
TITLE: Specialist in Poison Information- Registered Nurse

DEPARTMENT: Call Center

REPORTS TO: Managing Director

SALARY: TBD

JOB PURPOSE:

The Specialist in Poison Information will support WAPC's mission to prevent harm from poisoning through expertise, collaboration, and education, while embracing the core values of compassion, integrity, growth, drive, and innovation. Committed to providing overall toxicological emergency call room support at the Washington Poison Center (WAPC) by delivering and advancing high-quality consultative services available 24/7/365 for Washington State. Under the direction of the WAPC administration team, ensures the WAPC is a fully accredited poison center operating in compliance with nationally recognized AAPCC standards. Responds to inquiries from the general public and health care professionals, and provides consultation to other members of the Poison Center's interdisciplinary team. Manages exposure calls utilizing the five steps of the nursing process (assessing, diagnosing, planning, implementing, and evaluating) to ensure the quality of patient care. In addition, understands and applies core pharmacology principles (drug dosage forms, pharmacokinetics), basic human physiology principles, and toxicology principles that will be taught to poison exposure and information calls. Participates in continuing education programs, new staff orientation training modules, quality assurance processes, policies and procedures, and scientific research.

JOB RESPONSIBILITIES:

- 1) Respond to poison exposure and informational calls utilizing considerable independent judgment to interpret and adapt the center's case management guidelines to determine appropriate course of action.
- 2) Research electronic and hard copy medical literature as needed to ensure optimal case management.
- 3) Act consistently with all center Human Resource policies, Operational procedures and Case Management guidelines.
- 4) Maintain accurate and complete patient records and data collection information according to AAPCC standards.
- 5) Contribute to research studies including study contracts, Government agency contracts, and other Poison Center projects as assigned by Managing Director
- 6) Assure professional/personal growth through active involvement in center education and staff development offerings i.e. case conference, in-services, etc.
- 7) Recognize the need to request a second opinion regarding case management from another CSPI or the on-call toxicologist and the need to escalate the management of the case to a staff member with more experience and expertise.
- 8) Assist in training of new staff members; promoting growth, while modeling positive behaviors and ensuring safe call handling.
- 9) Provide poison information and assist with proper utilization of community social and health care resources.
- 10) Share clinical expertise with health care team in regards to poison management.
- 11) Demonstrates and promotes the core values of compassion, integrity, growth, drive, and innovation in all job responsibilities.

- 12) Active participation in WAPC workgroups and other special activities as requested by the Managing Director.
- 13) Participate in emergency preparedness functions of the poison center including but not limited to participation in full-scale exercises, ability to be reached via phone/email in a timely manner, and assist in the response activities of the poison center during public health emergencies.
- 14) Actively participates in continuous quality improvement of the Poison Center's cases through coding and documentation review as assigned by the Quality Management workgroup.
- 15) Actively participates in study contracts and grants at the Poison Center as assigned by the Managing Director.
- 16) Demonstrates appropriate time management skills to complete job responsibilities including completion of case documentation within scheduled work hours.
- 17) Ensure patient's safety and privacy; maintain confidentiality of medical records in accordance with HIPAA standards.

JOB REQUIREMENTS:

- Registered nurse from an accredited nursing school with an active license to practice in the state of Washington
- Current knowledge of pharmacy and pharmacological principles including academic interest and background, as well as quality improvement models, preferably involved in treatment of poisoned patients
- Two years of nursing experience, preferably in an intensive care or emergency setting
- Knowledge of human growth and development to modify care to the age and development status of the infant, toddler, school-age child, adolescent, adult, geriatric or disabled patient, according to the age/development focus of the Poison Center
- Demonstrate proficient use of technology and computers and ability to troubleshoot basic technology problems
- Excellent verbal & written communication, decision making skills, customer service, and collaboration skills
- Ability to maintain good public relations
- Good organizational skills and attention to detail
- Evidence of personal and professional growth through continuing education
- Successful completion of the Poison Center Math Exam within three months of hire date
- Successful completion of AAPCC SPI Certification Exam within 3 full years of qualifying to take the exam
- Ability to work in a self-managed, self-directed capacity with minimal supervision
- Attendance and participation in all staff meetings throughout the year.

PHYSICAL REQUIREMENTS:

- Ability to work in office setting with multiple types of electronic equipment
- Ability to type legibly and accurately utilizing a computer keyboard and mouse to complete case records, and to access computerized reference sources
- Operate phone, speak English fluently and clearly and hear effectively on phone
- Ability to read reference materials and computer display monitors
- Ability to reach and grasp reference books at various heights
- Ability to sit for shifts that can extend to ten or twelve hours (including mandated breaks)
- Ability to work remotely if required and/or flexible work schedules
- Ability to multi-task, maintain focus, professionalism, and composure in a distracting work environment