Attend in services as provided

ENVIRONMENT

The HPNCM shall collaborate with other disciplines to assure a safe and supportive environment for nephrology patients and the personnel who care for them.

- a. Provide a safe, supportive environment for other staff and patients.
- b. Comply with infection control practices.
- c. Know emergency procedures.
- d. Collaborate with other disciplines in the evaluation and selection of equipment and supplies and in procedures for their use and maintenance.

PROFESSIONALISM

The HPNCM shall be competent and possess current, comprehensive knowledge and skills in nephrology nursing practice.

- a. Be knowledgeable of rules and regulations governing the nursing care of patients.
- b. Be responsible for demonstration of attainment of a defined body of knowledge.
- c. The HPPCN must be currently licensed to practice in Washington State and become certified in basic life support. The HPPCN must hold a current Washington Driver's License with an acceptable driving record.

1 Other qualifications include involvement in appropriate professional committees, willingness to work with hepatitis and HIV positive patients following NKC recommended guidelines, and performance of continuing education responsibilities. Unless contraindicated, the incumbent is expected to receive or provide documentation of receipt of vaccination against hepatitis B.

CONTINUING EDUCATION

Recognize their own continuing learning needs, and be responsible for meeting those needs to maximize professional development and optimal nephrology nursing practice.

JOB CONDITIONS AND PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing and in person.
2. Must be willing to take call on evenings and weekends.
3. The HPNCM shall participate in a program for ongoing evaluation of the quality and appropriateness of patient care.
 - a. Current licensure credentials.
 - b. Adherence to standards of practice.
 - c. Universal precautions and isolation techniques.
 - d. Equipment safety.
 - e. Infections.
 - f. Unusual occurrences.
4. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
5. Must be able to access Knet and CyberRen from home or via wireless connections. Duties and responsibilities are performed in a clinical dialysis unit. Is exposed to fumes from chemicals such as blood, other body fluids and temperature changes.
6. Physical activities require the ability to stoop, kneel, crouch, reach; stand, walk; push, pull, lift; fingering, grasping, feeling; talking, hearing;

and repetitive motions of hands, wrists, fingers. Eye hand coordination must be very good.

7. The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and lift/move objects weighing up to 25 pounds frequently.
8. The position requires visual acuity to read, inspect dialysis machines, and provide patient care.
9. The HPNCM must be currently licensed to practice in Washington State.
10. Must be basic life support certified or obtain this credential within 12 months of employment.
11. The HPPCN must have a current Washington Driver's License and valid vehicle insurance

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Physical activities require the ability to stoop, kneel, crouch, and reach; stand, walk, push, pull, lift; use fingers to manipulate items, grasping, feeling; talking, hearing, repetitive motions of hands, wrists, fingers and good eye-hand coordination.
4. The physical requirements include the ability to lift/move objects weighing up to 50 pounds infrequently, and lift/move objects weighing up to 35 pounds more frequently.
5. The position requires visual acuity to read, inspect equipment, and provide employee health procedures.

CUSTOMER SERVICE STANDARDS

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

EDUCATION and EXPERIENCE

The HPNCM must have the equivalent of associate or baccalaureate degree in nursing and have current Registered Nursing license in the state of Washington, and one year of previous nursing experience. Dialysis experience is preferred.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL



Vice President of Clinical Services

8.30.15

Date



Vice President of Human Resources

8.30.15

Date