

## **Primary Care Health Coach (LPN)**

The Primary Care Health Assistant works in a one-on-one relationship with a family doctor in a 'teamlet' mode and is a new concept in primary care. Goals include increasing efficiency in the family doctor's office to improve access for patients, enhancing the patient's primary care experience, and improving clinical outcomes and quality of life.

### **Key Responsibilities**

The key components of this role include, but are not limited to the following, and will vary based on the needs of the Doctor.

1. Enhance the delivery of primary care by working closely with the Doctor to increase access for patients and provide for an improved experience for the patient.

Responsibilities to support the doctor include:

- Complete pre-visit prep work such as preparing routine lab requisitions and consults, gathering vital signs, BMI, and so on
- Complete post-visit work such as summarizing the doctor's appointment with the patient and assessing comprehension.
- Work with patient to improve his/her health by providing basic health education and promoting the concepts of self management
- Assist in the development of the patient's action plan, as appropriate
- Assist patient to navigate the health care system and access needed supports and resources
- Complete physicians' orders
- Support and monitor patients with telephone follow up between appointments
- Complete on-going evaluation of this program and collecting of metrics where appropriate as requested by the PCN
- Work closely with family doctor and the rest of the clinic team to enhance the delivery of care and not duplicate current roles within the clinic

2. Developing and assisting the doctor, and clinic, with panel management which involves using information technology and healthcare knowledge to ensure that patients receive the chronic and preventive care that is required. Responsibilities could include but are not limited to:

- Assist the doctor and the clinic to be pro-active in their patient care by monitoring the need for and sending patients for routine testing, exams, immunizations and so on, without needing to first come for a doctor's appointment
- Monitor a physician's defined patient panel for routine lab results and exams such as A1C testing for patients with diabetes or regular mammogram exams for women
- Work with the patient, the doctor and the rest of the clinic to keep lab results, BP and other health indicators in target
- Complete on-going evaluation and improvement of the panel management process
- Consideration to use concepts such as data mining and TOPs (Towards Optimized Practice) monitoring
- Profile information by setting up patient profiles on EMR systems from paper charts, Netcare or directly from patients, providing for updated and complete histories and treatment regimens for easy access

## **Function within LPN Scope of Practice**

### **Licensed Practical Nurses of Alberta – Competency Profile**

Three levels of authorizations for the restricted activities performed by LPN's:

1. "Basic" those restricted activities taught in the basic practical nurse program. Those graduating after 2001 will have their IM injections;
2. "Additional" those restricted activities acquired through experience, on the job education or post basic education (can be taught on site and repeated back under supervision);
3. "Specialty" those restricted activities requiring advanced education recognized by the CLPNA (further education and certificate is required).

Additional Activities – On-site training by a Physician or Nurse Educator, and provide return demonstration (It is recommended that LPNs obtain a signed certificate for their records):

- ECG
- Pap smears
- Assisting with sigmoidoscopy; vasectomy; circumcision; biopsys and preparation of slides for microroscopic examinations.
- Ear syringing

Restricted Activity Authorization Required – MUST have certificate from an CLPNA approved institution:

- Immunizations (includes Twinrix injections)
- Application of casts
- Foot Care (Invasive)
- IV starts/Intradermal administration (allergy tests, TB, etc.)
- Phlebotomy

## **Qualifications & Expertise**

- Licensed Practical Nurse with a minimum of three years of experience
- Clinical skills and experience of chronic disease conditions
- Previous experience working in a primary care setting a definite asset
- Respect and understanding of patient confidentiality
- Strong computer skills and comfort with electronic medical records

## **Personal Attributes**

- Clear and concise communication skills; both verbal and written
- Able to work autonomously and prioritize workload
- Willing to take initiative and be innovative in the delivery of effective primary care
- Able to work in a team environment and recognizes the value of collaboration
- Able to act responsibly and accountably
- Willing to be flexible, creative and juggle competing priorities in an unstructured environment
- Exhibit passion and enthusiasm about the importance of primary care and be prepared to persevere with those who are reluctant to change the status quo