



JOB TITLE: LICENSED PRACTICAL NURSE (LPN)
REPORTS TO: Clinical Director
DATED: Revised August, 2017
SALARY: DOE

POSITION SUMMARY:

Accountable for both provision of quality nursing care, provider-team, and clinical staff duties to assure excellence in patient care and customer service. Responsible for performing within scope of practice under the clinical guidance and direction of Clinical Director and adherence to orders directed by the medical provider to promote positive outcomes.

A. ESSENTIAL JOB FUNCTIONS

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care. Provides ongoing guidance, support and education to other members of the KCHC Healthcare Team as it pertains to ensuring effective, quality primary care for KCHC patients and their families.

1. Demonstrates competency in all “Medical Assistant” job functions.
2. Provides direct and/or indirect patient care:
 - a. Provides ongoing physical and psychosocial data gathering.
 - b. Assesses patients for urgency of needs and prioritizes by acuity.
 - c. Demonstrates technical skill when providing patient care.
 - d. Implements protocols as published.
 - e. Prioritizes phone calls and assists all callers expediently and professionally.
3. Assesses patient’s knowledge base and learning style and provides patient education as needed or requested.
4. Accurately documents all patient contact in Electronic Medical Record (EMR).
5. Utilizes communication skills effectively.
6. Assists the clinic in adhering to all regulatory requirements and guidelines.
7. Performs venipunctures as requested and other basic in-house lab tests.
8. Communicates significant patient findings/changes to the appropriate provider on a timely basis.
9. Administers immunizations and other medications (PO, SL, SQ, IM, IV) as ordered.
10. Initiates IV access and monitors IV hydration therapy following competency verification.
11. Makes appropriate referrals to other facilities.

12. Provides clinical clerical support.

- a. Answers phones, prepares charts, sends letters as needed/requested by provider, and completes lab requisitions.

13. Medication Refill functions:

- a. Organizes prescription refill process to make it customer friendly, reliable, and expedient.
- b. Works collaboratively with local pharmacies.
- c. Reduces re-work, phone calls and confusion around refill process.
- d. Limits the access points for patients to obtain refills.
- e. Delivers consistent message to patients regarding process, time frames and access for refills.
- f. Adds telephone triage duties to this the refill role, time permitting.
- g. Completes the evaluation, research and data presentation of refill requests to providers and staff and assures process follow-through.

14. Conforms to safety policies, general housekeeping practices.

15. Demonstrates sound work ethic, flexibility, and shows dedication to the position and the community.

16. Keeps customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others.

17. Conforms to KCHC policies and HIPAA regulations.

18. Other duties as assigned.

B. MISSION STATEMENT

KCHC's Mission is: *To provide high quality, comprehensive primary and preventive health care services.*

Employee upholds and supports our mission statement by demonstrating the Employee Behavior Expectations as outlined below.

C. EMPLOYEE BEHAVIORAL EXPECTATIONS

KCHC is a place where kindness and respect are our guiding principles. The following behaviors demonstrate our commitment to honoring those principles in our everyday work lives.

As a KCHC employee, I pledge to:

1. Appearance:

- a. Maintain a professional personal appearance and abiding by the dress code at all times while working for and representing KCHC
- b. Demonstrate a positive affect

2. Attitude:

- a. Acknowledge clients, and maintain appropriate eye contact
- b. Always be welcoming, kind, courteous, respectful and helpful to clients and co-workers alike
- c. Express gratitude often

3. Respect:

- a. Always treat patients as if they were treasured family members
- b. Always treat colleagues in a respectful manner
- c. Celebrate and respect diversity in culture, life style, points of view, and belief systems

4. Ownership/Accountability:

- a. Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.
 - b. Act as an ambassador representing KCHC
 - c. Anticipate and consistently exceed customer/patient needs and expectations
 - d. Understand and willingly accept all appropriate job responsibilities
 - e. Demonstrate a proactive, positive approach to problem solving
5. **Communication:**
- a. Always acknowledge patients and their family members using their preferred names
 - b. Keep patients and their families fully informed throughout their visit
 - c. Always maintain patient confidentiality and respect patient and co-worker privacy
 - d. Utilize kind and respectful telephone and email communication
 - e. Demonstrate positive and proactive communication skills including active listening.
 - f. To speak respectfully, complain rarely, and actively participate in finding solutions that benefit everyone involved!
 - g. Recognize and celebrate random acts of kindness

D. ESSENTIAL JOB QUALIFICATIONS/SKILLS:

(Any equivalent combination of knowledge, skills, abilities, education, and experience)

1. **Education:** Graduate of an approved school of practical nursing.
2. **Experience:** Two years experience in Community Health, Public Health, Family Practice, Obstetrics, Pediatrics, or Emergency Room preferred. Strong triage skills required.
3. **Licensure/Certification:** Current Alaska State LPN license. ACLS preferred. Must possess current BLS certification upon hire or obtain one within 6 months of date of hire.
4. **Other Qualifications:**
 - a. Proven ability to effectively communicate, verbally & in writing, with all levels of staff personnel.
 - b. Team-oriented and able to work collaboratively with staff.
 - c. Strong problem-solving and time-management skills.
 - d. Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
 - e. Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
 - f. Ability to carry out managerial responsibilities in accordance with the organization's policies and applicable laws.
 - g. Ability to understand and respond effectively and with sensitivity to special populations served by KCHC. Special populations include, but are not limited to, those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.
5. **Attendance:** Regular attendance is a requirement of this position.
6. **English Language:** Must be able to read, write, and speak English.

IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

N = NEVER	(0 hours per day)
R = RARELY	(less than 1/2 hours per day)
O = OCCASIONALLY	(1/2 to 2.5 hours per day)
F = FREQUENTLY	(2.5 to 5.5 hours per day)
C = CONTINUALLY	(5.5 to 8 hours per day)

**WORKING
CONDITIONS/ENVIRONMENT**

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)

1 - 10 lbs.	F
11 - 20 lbs.	R
21 - 35 lbs.	N
36 - 50 lbs.	N
51 - 75 lbs.	N
76 - 100 lbs.	N

II. PUSHING/PULLING (Amount of force exerted to push and/or pull)

1 - 10 lbs.	F
11 - 20 lbs.	R
21 - 35 lbs.	N
36 - 50 lbs.	N
51 - 75 lbs.	N
76 - 100 lbs.	N

III. POSTURES/MOVEMENTS

Sitting	C
Standing	R
Walking	R
Stooping, kneeling, crouching and/or crawling	N
Reaching and /or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	N
Carrying, pushing and/or pulling	R

IV. COGNITIVE/SENSITIVE

Talking	C
Hearing	C
Sight (Addendum: acuity, color blindness)	C
Smelling/tasting	N

OCCUPATIONAL ASPECTS

A. WORK ENVIRONMENT

Working Inside	C
Working Outside	N
Changing Temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	N
Mechanical, electrical and/or other hazards	N
Confined Spaces	N

B. OTHER ASPECTS

Infectious Agents	N
Chemicals	N

C. Special Equipment/Clothing

Special Equipment or Clothing	N
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The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements

This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____