

(Sample for Nurse II – please work with your local HR for position posting requirements)

**Primary Care Mental Health Integration (PCMHI)
REGISTERED NURSE (Collaborative Care Management)
FUNCTIONAL STATEMENT
VN-0610-II**

OVERVIEW:

Primary Care Mental Health Integration (PCMHI) is a component of the interdisciplinary Patient Aligned Care Team (PACT). The PCMHI Collaborative Care Manager (PCMHI CoCM) Registered Nurse (RN) provides evidence-based, condition specific (e.g., depression), protocol-driven services to collaboratively assist PACT providers in treating common mental health and health behavior concerns in primary care. PCMHI CoCM services include patient education, activation, behavioral interventions, monitoring of medication adherence and response, as well as other protocol-driven services. These services are provided in the outpatient Primary Care setting utilizing all aspects of the nursing process within a collaborative, interdisciplinary practice setting.

QUALIFICATIONS:

1. The incumbent must meet the qualifications and requirements in the Nurse Qualification Standard found in Appendix G6 of VA Handbook 5005/27
2. Current, full, active and unrestricted registration as a graduate of professional nurse in a State, Territory or Commonwealth (i.e., Puerto Rico) of the United States, or the District of Columbia. In cases of graduates of foreign schools of professional nursing, possession of a current, full, active and unrestricted registration will meet the requirement of graduation from an approved school of professional nursing. The RN must maintain a current, full, active and unrestricted registration to continue employment with VA.
3. Graduate of a state/NLN accredited nursing program
4. Current licensure as a Registered Nurse
5. AANC certification in psychiatric nursing is preferred
6. U.S. Citizenship
7. Must be proficient in spoken and written English to communicate with the Veteran population and colleagues as required by 38 U.S.C. 7402(d) and 7407(d)
8. Current proficiency in Basic Life Support (BLS) through the American Heart Association (Required prior to assuming clinical duties and must remain current –VHA Directive 11-77)
9. A high level of therapeutic communication skills and psychiatric nursing experience within the last 5 years is required. Two to three years of psychiatric nursing experience in an outpatient setting is preferred.
 - a. The position requires the ability to provide psychoeducation to patients and the ability to have knowledge and familiarity with the assessment and diagnosis of mental health disorders
 - b. The position requires knowledge of medical and psychiatric terminology, diagnostic categories, ability to perform chart review, and familiarity with a variety of treatments for depression, alcohol misuse, and anxiety

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- c. The position requires the ability to work with and communicate with a variety of clinicians including primary care providers and mental health providers
- 10. Knowledge of VA and community resources available to the Veteran population
- 11. Basic computer skills and the ability to learn to use the electronic medical record, Microsoft Outlook, Microsoft Word, Microsoft Teams and Microsoft Excel are required
- 12. *Grade Determinations:* The following criteria must be met in determining the grade assignment of candidates:
 - a. *Nurse II* - A BSN with approximately 2-3 years of nursing practice/experience; OR ADN or Diploma in Nursing and a Bachelor's degree in a related field and approximately 2-3 years of nursing practice/experience; OR a Master's degree in nursing or related field with a BSN and approximately 1- 2 years of nursing practice/experience; OR a Doctoral degree in nursing or meets basic requirements for appointment and has doctoral degree in a related field with no additional nursing practice/experience required.

SUPERVISORY CONTROLS:

The PCMHI CoCM nurse performs clinic duties independently and reports directly to the PCMHI Coordinator/Program Manager. For nursing practice issues, the PCMHI CoCM Nurse has access to the Mental Health Services Supervisory Nurse. The Supervisory Nurse works in collaboration with the PCMHI Coordinator/Program Manager to complete annual PCMHI CoCM Nurse evaluations. The PCMHI Coordinator/Program Manager provides administrative supervision, general instruction plans, and assigns work.

MAJOR DUTIES AND RESPONSIBILITIES:

The PCMHI CoCM RN is an integral part of the PCMHI team. Duties include:

- Patient outreach and engagement in treatment
 - Patient contact is frequently provided via telephone and written correspondence, however face-to-face care is within the scope of this position
- Initial assessment of the Veteran, including the following:
 - Administration of validated patient reported outcome measures
 - Review of assessments and documentation completed by others
 - Obtain missing pertinent information from providers, patients, and medical records
 - Development of an individualized treatment plan using standardized algorithms to guide treatment recommendations and support evidence-based decision making
 - Keep current with knowledge of the variety of clinical options available through the medical center and local community about how to refer/engage Veterans
 - Review of initial assessment and treatment plan with the PCMHI Provider with Prescribing Privileges consultant and PCP, incorporating modifications of the plan as recommended
- Routine use of a patient registry, including:
 - Entry of all Veterans receiving PCMHI CoCM into a registry (e.g., Behavioral Health Lab software)

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- Use of a registry to ensure patient follow-up, track engagement in PCMHI CoCM protocols, and monitor treatment response
- Run patient registry reports to facilitate care provision and to monitor quality of care
- Participation in weekly caseload consultation with the consulting PCMHI Provider with Prescribing Privileges
 - Actively seek out additional ad-hoc consultation as clinically indicated
- Providing education and brief interventions using evidence-based techniques such as behavioral activation, motivational interviewing, and other focused treatment strategies
- Monitoring of Veteran progress using validated patient reported outcome measures
- Ongoing review of progress and recommendations for changes in treatment, including medication adjustments, utilizing evidence-based algorithms in consultation with the PCMHI Provider with Prescribing Privileges
- Relapse prevention planning throughout care, including transition from active treatment to maintenance as goals are achieved
- Timely and thorough documentation of all patient interactions
- Provision of same-day access to PCMHI CoCM services
- Ongoing collaboration with and coordination of the Veteran's care with the treating PCP, PACT, and other healthcare professionals
 - Influence adherence to evidence-based treatment guidelines in PACT by providing "on-time, on-target" information to PACT providers
 - Function effectively within interdisciplinary teams, fostering open communication, mutual respect, and shared decision-making to achieve quality patient care
- Continuously collaborate with the entire PCMHI team to ensure high quality, effective, Veteran-centered services at the patient and programmatic levels.
- Collaborate with PCMHI leadership/team members to develop/enhance educational materials and use marketing strategies to promote PCMHI CoCM services.
- Effectively communicate with patients, families, caregivers, VA leadership, and members of the interdisciplinary team

WORKING CONDITIONS AND PHYSICAL DEMANDS:

- Incumbent must be able to perform the above listed duties which require general overall good health, ability to sit at a desk working at a computer, engage in light to moderate physical activity, including walking, carrying supplies and to safely lift up to 50 lbs.
- Requires performing activities involving sitting, walking, and standing, bending and carrying such items as books, papers, and files.
- The position requires visual and auditory acuity at a level to provide safe care
- Requires use of hands for actions such as typing, simple grasping, fine manipulation and repetitive actions
- Requires the ability to frequently respond to multiple demands and priorities
- Emotional and mental stability

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- Ability to effectively perform the essential functions of the position and respond appropriately in emergency situations

EDUCATION:

- See Qualifications
- Mandatory PCMHI Competency Training requirements for initial competence and ongoing annual continuing education

ANNUAL EVALUATION CRITERIA:

- PRACTICE (Practice, Ethics, Resource Utilization)
- PROFESSIONAL DEVELOPMENT (Education/Career Development, Performance)
- COLLABORATION (Collaboration, Collegiality)
- SCIENTIFIC INQUIRY(Quality of Care, Research)

The PCMHI CoCM Nurse will be evaluated by standards specific to the Nurse II grade and according to the Nurse Qualification Standard's Nine Dimensions of Nursing Practice:

- 1) Practice
- 2) Ethics
- 3) Resource Utilization
- 4) Education/Career Development
- 5) Performance
- 6) Collegiality
- 7) Collaboration
- 8) Research
- 9) Quality of Care

CUSTOMER SERVICE REQUIREMENTS:

The PCMHI CoCM Nurse meets the needs of Veterans while supporting VA missions. Communicates and treats Veterans, representatives, visitors, and VA employees in a courteous, tactful, and respectful manner. The PCMHI CoCM Nurse provides information according to established policies and procedures and resolves conflict and problems constructively and appropriately.

AGE, DEVELOPMENT, AND CULTURAL NEEDS OF PATIENTS REQUIREMENTS:

The position requires the incumbent possess or develop an understanding of the particular needs of Veterans, including, but not limited to knowledge and sensitivities of age-specific, gender specific, cultural beliefs and practices, war era related, and alternative lifestyles of Veterans and their families/caregivers. Sensitivity to the special needs of patients must be consistently achieved.

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COMPUTER SECURITY REQUIREMENTS:

- Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy, and VHA policy.
- Protects data from unauthorized release or loss, alteration, or unauthorized deletion.
- Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc.
- Utilization of CPRS/Cerner to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text, formatting letters, reports, and memoranda; and transmitting and receiving e-mail.
- Utilization of the Veterans Health Information and Technology Architecture (Vista) to access information in the Medical Center Computer System.

GUIDELINES:

The PCMHI CoCM Nurse uses professional knowledge, skills, and experience derived from education, previous and ongoing professional practice , VA SOP, VA Central Office Directives, NEPEC, professional literature, continuing education, and individual and group consultation.

WORK ENVIRONMENT:

Work performed will be within the Medical Center, however the position has the opportunity for telework. The Medical Center environment involves everyday risks or discomforts which require normal safety precautions and adherence to the Medical Center Infection Control SOPs, VA Medical Center directives, policy and procedures and PCMHI SOP's.

SAFETY/ENVIRONMENT OF CARE/INFECTION CONTROL:

- Appropriate use of equipment, supplies.
- Maintain safe, orderly work areas.
- Report and complete forms for any accident to self, Veteran and vehicle.
- Follows Life Safety Management (fire protection) procedures.
- Reports safety hazards, accidents and injuries.
- Reviews hazardous materials/Material Safety Data Sheets (MSDS)/waste management.
- Follows Emergency Preparedness plan.
- Follows security policies/procedures.
- Complies with federal, state and local environmental and other requirements preventing pollution, minimizing waste, and conserving cultural and natural resources.
- Implements and monitors infection control practices for disease prevention (i.e. hand washing, universal precautions/isolation procedures, including TB requirement/precautions).

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APPROVAL:

PCMHI Coordinator/Program Manager

Date

Mental Health Service Supervisory Nurse

Date

Chief, Mental Health Service Line

Date

I acknowledge receipt of the above Functional Statement:

Employee

Date