

## JOB DESCRIPTION

|                                    |                                                                                                                                   |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>                   | : 看護師 : <b>Near Patient Nurse</b>                                                                                                 |
| <b>Location</b>                    | : Okinawa/Misawa/Kanto(Yokota, Atsugi, Zama, Yokosuka)/Sasebo/Iwakuni Remote based, visiting the medical facilities when required |
| <b>Legal Entity</b>                | :                                                                                                                                 |
| <b>Reports Functionally To</b>     | : Near Patient Medical Team Lead or Physician Lead                                                                                |
| <b>Reports Administratively To</b> | : Near Patient Team Lead                                                                                                          |
| <b>Works Closely with</b>          | : Near Patient Physician Lead<br>Near Patient Physician<br>Near Patient MR Collection Team<br>Near Patient Quality Assurance Lead |
| <b>Direct Reports</b>              | : None                                                                                                                            |

### 業務内容

インターナショナル SOS が、クライアントである TRICARE に提供するプログラム（以下 TRICARE サービス※）において、患者（TRICARE 受給者）に付き添い、日本語と英語で状況の把握及び、病院・米軍への状況説明・レポートを行うナースを募集します。

【※TRICARE サービスとは】米軍人と軍人家族のための医療保障制度が TRICARE です。

TRICARE サービスでは、米軍基地内の医療施設では対処しきれないものを一般病院へ紹介する際に、紹介先病院の選定から患者（TRICARE 受給者）の状況把握、病院・米軍への状況説明、請求代行などあらゆるサポートを行います。

#### 【業務内容】

- 提携病院（委託先）と患者の間に入り、医療症例管理と双方とのコミュニケーション
- 提携病院への訪問もしくは電話にて医療状況のアップデート行い、リモートでの治療のサポート（訪問の頻度は、対応すべき患者数等の状況次第です）
- 患者の医療情報の記録（退院までを丁寧に管理）及び米軍・米国保険団体への英語でのレポート作成
- TRICARE サービス及び提携病院での医療サービスの品質管理
- 毎日の定例会議への参加
- 必要に応じて TRICARE チームのメンバーにエスカレーション
- 必要に応じて他のプロジェクトやタスクをサポート

業務内容詳細は、下記の英語での記載内容をご確認ください。

#### 【英語の使用場面】

米軍人（及びご家族）とのコミュニケーション及び米軍へのレポート作成において英語を使用します。

### 応募条件

【必須条件】  
WORLDWIDE REACH  
HUMAN TOUCH

- ・看護師又はこれに準ずる者で勤続 3 年以上の実務経験
- ・日本語と英語によるコミュニケーション能力
- ・厳格な守秘義務の必要性を理解し、受け入れ、遵守できる方
- ・ビジネス上求められる IT リテラシー
- ・必要に応じて出張が可能な方（国内外）

【歓迎条件】

- ・病院内のさまざまな臨床経験
- ・さまざまな環境や国の医療提供者を監査する臨床経験と能力
- ・自動車の運転免許証所持者
- ・医療行為および ICD10 の臨床コーディングにおける新技術の使用経験、および必要に応じて手順コードを使用した経験

勤務時間

土日を含むシフト制（1h の休憩あり）

早出 07：00-15:30/日勤 9:00-17:30/遅出 11:30-20:00/オンコール 21:00-7:00

※それぞれの勤務時間枠及びシフトの組み合わせは、状況に応じて変わります

条 件

基本給、業績及び評価連動の賞与年 1 回、通勤手当、退職金、電話当番手当その他：1）米軍基地周辺の病院への訪問が中心となります。

2）ご入社後、約 2 か月間、Global Training team による、研修を終日受講していただきます。

3）原則リモートですが、オフィス出社も業務内容により発生します。

A. Overall Purpose Of The Job (Brief description of the primary purpose of this position)

**General:** The Near Patient Nurse will be considered the main executor of the Near Patient Program in country medical services as per the TRICARE contract.

**Clinical:** The role of the Near Patient Nurse is to provide medical case management and communication when a Prime or Prime Remote beneficiary is sought in the overseas Purchased Care Sector Provider (PCSP). The Near Patient team will work collaboratively with the PCSP, in country US Military Facility/s and the Near Patient Team to manage the episode of care keeping the beneficiary at the center of all considerations. Escalations to senior Near Patient Team members as determined by the medical situation will be required based on the clinical situation.

**Governance:** In addition the Near Patient Medical Nurse will work in close association with the Clinical Quality Team and the organization underneath it on the quality and safety of providers up to and including auditing and credentialing TRICARE providers in a given area. The Near Patient Nurse may assist in gathering information to include those contained within the CQMP. The Near Patient Nurse may be the main point of contact for clinical quality assessment and feedback for individual care episodes, ongoing quality assurance of providers and formal provider assessments.

B: Key Requirements

Key Requirements include:

- Near Patient Nurse to be located in close proximity to key locations / MTF
- Working under a centralized duty roster system and where applicable, participate in on-call duties which can include weekends plus after hours
- Near Patient Nurse to remotely support other TRICARE regions as required such as project work and medical support as required
- Mobility requirement with less emphasis on home office duties
- Participate in routine MTF meeting/event attendance, regular contact with MTF personnel to discuss medical cases
- Perform regular provider visits and inspections, contact with providers to obtain medical updates
- Ability to comfortably provide direct face to face plus telephonic beneficiary support
- Ability to work proficiently with TRICARE CRM system and provide SOAPe updates within the contractual/internal KPI's
- Ability to manage calls from providers, MTF's and beneficiaries
- Manage case load independently within the International SOS TRICARE policies and procedures for both prime and prime remote cases
- Escalate as required to senior in country Near Patient team members including team leads, physicians and or medical director to discuss/highlight case complexities/challenges
- Work together with Quality Assurance Teams to support Quality Assurance initiatives and case specific potential quality incident investigations and events. This will include compliments and complaints plus service recoveries

### **C. Key Responsibilities** *(Critical responsibilities and skills of this position, listed in order of importance)*

#### **Medical Responsibilities:**

- Provide comprehensive In-patient clinical case management for a Beneficiary. Completing status reports upon admission and according to contractual requirements or acuity whilst the patient remains admitted to the provider. These reports must be reported in American-English, clinically detailed and accurate according to International SOS standards.
- In the pursuit of medical updates, the Near Patient Nurse may visit the provider, or assist with calling providers or treating doctors for medical information for geographically remote cases as required.
- Additionally, be prepared to liaise with PCSPs and beneficiaries, to obtain detailed clinical information including past medical history to allow for accurate on-going case management.
- Where the Near Patient Nurse feels care is suboptimal, not necessary, or potentially harmful to the beneficiary the Near Patient Nurse must escalate such matters to the Near Patient Physician Lead, Near Patient Regional Medical Director for discussion.
- Upon discharge, support when required with the Near Patient Medical Collection Team to obtain the discharge summary and hospital records from the provider, ensuring that the medical information correlates with the information obtained during admission and update the medical records accordingly.
- Provide when feasible on-site beneficiary support services such as ad hoc language support and chaperone services when visiting health care providers.
- Establish and maintain the relationships with providers; leveraging these relationships for clinical quality assurance and oversight
- Assist with translation and triage of medical reports where necessary.
- Support Near Patient Quality Assurance Leads as requested such as obtaining medical records as required
- Attend and participate in International SOS staff meetings, internal and external educational offerings, in order to maintain professional development requirements.

#### **Medical Network Liaison and Quality Assurance Responsibilities:**

- Build positive and effective relationships with local network providers (medical and administrative representatives), and with local TRICARE Point of Contacts and members of US Health Units.
- Working with the in country Near Patient Physician Lead as a point of integration/coordination and continuity for the rotationally aligned forces with host nation providers
- When require plan, execute and write up site audits, obtaining provider credentials in order to assess and document provider scope, safety and quality of service.

- Support the planning of trips with relevant internal and external stakeholders, to support on site provider visits and evaluations.
- Undertake evidenced accurate assessments and review of providers including the scope of medical capabilities, the safety and quality of care provided by these providers.

## Customer Care and Networking

- Be accessible and responsive to TRICARE beneficiaries , clients and colleagues questions, concerns and requests for information.
- Build positive and effective relationships with local network providers (medical and administrative representatives), with local TRICARE Point of Contacts and members of US Health Units, with other internal and external customers and suppliers and ensure continuity of service delivery by providing general customer services to the Organization's client.
- Deal positively with complaints, resolving these wherever possible on a timely basis, and/or referring them to the appropriate department or Quality Manager.
- Identify areas where training can improve overall productivity of International SOS.

## Additional Responsibilities:

- Maintain confidentiality of all patient and/or client information.
- Maintain accurate records including statistical information and client reports using the computer system made available by the organization.
- Available to assist or participate in other projects or tasks where necessary
- Be able to attend a regional TOP Center for training, including promoting communication with operations/medical/GAN staff to support the delivery of a seamless service and to ensure embedding of the International SOS values and ethos.
- Requires to attend daily meetings in the morning and afternoon.

## D. Job Profile

### Academic/Vocational Qualifications

- Registered General Nurse or equivalent with minimum 3 years of experience with registration to practice in country of work
- Recognized qualification to minimum diploma level or equivalence in practice demonstrated through portfolio/CV
- A demonstrable commitment to professional development
- Able to communicate in own language and proficiently in English

### Experience

- Experience of working in accordance with a Code of Professional Conduct (knowledge of confidentiality etc.)
- Experience of Microsoft Office software
- Broad professional Experience of dealing with the public/patients/other health professionals □  
Experience of multidisciplinary team working in the approach to care Management □  
Understands the medical culture and organization in Host Nation Country-

#### Desirable:

- Experience of working in a complex organization
- Experience across a range of in-hospital clinical experience
- Clinical experience and ability to audit healthcare providers in different environments and countries

### Knowledge/Skills

- Effective communication and interpersonal skills
- Computer literate

- Writes medical English clearly, succinctly, and correctly
- Knowledge and understanding of trends in health care quality assurance
- Assess and develop risk management protocols
- Implement quality assurance and quality audit
- Able to travel at short notice nationally and internationally

Desirable:

- Experience of working with new technologies in health care practice and of clinical coding ICD 10 and when required procedure codes
- Active and unrestricted driver's license

**Qualities/Attributes**

- An understanding, acceptance, and adherence to the need for strict confidentiality
- Ability to use own judgment, resourcefulness, and common sense and to use own initiative
- Ability to work without direct supervision and determine own workload priorities within a context of a governed system
- Ability to work as part of an integrated multi-skilled team
- Pleasant and articulate
- Able to work under pressure
- Able to work in a changing environment
- Understands and adheres to Customer expectations and results

**Travel / Rotation Requirements** (Brief description of any travel or rotation requirements)

- Travel as required regionally for interactions with the beneficiaries and PCSPs

*This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.*