

## **Nurse Champion (RN)**

*The upshot: this is a truly unique opportunity to transform primary care for older adults (65+) in a team-based environment that empowers nurses to create meaningful relationships with patients, and practice with joy.*

### **What are We About:**

At Patina, we believe everyone should have the opportunity to live their best lives and age with dignity. That's why we're reinventing primary care with an approach that's purpose-built for older adults and their families. Our care model is centered around the needs of the individual, and available right where they live, with comprehensive and convenient in-home and virtual care options. We enable our world-class team of clinicians and care team members with elegant, human-centered technology and tools, so they can spend more time doing what they do best: building trusted relationships and delivering great care.

Working at Patina is special. We respect each other, seek out and welcome others' perspectives, and push ourselves to grow and innovate so that we can deliver exceptional experiences to those we serve. We balance humility with confidence, and we're looking for change-makers who bring the heart and audacity to help us **profoundly improve the healthcare and aging experience for older Americans.**

### **What Makes You Uniquely Suited to work at Patina**

You are ready to make a real difference in the lives of older adults in the Greater Philadelphia area. You are over the moon about having a profound impact on the foundation of Patina's clinical delivery. You are a deeply compassionate nurse with a keen understanding of how to manage the nuances of virtual and home-based care delivery for seniors.

You enjoy being in communication with the patients and families to support them across their care journey, including educating them on medication usage, side effects, and general health and wellness. You thrive in a true team environment - working with Patina clinical team members and other clinicians to deliver the best care for the patient and his or her family - all in a friendly and respectful way.

You see the gaps in healthcare for older adults and it makes you deeply frustrated. This is the role for someone who has an unbridled passion for revolutionizing healthcare. You want to meet the patient and their caregivers' physical and psychosocial needs, with support of a world class interdisciplinary team consisting of primary care providers, nurses, behavioral health providers, clinical pharmacists, and other health professionals as appropriate.

## **What You Get to Do:**

As our Nurse Champion you will be part of a multidisciplinary team providing patients with high quality, efficient, patient-centered care tuned to their values, goals, context, and preferences. You will do this through virtual and telephonic assessments of patient needs - and possibly in-home assessments - all while providing guidance and follow up education consistent with the recommendations of our physicians and nurse practitioners.

The Nurse Champion will partner with our patients, physicians, nurse practitioners and Health Champions in clinical triage, case management, care coordination, and virtual patient assessment and care, wellness/prevention, and chronic disease management. You will work in an advisory/coaching capacity to support the patient's clinical needs, monitoring both self-care and changes in condition, while striving to meet the patient's own personal health goals. Patina's Nurse Champion utilizes an evidence-based approach to support older adults, including conducting baseline assessments, supporting patient self-care and life goals, and communicating to the clinical team pertinent changes in the patient's condition.

You are someone who is able to express a warm, caring and approachable demeanor. You constantly display unconditional respect toward others and are able to sense others' feelings and perspectives. You thrive in being service orientated, with the ability to listen, anticipate, recognize, and meet the needs of patients and their families. You believe that a great team can accomplish anything, and you strive to work successfully with others to accomplish objectives and goals. You are optimistic and inspiring, and love building trusted relationships and influencing others to act on their own behalf or for the broader good of the group.

You will employ a variety of strategies, approaches, and techniques to manage a patient's physical, environmental and psychosocial health complexities, while identifying and resolving barriers that hinder effective care. You'll ensure that patients progress towards desired outcomes by continuously monitoring their care through assessments and/or evaluations.

## **What You Get to Do:**

- Serve as a patient clinical liaison, coach and advocate.
- Listen to patients and understand their needs and context via phone, chat, or virtual visit, in order to determine the need for health interventions, coordination, or education.
- Participate in the creation of care plans that place an emphasis on the patient's health goals and support achievable health outcomes for patients.
- Provide virtual patient assessments using a standardized approach, and leverage critical thinking and professional judgement to demonstrate the ability to effectively assess important changes in condition to drive appropriate responses.
- Support patients through transitions in care, providing education and advocacy and ensuring safety and quality at all times.
- Build trust-based relationships and maintain a supportive and collegial role with the primary care team, patient, and family to meet our patients' stated health goals.

- Support the efforts of patients and care team with motivational interviewing techniques, using strong baseline knowledge of chronic condition management, health coaching and nursing triage.
- Support the team in refining processes and workflows to achieve superior patient satisfaction while reaching clinical goals.
- Assist in refilling prescriptions, ordering supplies, ordering DME, and completing other care-coordination needs of patients and families.
- Respond to and prioritize incoming patient messages and test results in collaboration with the Health Champion.
- Educate patients and family members about diagnoses, procedures, medications, nutrition, and maintenance.
- Understand department, segment, and organizational strategy and operating objectives, including their linkages to related areas.
- Make decisions regarding your own work methods - occasionally in ambiguous situations and with minimal direction - and seek guidance/feedback where needed.
- Provide feedback and insight to our clinical program design team and our product team to help continuously improve our processes and enabling software.
- Aid in orienting and training new staff.

### **What is Required:**

- Bachelor's Degree Nursing (BSN).
- An active and unrestricted Registered Nurse license in Pennsylvania.
- Excellent oral communication skills both in-person and telephonically, with patients, caregivers, and providers.
- Comfort with supporting patients via phone, video, and chat - and possibly in patient homes when necessary.
- Access to reliable transportation - with minimum state required liability auto insurance - for possible patient visits.
- A current and active drivers license.
- 3 years of experience in primary care, emergency care, ambulatory care or similarity commensurate nursing experience in healthcare.
- Active CPR and BLS certifications from the American Heart Association .
- A working knowledge of health information technology, including technologies that produce data/reporting on metrics that we'll need to serve our patients most effectively.
- Experience with case management, discharge planning and patient education for seniors.
- Strong critical thinking, analytic, strategic, quality improvement, and active listening skills.
- Knowledge of coding and reimbursement.
- Experience with conventional office applications (e.g. Microsoft Office, Google Workspace or G-Suite, etc.).

### **What Would be Great to Have:**

- Experience working with Medicare patients in a primary care setting. (Bonus points for additional background in one or more of the following: geriatric care, nursing triaging, home health, quality or process improvement, specialty care - e.g. palliative, hospice care, CV, urgent care, pulmonology, etc.)
- Experience with managed care, esp. ACO/value-based relationships.
- Prior experience with analyzing payer quality data, care gaps and navigating reports from electronic health records.
- Familiarity with HEDIS and Medicare quality measures.
- Flexible, courageous, and positive attitude when faced with unexpected changes and fluctuating workloads.
- Experience in home or virtual care settings.
- Certified Case Manager (CCM) certification in good standing.

**What are the Advantages:**

- Amazing mission-based culture with a team of fewer than 50.
- Medical, Dental, & Vision Insurance
- Competitive PTO
- An environment where you can learn, grow your skills, financial wellness, and change the world.

*Patina is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*

For more information, please contact Talent at [talent@patinahealth.com](mailto:talent@patinahealth.com)