



Registered Nurse Scope of Practice

Elevating Volunteer RN Care at CrossOver

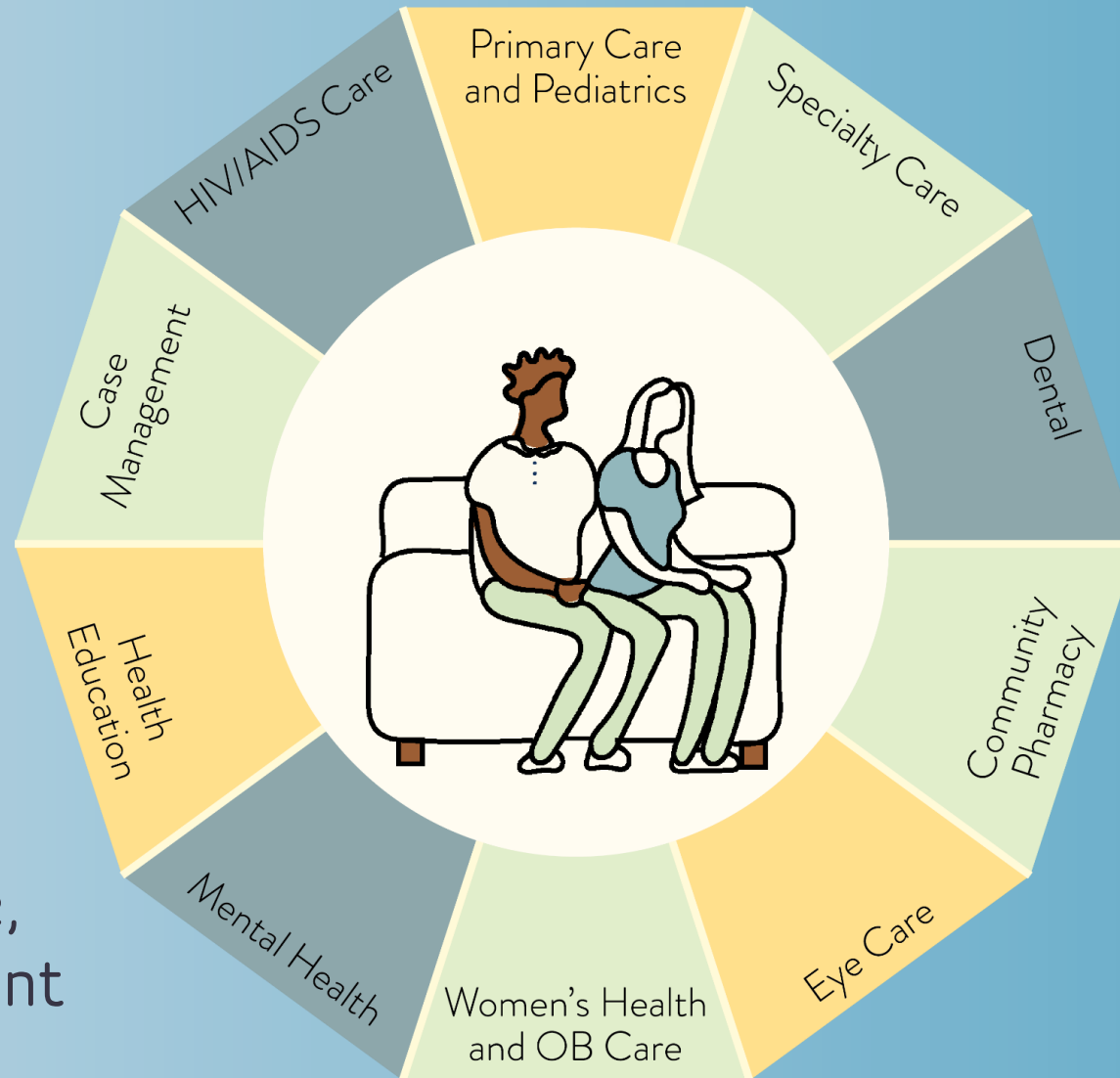
Kaitlyn Henderson RN, Director of Nursing
CrossOver Healthcare Ministry

CrossOver Healthcare Ministry

117 Countries
40 Languages

Comprehensive
Model of Care

577 volunteers provide
27,000+ hours of service,
including 58% of all patient
encounters



CrossOver Healthcare Ministry

Our Nursing Team is comprised of:

- Registered Nurses
- Medical Assistants
- Licensed Practical Nurses
- Emergency Medical Technicians
- Certified Nursing Assistants



Project Goals

Efficiency, Satisfaction, and Quality

The goal of this project is to formally increase the CrossOver nursing team's scope of function, specifically for Registered Nurses. We aim to increase clinic efficiency, encourage Registered Nurse (RN) role satisfaction, ensure the continued delivery of high-quality patient care, and provide an (optional) structured opportunity for RNs to work at the top of their scope of practice and level of licensure.

RN Educators

Optional RN Role for Volunteers

This is an opt-in role for volunteer RNs. To participate, RNs must review the priority education topics and feel prepared to discuss them with patients.

Currently, 6 RNs have volunteered for the pilot phase of the project.

Participation is complete voluntary. Not participating in the project does not affect an RN's current role. All RNs are still encouraged to provide education as they feel comfortable.

Employed vs. Volunteer RNs

Providers must direct specific "RN Educator" requests to Volunteer RNs only. We are not currently staffed to delegate this amount of tasks to employed RNs.

Priority Education Topics



Dietary Sodium

How to track and lower your daily intake of sodium.



Cholesterol

Managing your cholesterol level through diet and exercise.



Breast Cancer

The importance of awareness and screening of breast cancer.



Diabetes

General management and information about diabetes.



Hypertension

The importance of managing or treating high blood pressure.



UTIs

Prevention and treatment of recurrent UTI infections.

Education Materials

We have curated patient education materials in three of our primary patient languages

- Stored in “RN Educator” boxes at each clinic
- Supplements already-existing exam room brochures



Education Example

There is a side-by-side script for non-English languages.

Each topic is 2-5 pages of information, with charts and pictures. The nurse will not read the pages to the patient, but instead will highlight specific areas of note, and give the education to the patient to take home.

All of the education materials currently come from [Health Information Translations](#).

Taking Your Blood Pressure

Blood pressure is often checked by putting a wide band called a cuff around your upper arm. Air is pumped into the cuff. Your blood pressure is measured as the air is let out of the cuff.

Blood pressure is one number over a second number. You may hear your doctor say 110 over 72 (110/72), for example.

- The top number is higher and is called the systolic reading. It is the pressure in the blood vessels when the heart pumps.
- The bottom number is lower and is called the diastolic reading. It is the pressure in the blood vessels when the heart rests between beats.

Medición de la presión arterial

Por lo general, la presión arterial se mide mediante la colocación de una manga ancha llamada brazalete alrededor de la parte superior del brazo. Luego, se bombea aire hacia el brazalete. La presión arterial se mide a medida que el aire sale del brazalete.

La presión arterial es un número sobre un segundo número. Por ejemplo, es posible que escuche al médico hablar de 110 sobre 72 (110/72).

- El número de arriba es el más alto y se llama lectura sistólica, la que representa la presión en los vasos sanguíneos cuando el corazón bombea.
- El número de abajo es el más bajo y se llama lectura diastólica, la que representa la presión en los vasos sanguíneos cuando el corazón descansa entre un latido y otro.

Team Support

Success requires a team effort. The volunteer RN doing an RN Educator shift will be given a lighter assignment when possible.

EMTs and MAs will be encouraged to help cover the RN's assignment. This frees the RN for teaching opportunities identified in their own assignment or by a provider in the clinic.



Key Points

Identification of RN Educators

Identification: RN Educators will wear an extra lanyard or small badge marked “RN Educator” and shifts will be noted on the clinic’s assignment whiteboard.

Communicating with the Team

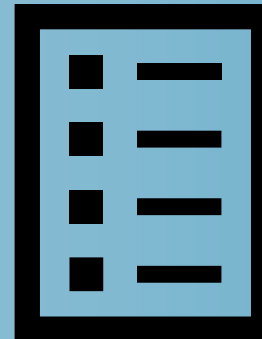
RN Educators will need to communicate with the clinical team during specific shifts, especially while rolling the project out.

The Clinical Workflow

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The official RN Educator session should happen after the provider has finished their appointment with the patient.

This allows the provider to move immediately to the next patient on their schedule. Non-duplicated education ensures comprehensive teaching while maintaining flow.



Timeline and Next Steps



Soft Launch December 2025



Frequency will be once/twice per week



We plan to add additional languages



We will investigate other educational topics

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Questions?