

NURSE PRACTITIONER CAREERS AT UNITEDHEALTH GROUP

My name is **Jeannine Bayard**. I'm the co-founder of Evercare at UnitedHealth Group.

My name is **Louis**. I'm a Nurse Practitioner working for the Evercare Clinic.

My name is **Deb**. I'm a Nurse Practitioner with UnitedHealth Group.

Jeannine: When I envisioned Evercare, I really wanted to enhance the role of the Nurse Practitioners. They were to become an integral part of a geriatric team that serve nursing home residents.

Deb: We go into the facility - nursing home or assisted living - to care for the patient versus them coming into the clinic setting up an appointment and coming to see us.

Lois: You have the opportunity and you're given the time to spend with the patient, with the family members in some very difficult issues so it is really about the passion and compassion and then mixing in the clinical rigor that we do on a daily basis.

Jeannine: Nurse Practitioners really had a lot of insight into their own practices. They liked being at fewer nursing homes and they liked creating a clientele that they could manage, that they could know the families, that they could know the nursing home staff, so that if they got a call, they would be able to look up on their computer and be able to answer the questions readily and easily. They could cover each other's call. They also enjoyed working as a team with the physicians and once they created a good relationship it became a lot easier for them to manage difficult patients or when problems came up, they could discuss them easily on the phone.

Why should a Nurse Practitioner consider working for Evercare & UnitedHealth Group?

Jeannine: One of the neat things about Evercare is that it really encourages innovation amongst the Nurse Practitioners. They can talk about cases together and they can share ideas. If they have an idea that's going to improve the outcome, or make a person's life better, we encourage them to do that and back them so they can go out into the nursing homes and introduce new ideas at any time.

Deb: There's no pressure to see as many patients as possible. Our focus, again, is on the quality of care and not how quickly that we can see them.

Lois: So this is a tremendous opportunity to have a lot of autonomy and independence about how your day goes.

Deb: The people at UnitedHealth Group and Evercare are compassionate about the care of our elderly patients. We work collaboratively both the field staff and the office staff to ensure that we provide the best possible care for each individual patient that we have.

Lois: We are all about creating a team culture. We have a tremendous amount of support with each other collegially and also with the people that we report to.

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What does it take to be a successful as a Nurse Practitioner?

Deb: An NP that is seeking employment with UnitedHealth Group in Evercare needs to be very autonomous, have great communication skills,

Lois: You really have to organize yourself to be able to manage the multiple amount of factors that come at you from day to day so if you're the person that needs structure from an outside source such as a fixed schedule, this is not the place where you want to be. You've got to get our own skill sets identified, but if you have a skill set that is very autonomous and can handle multiple needs with multiple different players, this is exactly the place where you want to be.

Deb: You need to be caring, compassionate, focused and driven by actually caring for the patients.

Jeannine: You know working for Evercare really gives you an advantage in your career. You're connected to Nurse Practitioners across the country who are also committed to the same endeavor you are.

Deb: So I think on a day-to-day basis, the greatest impact on healthcare is just from each individual patient and from each individual life that we touch.

Lois: What more would anyone want in their career than to be able to serve well clinically and compassionately?