Title: Triage Nurse

Status: Full-Time, ¾-Time or Half-Time / Non-Exempt

Minimum Qualifications
1. Graduate of an accredited nursing program.
2. Current California Registered Nurse license.
3. Minimum of three (3) years of experience as a professional nurse within the last five (5) years.
4. Reliable cell phone with local number and coverage.
5. Valid driver’s license, proof of acceptable automobile insurance coverage, and reliable transportation as specified by Hospice of Humboldt’s policies.
6. Expertise in pain management, symptom control, crisis intervention, and family support.
7. Demonstrated critical thinking skills and excellent clinical judgment.
8. Excellent computer skills.
9. Must be able to work four (4) weekend shifts per month.

Preferred Qualifications
1. At least one (1) year of hospice or palliative care experience.
2. Experience working effectively with an interdisciplinary group.
3. CHPN certification.

Position Overview
The Triage Nurse receives calls from Hospice patients and families, assesses the needs of the patient and family, and coordinates needed care over the phone, including scheduling home visits as needed. The Triage Nurse collaborates with Interdisciplinary Group (IDG) members and facilitates communication among the IDG and between Hospice and the patient’s Attending Physician. All services provided to the patient and families are pursuant to a physician’s orders and consistent with the patient’s Plan of Care. All communications and services are documented in an accurate and timely manner.

Essential Duties and Responsibilities
Duties include but are not limited to:

Phone Triage
The Triage Nurse receives calls from Hospice patients and families, assesses the needs of the patient and family, and coordinates needed care over the phone, including scheduling home visits as needed. Essential duties include, but are not limited to:
1. Managing patients’ pain and symptoms pursuant to Physician’s Orders; obtaining changes in Orders as needed and updating the Patient’s Plan of Care and medication list accordingly.

2. Assessing the patient and family’s need for a home visit and if so, contacting the appropriate clinician to schedule the visit, and notifying the patient and family of the expected visit time.

3. Guiding, supporting and educating to Hospice patients and families over the phone.

4. Ordering durable medical equipment for the patient as needed pursuant to Medical Services Policies 12.9 Medical Supplies and Durable Medical Equipment.

5. Documenting all services provided in the patient’s electronic medical record pursuant to Hospice of Humboldt Laptop Use and Charting Protocol.

6. Ensuring that all care provided is consistent with the patient’s Plan of Care pursuant to Clinical Policy 4.3 Plan of Care.

**Weekend-Specific Triage Responsibilities (as applicable)**
Under physician’s orders and in collaboration with other Interdisciplinary Group members as described in the patient’s Plan of Care, the Triage Nurse who works on the Weekend (Saturday and/or Sunday) is responsible for triaging calls that come in to the Hospice of Humboldt office from the answering service during the day shift hours on the weekend. This includes providing guidance and support to patients and families who call in, as well as triaging assignments to the weekend nursing staff. In addition Triage Nurse working on Saturday and Sunday is also responsible for:

1. Communicating patient’s needs to weekend nursing staff and assigns visits or tasks when issues cannot be satisfactorily handled by telephone.

2. Making visits, as needed, when weekend staff is unable to do so or when appropriate.

3. Assigning phone response to weekend staff during lunch break.

4. Traveling with adequate supplies and documents in order to respond to anticipated and unexpected situations.

**Collaboration and Communication**
The Triage Nurse is an important member of the Interdisciplinary Group (IDG), collaborates with IDG members and facilitates communication among the IDG and between Hospice and the patient’s Attending Physician. Essential duties include but are not limited to:

1. Communicating with the patient’s Attending Physician and the Hospice Medical Director for medical authorizations, pain and symptom management, changes to the Plan of Care, and other exchanges of information.

2. Informing family, physicians, staff, volunteers, and agencies of a patient’s death pursuant to Hospice of Humboldt Death of a Patient Protocol.

3. Relaying requests for Patient Care Volunteer, bereavement services, chaplaincy or social work services to the appropriate Hospice clinician.

4. Communicating with IDG members as described in the Hospice of Humboldt Communications Protocol.
Support for Director of Nursing and Clinical Managers
The Triage Nurse provides support for the Director of Nursing and Clinical Managers including helping to orient new employees, performing compliance and quality audits, filling-in for absent Clinical Managers when requested, and other projects as assigned.

Compliance and Quality Improvement
The Triage Nurse plays an important role in the agency’s compliance with state and federal regulations and quality assurance and performance improvement. He or she must understand and comply with the Medicare Conditions of Participation and all Hospice of Humboldt Policies and Procedures. Essential duties include but are not limited to:
1. Operating within his or her scope of practice, and ensuring that all services are provided consistent with best practices for hospice and palliative care.
2. Recognizing and reporting any potential misconduct or violation of Hospice of Humboldt’s policies, compliance standards, and federal or state laws and regulations pursuant to All Staff Policy 3.2 Incident Reporting and Clinical Policies 4.7 Elder Abuse Reporting and 4.8 Child Abuse Reporting.
3. Recognizing and reporting any suspected violations of the patient’s rights pursuant to Admissions Policy 2.6 Rights and Responsibilities of Patients and Families.
4. Understanding and complying with all of the provisions of Compliance Policy 5.2 Compliance Plan and the Code of Conduct in that Plan.
5. Understanding and complying Human Resources Policy 9.10 Standards of Conduct.
6. Understanding and complying with all Health Insurance Portability and Accountability Act (HIPAA) requirements, in accordance with the Human Resources Policy 9.9 Confidentiality and Information Systems Policy 10.5 Electronic Security and Medical Records Policies 11.3 Confidentiality, Storage and Disposal of Medical Records and 11.4 Access to Medical Records.
7. Working with the Director of Quality as requested to monitor and improve the quality of medical services in accordance with the Quality Policy 13.1 Quality Plan.

Environmental Conditions and Physical Requirements
The position of Triage Nurse requires:
1. Routinely performs procedures or other tasks that could involve exposure to blood, body fluids, or other potentially infectious materials.
2. Works with Hospice patients in home, SNF, and RCFE settings. The conditions in homes and facilities vary with each patient.
3. Provides own transportation to patients’ places of residence.
4. Successfully performs the essential duties and responsibilities of the position through the use of physical activities as described below:
   • regularly requires sitting, standing, walking, talking, using hands, driving a car, listening and vision for close work.
   • regularly requires use of computer, keyboard, and related software applications.
   • regularly requires the use of the telephone.
   • occasionally requires reaching, stooping, bending, kneeling, and lifting/carrying up to 25 pounds.
• occasionally requires pulling patients to the side of the bed on a draw sheet, to a sitting position from the supine, or forward and up out of bed or a chair in preparation for performing a standing pivot transfer.

Immediate Supervisor: Clinical Manager

The above statements are intended to describe the general nature and level of work to be performed. This is not to be construed as list of all responsibilities.

I have read and understand this job description.

Employee’s Signature _________________________________ Date ____________

Supervisor’s Signature _________________________________ Date ____________