



The mission of Community Health Programs is to improve the health of people throughout Berkshire County by delivering exceptional compassionate health care.

Job Title: Family Nurse Practitioner: Remote Telehealth
Department: Clinical
FLSA Status: Exempt
Hours: Full Time
Operationally Reports To: Practice Manager
Direct Reports: CMO
Updated: October 2021

Summary: The Family Nurse Practitioner will provide advanced primary and specialty nursing services. The NP performs patient health assessment, creating strategies to improve or manage a patient's health, and introducing habits for health promotion. Our expectation is that this position will see at least two patients per hour of patient facing time. This person will support CHP's mission, vision, and values and will adhere to compliance protocols as well as CHP's policies and procedures.

Remote Family Nurse Practitioner Essential Duties and Responsibilities:

- Care for patients via a remote, telehealth platform
- Observe patient behavior and any relevant physical findings through a tele visit.
- Record patients' medical histories and symptoms.
- Create patient care plans and contributing to existing ones.
- Order, administer, and analyze diagnostic tests.
- Monitor and operate medical equipment.
- Diagnose health issues.
- Detect changes in patients' health and modify treatment plans, as needed.
- Consult with healthcare professionals and families.
- Train patients and their families to manage and prevent illness and injury.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- Subject Matter Expert:
 - Is a subject matter expert and keeps knowledge current by attending required trainings and meetings.
 - Experience in delivering telehealth.
 - Knowledge of and respect for HIPAA regulations.
 - Develops innovative approaches and ideas.
- Business Acumen:
 - Understands business implications of decisions; Aligns work with strategic goals.
 - Sets and achieves challenging goals.
- Teamwork:
 - Balances team and individual responsibilities.
 - Exhibits objectivity and openness to others' views.
 - Gives and welcomes feedback.
 - Contributes to building a positive team spirit.
- Excellent customer service and interpersonal skills:
 - Highest degree of professionalism and ethics:
 - Handles issues with tact and diplomacy.

- Reacts well under pressure; Accepts responsibility for own actions.
 - Upholds organizational values
 - Responds to requests for service and assistance; Meets commitments.
 - Takes initiative, follows through, and manages different tasks with quick turn-around time.
 - Works well under pressure, and with minimal supervision.
- Organizational skills:
 - Follows CHP policies and procedures.
 - Completes administrative tasks correctly and on time.
 - Excellent time-management skills.
- Verbal and Written Communication Skills:
 - Prepares and presents statistical and other reports oral or written as required.

Essential Skills and Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master's degree from an accredited nursing program.
- Licensure in the State of Massachusetts and board-certified by either ANCC or AANP.
- Prescriptive authorization.
- Experience providing primary care as a Family Nurse Practitioner.
- Knowledge of computer-based data management programs and information systems, as well as medical records and point-of-interview technology.
- A sound understanding of all pertinent federal and state regulations, including HIPAA and OSHA.
- Excellent verbal and written communication skills.
- Knowledge of disease prevention.

Physical Requirements:

- See ADA form