Teamwork makes the dream work — join our team!

 RN Consultant  
 Job Location: South Portland, ME

Our Story
At Citra Health Solutions, we are a team of innovators that equip our healthcare partners with the tools to stay focused on patient experience and engagement while delivering the very best in quality coordinated care, improved population health management, and increased efficiency to reduce costs and promote financial success.

Position Summary
The Nurse Consultant (NC) practices computer assisted expert nursing through inbound and outbound telephone contacts with patients whose physicians, hospitals, insurers, employers or other sponsors/providers are Citra’s clients. Utilizing clinical software and guideline/information databases, the NC is responsible for assessing, triaging, and advising patients/callers who present with symptom-based problems or general health questions. This includes facilitating referrals to primary providers, specialists, healthcare facilities, and community resources as appropriate. The NC assists patients/callers to improve their health status via participation in client-sponsored disease management programs as well. Provides support to Medical Service Representatives (MSR’s) through clinical monitoring, oversight and immediate availability for clinical issues that arise during coordination of client medical communications. Involvement with the Citra Quality Improvement program is essential, and may incorporate involvement with surveys to define and measure client services or other process improvement activities.
Principal Duties and Responsibilities

✓ Promptly, answers telephone inquiries (optimizing ASA quality standards) regarding caller needs through effective listening and asking open-ended questions. Demonstrates positive customer relationship skills with all patients/callers.

✓ Utilizes expert nurse software to conduct sound nursing assessments, triage, and advice to patients/callers who have symptom-based problems. This includes uses of databases or approved reference material to provide health counseling and resource information to those who may not be experiencing any symptom based problems.

✓ Thorough, concise documentation of all calls for medicolegal/statistical purposes with adherence to confidentiality agreements and policy and procedures.

✓ Performs outbound patient contacts as part of Citra’s Quality Program. This may include utilizing special protocols to assess and advise patients who are participating in wellness or disease management programs or are being monitored during post-discharge or preadmission phases of care.

✓ Meets outlined quality benchmarks and quality indicators as monitored. Accepts responsibility to correct any pattern of deficiency identified through quality audits, monitoring, or recordings. Demonstrates quality by documenting the application of the nursing process in a responsible, accountable and ethical manner.

✓ Reports unusual calls or variances to established policies and procedures to Clinical Manager, VP of Quality & Training, or VP of Clinical.

✓ Assists with medical communications coordination as needed in support of the MSR team.

✓ Successfully completes annual competencies and a self-performance evaluation with outlined goals and objectives.

✓ Maintains current knowledge base regarding practice issues and records educational activities.

✓ Participates willingly in committees, orientation and/or staffing processes as part of his/her professional growth.

✓ Promotes sense of pride in call center and positive interpersonal relations among all team members. Exhibits commitment to effective problem solving techniques when issues arise.
Independently seeks out guidance/assistance as needed. In the absence of a Clinical Manager, assures that shift team members have completed all routine operations/communications functions.

Continuously acts to maintain a safe, clean, healthy and fun work environment consistent with Citra’s professional patient/caller service vision, values and endeavors. Ensures a work environment that meets with HIPPA, and the Americans with Disabilities Act regulations.

Demonstrates flexibility in providing coverage and/or availability for the call center via scheduling adjustments for unexpected absences, events or call volume variances. Excellent attendance record.

Attends or reviews recording of 80% of team meetings annually. Assumes responsibility for staying current with call center changes via various communication/technical tools.

Remains current with content knowledge of computer–assisted expert clinical nursing guidelines, reference material, and call center technologies.

Practices according to current practice standards, nurse practice act, laws and regulations.

**Minimum Job Requirements**

- Current/active U.S. RN license
- Minimum of 3 years’ clinical experience in acute or ambulatory care setting within the U.S.
- Nurse may be requested to obtain licenses in multiple states, but will be required to obtain CA license for this position.
- Nurse Consultants must complete required contact hours of continuing education or in-service programs according to state licensure and/or contractual Statement of Work requirements. All Nurse Consultants will be required to complete 15 contact hours of continuing education per year.
- Home state license must not have restrictions preventing obtaining a license outside of their home state.
- Superior nursing process skills and patient service drive.
- Positive, enthusiastic and empathetic when dealing with patients.
Organized, able to set priorities and work effectively under pressure with minimum supervision.

Must have or quickly develop an ability to think, talk, and type simultaneously while utilizing excellent telephone communication skills and customer focused interpersonal relationship skills.

Must have basic PC skills, proficiency in typing, ability to pass a Clinical proficiency test and a comfort with Windows Operating Systems.

Membership in a professional organization or certification in a specialty is highly desired.

Physical Requirements

Citra is often a fast paced work environment requiring an ability to prioritize and work effectively and efficiently regardless of pressure. Sedentary work and work related to travel requiring good manual dexterity with repetitive motions of wrists, hands, and fingers. Ability to sit for long periods of time. Must have vision sufficiently correctable to operate a motor vehicle and work with a computer monitor. Must have excellent speaking, hearing and listening skills to receive detailed information through oral communication and to conduct presentations.