

APLA Health

APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance*
- *Vision Insurance*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *4 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched (6%) 403b Retirement Plan*

This is a great opportunity to make a difference!

This position will pay \$109,130.22 - \$145,021.58 annually. Salary is commensurate with experience.

POSITION SUMMARY:

Under the supervision of the Chief Nursing Officer (CNO)/ Deputy Nursing Officer (DNO) and in collaboration with the Site Medical Director, the Nurse Manager I(NM) will provide culturally competent medical, services to low-income adult individuals in Los Angeles County, with a specific focus on underserved communities. Provides leadership to RNs, LVNs, medical assistants, HIV/STD counselors, phlebotomist, and other non-administrative staff as hired.

The Nurse Manager I will assure quality and cost-effective care for clinic patients, and will manage a patient's course of treatment, and coordinate care with providers and

other clinical support staff to ensure quality patient outcomes are achieved within established time frames with efficient utilization of resources. In addition, the NM I will work closely with the CNO/DNO to design, implement and monitor workflow processes at the designated APLA Health Clinic. This position plays a significant part in the implementation of Patient Centered Medical Home (PCMH).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide clinical support to medical providers before and after adult primary care visits so as to ensure the timely delivery of quality medical care.
- Interface with other non-administrative staff to ensure patients receive specialty referrals in a timely manner and are able to follow through so as not to interrupt patient care.
- Treat patients diagnosed with sexually transmitted infections (STIs) in a timely manner and according to APLA Health clinical STI treatment guidelines.
- Administer vaccines to adult patients per APLA Health clinical guidelines.
- Provide and appropriately document health education to patients.
- Participate in quality improvement activities as directed by the medical director.
- Triage adult patients who walk in to clinic or call with acute medical concerns.
- Assist front office staff in making appropriate arrangements for patients who arrive late for appointments or for whom an appointment needs to be rescheduled, by reviewing the medical record and determining how soon and where the patient should be seen.
- In conjunction with the site medical director, and nurse manager conduct morning huddles to align staff on priorities and patient needs.
- Will develop, review and update APLA Health Nursing policies and procedures annually, and as an as needed basis
- Will develop staff trainings/in-services for clinical staff
 - Will review clearly with staff the policies and procedures that is easy to understand and apply in practice
 - Will update training materials regularly to reflect best practices and policy changes
 - Will ensure consistency in staff training across the clinic
- Works in collaboration with the CNO/DNO to ensure on-going trainings and educational needs of clinical staff are met.
- Maintain adequate medical supplies and medications for clinical areas by monitoring supplies and ordering supplies as needed. Ensure that exam rooms are fully stocked and prepared for patient care.
- Collaborate with the site medical director and clinic director to optimize operational efficiency and financial performance by continually looking at data that includes patient goals, provider productivity, and pharmacy revenue goals.
- Ensures cost effective ordering of supplies.
- Will proactively identify opportunities to enhance quality of care, streamline workflows, reduce operational costs, boost staff engagement, and elevate the overall patient experience.
- Will provide chronic disease management (CDM) for patients that are referred by providers and develop appropriate care plan as needed.
- Will delegate to LVN appropriate CDM referrals

- Works in collaboration with the CNO/DNO to ensure compliance with OSHA, local, state and federal regulations including FQHC/HRSA, DHSP and HCLA and Regal Medical IPAs.
- Clinical coverage flexibility:
 - Be available to adjust work hours on short notice to provide supervisor coverage at other clinical sites as necessary, travel required
- Provide coverage until the final patient on-site at the health center has departed. In conjunction with the site medical director and clinic director, ensure all clinic service activities operate consistently and ethically and meet or exceed contractual requirements, state and federal regulations and APLA Health's policies and procedures
- Will participate in Health Plan and program audits:
 - In conjunction with CNO/DNO, the site medical director, clinic director and other stakeholders prepare for site visits/audits
 - Participate in pre-audit checklist reviews that includes reviewing the notification and scope of review
 - gather required documentation
 - perform an internal mock audit
 - ensure HIPAA and OSHA compliance
 - In conjunction with CNO/DNO, will ensure that nursing policies and procedures are available for review
 - Will ensure and verify that clinical documentation is complete, quality metrics are accurate and compliant before the audits
- Oversees monthly maintenance of emergency cart. Guarantees contents and use of cart is within strict compliance of all standards.
- Ensures cooling units (refrigerators and freezers) are operating within indicated temperature ranges on a daily basis. Leads clinic team in responding to temperature excursion events.
- Dispensary responsibilities:
 - Functions as onsite leadership overseeing daily operations of clinic dispensary.
 - Assures staff follow and maintain compliance with dispensary practices per the policies and procedures of the California medical and pharmacy boards but also APLA Health's internal policies & procedures.
 - Enforces proper documentation of medication furnishing and works with staff to reconcile discrepancies.
 - Responsible for adding and tracking all medications received
 - Controlled medications:
 - Will ensure secure storage, inventory tracking, and proper documentation for controlled substances per federal, pharmacy and clinic guidelines
 - 340B medications:
 - Familiarize self in 340B principles surrounding clinic administered medications. (Completes basic 340B training.)
 - Ensures clinical staff is operating in strict compliance and optimization of the federal 340B drug pricing program, including the furnishing and accounting of 340B medications to appropriate patients.

- Addresses noncompliance in collaboration with clinic and pharmacy staff.

Supervisory Responsibilities:

- Provide oversight, guidance, and provides leadership to LVN, medical assistants, phlebotomist, and other non-administrative staff as hired.
- Directly supervise medical assistants-HIV/STD Counselors, RNs and LVNs.
- Will write and execute yearly performance evaluations on supervisees.
- Will ensure a structured onboarding plan for new hires that includes clinic processes, back-office policies and procedures as well as company policy and procedures.
- Maintains staff by recruiting, interviewing, and hiring for open positions.
- Accomplishes staff results by communicating job expectations; planning, monitoring and appraising job results,
- Responsible for determining and implementing appropriate disciplinary action when needed. Responsible for approving staff time cards and time off requests.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

Bachelor's degree in Nursing and 5 years' experience as an RN; with a minimum of 3 years' experience in an ambulatory health care clinic, preferably at a federally qualified health center (FQHC). Two years' experience in management in a clinical or hospital setting required. Experience working in patient-centered care teams preferred.

Must have strong negotiation and conflict resolution skills. Required analytical, problem solving, planning, evaluation and organizational skills in order to ensure a productive work environment and achievement of goals. Experience in chronic disease management, case management, utilization management and quality improvement projects are preferred. Experience in an HIV medical practice is preferred.

Required Licenses/Certifications:

- A valid California Registered Nurse (RN) license issued by the California Board of Registered Nursing (BRN).
- Current Basic Cardiac Life Support (BCLS) and Cardiopulmonary Resuscitation (CPR) certification.

Knowledge of:

Knowledge and experience working with electronic health records, eClinicalWorks preferred.

Ability to:

Ability to provide services in a non-judgmental fashion and work effectively with diverse populations is required as is the ability to maintain records and follow clinical guidelines/protocols. Must be able to work efficiently and complete tasks with a high degree of accuracy; work and solve problems independently; work flexible hours in order to complete tasks and meet patient needs. Ability to be flexible in handling unanticipated patient needs is required.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

SPECIAL REQUIREMENTS:

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes. COVID-19 Vaccination or Medical/ Religious Exemption required.

APLA Health is an Equal Opportunity Employer.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/portal/A5559163F67395E0A2585D2135F98806/jobs/349346>