

Job Description / Performance Appraisal

Title: Breast Health and Cancer Outreach Coordinator
Department: Oncology Administration
FLSA Status: Non-Exempt

PURPOSE

To analyze, plan, develop, coordinate cancer outreach, and implement the breast health program in support of the mission of the Cancer Center serving as a resource person to staff and the community.

PATIENT POPULATION SERVED

Preschool through life span

Physical Conditions

- Frequent movement throughout the hospital campus and to off-site activities.
- Frequent periods of standing, sitting, walking, and stooping.
- Lifting, pushing, and pulling of up to 50 pounds of weight.
- Visual and auditory acuity within normal limits or corrected.
- Environment is climate controlled.
- Subject to irregular hours.

Knowledge, Skills and Abilities

- Organizational ability and a working knowledge of principles of child/adult learning theory.
- Knowledge of computer programs Word and Excel.
- Must show evidence of job-specific competencies.
- A Registered Practical Nurse, with oncology background, MSN required.

Reporting Relationships

Supervised by: Vice President, Oncology & Women's Services
Supervises: None

Approvals

Human Resources

Date

Department Manager

Date

Administration

Date

Name: _____ Position: _____

Performance Rating

Rate the standards according to this scale:

- 1 – Needs Improvement
- 2 – Meets Expectations
- 3 – Exceeds Expectations
- 4 – Outstanding

Methodology Used

Indicate method used to evaluate the standards as follows:

- 1 – Module/post test
- 2 – Observation
- 3 – Observation/documentation review
- 4 – Other

Section I - Job-Specific Functions

Job Function

1. Facilitates effective communication and serves as liaison of oncology services and assures integration with services.

Performance Standard

- Attends 100% of Educators Forum meetings.
- Attends 100% of CNS meetings.
- Attends 100% of Patient Care Operations Council meetings.
- Attends 100% of Communication Council meetings.
- Attends 100% of Patient Care Rounds.
- Attends 100% of cancer committee meetings.
- Attends 100% of oncology staff meetings to update staff of changes in policy and educate staff.
- Attends and participates and is an active leader/participant in community based groups designed to promote education and early prevention of cancer.
- Meets quarterly with AcoS Liaison for updates on cancer outreach and discussion of and compliance of program standards.
- Develops and distributes quarterly newsletter.
- Develops monthly calendar of oncology services and events.
- Provides information on cancer programs to hospital staff, physicians, and community.
- Obtains continual feedback from vice president, physicians, and other staff in regard to program development ensuring achievement of mission and goals.
- Develops indicated programs including cost analysis and submits for approval prior to initiation.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

2. Collaborates with the Director of Cancer Services, other Outreach Workers and community partners in the development of the Community Cancer Program and Breast Health Center.

Performance Standard

- Demonstrates knowledge of geographic areas.
- Obtains continual feedback from director of cancer services, physicians, and other staff in regard to program development ensuring achievement of mission and goals.
- Collaborates with Community Development Director for necessary cancer programs and resources such as grants.
- Develops indicated programs including cost analysis and submits for approval prior to initiation.

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Rating Justification _____

3. Collaborates with cancer center director for operational effectiveness of breast health center and cancer outreach.

Performance Standard

- Coordinates activities with other related community programs and networks.
- Represents Cancer Center in appropriate community projects and activities.
- Develops annual goals/objectives and submits for approval to vice president.
- Collaborates with community development director and grant writer to identify additional resources for patient services.
- Works with director and reimbursement specialist to identify resources for patient services and makes referrals as appropriate.
- Works with the director to identify budget variances comparing actual and projected budgets and helps make adjustments to ensure adherence to the budget.
- Assists patients and families to identify resources and facilitates referrals as appropriate.
- Provides a calendar of educational offerings/support activities.
- Maintains accurate records of classes coordinated and conducted.
- Develops indicated programs including cost analysis and submits for approval prior to initiation.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

4. Coordinates staff development and compliance with policies and procedures that guide and support the provision of cancer services.

Performance Standard

- Attends meetings and is an active leader/participant in community-based groups designed to promote education to and early prevention of cancer.
- Participates in professional development activities.
- Coordinates educational in-services for staff with patient care coordinators, clinic educator and clinical education services.
- Assist patient care coordinators and director in monitoring staff compliance with policy and procedure.
- Assist patient care coordinators and director in maintaining clinical competency of employees.
- Assist staff in resolving problems related to clinical practices, policy and educate staff about changes in laws, mandates and policies and procedures.
- Coordinates annual core curriculum with internship for new staff.
- Coordinates oncology certification review exam for those staff preparing for the certification exam.
- Perform annual education needs assessment.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

5. Coordinates the provision of educational offerings and ensures that Cancer Center programs/offerings meet the needs of the patient population and are supportive of the mission/goals of the ACCC, ACOS, and _____.

Performance Standard

- Demonstrates knowledge of ACOS standards and mission/goals of Cancer Center.
- Utilizes resources such as texts, journals, ACS, NCI, and other pertinent organizations in a market comparative planning/development. Completes annual assessment of needs/effectiveness of programs.
- Provides education, guidance, and support to patients, families, and healthcare providers related to breast health and other cancer outreach programs.
- Demonstrates excellent public speaking skills.
- Coordinates annual core curriculum with internship for new staff.
- Coordinates oncology certification review exam for those staff preparing for the certification exam.
- Perform annual education needs assessment.

Performance Rating _____

Methodology Used _____

Rating Justification _____

Job Function

6. Collaborates with support services and community organizations in the provision of educational and support offerings and ensures that Cancer Center programs/offerings meet the needs of the patient population and are supportive of the mission/goals of the ACCC, ACOS, and _____.

Performance Standard

- Utilizes resources such as texts, journals, ACS, NCI, and other pertinent organizations in a market comparative planning/development. Completes annual assessment of needs/effectiveness of programs.
- Provides education, guidance, and support to patients, families, and healthcare providers related to breast health and other cancer outreach programs.
- Facilitates support programs for patients and families dealing with the cancer diagnosis.
- Meets with patients with new diagnosis offering information relating diagnosis, treatment, support services, and survivorship.
- Demonstrates excellent public speaking skills.
- Perform annual education needs assessment.

Performance Rating _____

Methodology Used _____

Rating Justification _____

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Job Function

- 7. Collaborates with the community development director and grant writer for identification of appropriate grant sources and assist through the grant process.

Performance Standard

- Works directly with grant writer to identify potential grants.
- Seek feedback from staff, physician in identifying needed grants.
- Demonstrates grant management coordination in helping to oversee Cancer Center grants related to cancer outreach projects.
- Collaborates with community development director and grant writer to identify additional resources for patient services.
- Assists grant writer in investigating possible grant sources.
- Assists grant writer in collection of data for grant application and reporting process.
- Works with director and reimbursement specialist to identify resources for patient services and makes referrals as appropriate.
- Triage individuals for appropriate programs.
- Communicate with director of cancer services regarding grant programs.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

- 8. Participates in the facility Performance Improvement Program.

Performance Standard

- Recommends opportunities for improvement.
- Collaborates with staff, patient care coordinators, infusion manager, director, physicians and registry staff in identifying areas for improvement and addressing areas for improvement.
- Utilizes FOCUS-PDSA model to evaluate and document patient outcomes.
- Compiles and records accurate and reliable data in accordance with criteria. Incorporates findings into practice to improve Cancer Center outcomes.
- Collaborates with cancer registry on oncology services quality management.
- Coordinates quality management activities committee.
- Collaborates with registry staff in presenting data to cancer committee quarterly.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

- 9. Demonstrates age-specific skill competency in clinical practice environment.

Performance Standard

Demonstrates ability to perform basic life support for:

___ Neonate ___ Pediatric ___ Adolescent ___ Adult ___ Geriatric

Demonstrates appropriate communication skills with:

___ Neonate ___ Pediatric ___ Adolescent ___ Adult ___ Geriatric

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Demonstrates appropriate physical/psychosocial (and/or family dynamics) assessment for:

Neonate Pediatric Adolescent Adult Geriatric

Other: _____

Other: _____

Neonate Pediatric Adolescent Adult Geriatric

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

9. Participates in special projects or performs other duties as assigned.

Performance Standard

- Assumes accountability at required meetings as evidenced by attendance and participation.
- Completes assignments in specified timeframe.
- Performs other duties as assigned.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Section II – Service Excellence Standards

A. **Safety** is an essential part of your job performance. Maintaining a safe environment for patients, guests, and employees is the responsibility of each of us.

Our safety motto is: *Safe TABS*

- T Think safe
- A Act safe
- B Be safe
- S Stay safe

PATIENT/GUEST SAFETY

- Reports errors and near misses so that system problems can be analyzed and eliminated. Complete occurrence reports involving patients, guests, or employees and submit to Risk Management/PI according to policy timeframes.
- Know location of all fire alarms, extinguishers and evacuation routes in your work area.
- Know and follow established policies and procedures relating to safety to maintain a secure environment. Don't take shortcuts.
- Be aware of your surroundings. Correct or report any suspicious hazardous activity to appropriate person.
- Observe and adhere to signage indicating potential dangers.
- Use protective clothing and equipment when appropriate.
- Adhere to all infectious disease control measures; always wash hands before and after patient contact.
- Check and verify patient identification prior to administering medications or performing procedures.
- Ensure that all equipment is in proper working condition. If not, remove from service and report to appropriate department or person.

PERSONAL SAFETY

- Be prepared for emergencies and know the correct and prompt actions to take.
 - Take precautions to prevent slips, trips and falls.
 - Observe all policies regarding proper body mechanics and dispensing of sharps.
 - Be aware of potential hostile situations and know how to defuse them, and how to summons help.
 - Ask for help anytime you are unsure about any aspect of your job.
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Performance Rating _____ Methodology Used _____

Rating Justification _____

B. Compassion is treating everyone as you would treat your most cherished loved one. We are all responsible for providing the highest quality of service and meeting our patient’s and guest’s needs with utmost care and courtesy.

MAKE GREAT FIRST IMPRESSIONS

- Smile, introduce yourself and use the patient’s/guest’s name. Make people feel welcome.
- Make eye contact during all interactions, even if informing patient or guest that you will be with them shortly.
- Anticipate what people want before they ask.

SHOW CARE AND CONCERN

- Pay attention to details that provide for patient comfort (water and telephone within reach, warmed blanket, bed made without wrinkles, proper size gown for privacy, sheet or blanket for cover during patient transport, etc.)
- Use good manners. Say “please” and “thank you” with all requests. Ask “may I help you?” Address the patient the way they want to be addressed (Mr./Ms./first name/etc.). Do not call patients by terms of endearment such as “sweetie”, etc.
- Explain what you’re doing in simple language and according to patient’s/guest’s age. Watch your tone, body language and facial expressions to fit the situation.
- Ask patient if they have any questions or concerns prior to procedures, transport, discharge, etc.
- Listen to what people are saying. Do not disagree or argue in front of patients. Try to understand what others are feeling.
- Help people who appear lost. Give clear directions or guide them to their destination.
- See people as individuals and work to understand differences. Offer choices.

RESPECT PRIVACY AND CONFIDENTIALITY

- Watch what you say and where you say it. Discuss hospital business and patient issues in private.
- Knock before entering any patient or treatment room. Wait for a response before entering.
- Interview patients and communicate with families in private. Close doors if available, close curtains when indicated or keep a distance between patients and guests when interviewing or performing procedures. Always ask patient/guest if they would like visitors to step outside.
- Keep your voice down when others are on the phone.
- Never access patient information unless you truly have a “need to know”.
- Never leave confidential information in an unsecured area.
- Do not stop to socialize with co-workers when transporting patients.
- Speak directly to patients, not around them.
- Avoid personal conversation with other staff members within hearing of patients/family.

MAKE GREAT LASTING IMPRESSIONS

- Tell patients (at end of shift, etc.) who will be taking over their care.
 - Address patient and guest with “Is there anything I can do for you?” before leaving patient’s room.
 - Thank our patients for choosing our (hospital, clinic, service, etc.).
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Performance Rating _____ Methodology Used _____

Rating Justification _____

C. Performance Excellence

BE A TEAM PLAYER – commit to co-workers

- Say “hello” and greet fellow employees as nicely as you greet patients/guests.
- Share your knowledge to benefit other employees and NorthEast Medical Center.
- Look beyond your own assigned task and duties and look for ways to help other employees, patients and those that are affected by your performance.
- Ask your co-workers “Is there anything you need help with or that needs to be done?” before leaving shift.
- Do your job and maintain a positive attitude.
- Never say: “I don’t know”, or “That’s not my job”.
- Welcome new employees. Be supportive by offering help and setting an example of the cooperation expected in the workplace.
- Share praise and appreciation with your co-workers.
- Resolve problems at the lowest possible level, using the appropriate chain of command.

EVERYONE MAKES A DIFFERENCE - creating a culture that helps people feel appreciated and valued

- Recognize your importance to _____ Medical Center and the community we serve.
- Treat every person as though they are the most important person at _____ Medical Center.
- Seek opportunities to raise the bar, exceed expectations and improve _____ Medical Center.
- Add value to the organization. Everything we do must benefit our patients/guests.

QUALITY AND EFFICIENCY

- Strive to do your job right the first time.
- Learn from your mistakes.
- Give and receive honest feedback.

BE FLEXIBLE AND OPEN TO NEW IDEAS – be able to adapt to any situation or need that may arise

- Demonstrate a positive attitude toward changes in your work schedule or daily routines.
- Take the initiative to make things better. Offer suggestions and be open to new ways of doing things.
- Accept others and their opinions. Demonstrate an ability to negotiate and perform other duties outside your area of expertise.

BE ACCOUNTABLE – recognize that we are responsible for our words, actions, deeds and decisions

- Understand, know and accept the responsibilities of your job, recognizing performance excellence as a direct reflection of _____ and yourself.
- If there is a service problem, use the Service Recovery guidelines to resolve the issue.
- Don’t drop the ball. If you can’t solve a problem, find someone who can. Keep promises and commitments. Get back to people with what you can and cannot do.

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- Adhere to policies regarding tardiness, breaks and time clocks. Do not “ride” the time clock by leaving your work area early and waiting at the clock until it is time to clock out.
- Strive for continuous personal growth through further education, community involvement, maintaining certifications and serving on committees to better

BE AWARE OF YOUR BEHAVIOR – show your good side, all the time

- Rudeness is never acceptable.
- Everyone has bad days, but your patient/guest should never know when you do.

RESPOND QUICKLY – when people are worried or sick, every minute feels like an hour

- Act quickly when handling complaints, requests and questions. Pay attention to the little things.
- Avoid wait times whenever possible. Apologize for any delays and keep patients and guests informed.
- Let people know if you are unable to resolve problems or requests. Keep them informed of your actions.
- If another department is not responding to a patient need, take the initiative to use the chain of command to get the need met.
- Call lights
 - When answering the call light, address the patient by name and ask, “How can I help you?”
 - Do not leave the floor until the patient’s request has been conveyed to the appropriate caregiver.
 - Acknowledge all call lights by the fifth ring.

Performance Rating _____

Methodology Used _____

Rating Justification _____

D. Image – We will create an *Image* that exceeds expectations through Outstanding Appearance, Positive Attitudes, Communication, Appropriate Etiquette, a Sense of Ownership, and a Commitment to Service and Clinical Excellence.

BE A PROFESSIONAL - always look your best

- Read and abide by _____’s Service Excellence Image Policy 5.03. Dress appropriately for your position. Practice good personal hygiene.
- Wear ID badge proudly and visible in the chest area.
- Be committed to your personal workspace. Maintain an uncluttered and litter free workspace and extend this commitment to include all facets of the _____ organization.

WATCH YOUR ETIQUETTE

- Be courteous and respectful to everyone.
- Be a telephone pro
 - Smile when answering the phone. Answer by the 3rd ring.
 - Speak clearly, listen and respond appropriately. Give help and follow through.
 - Return phone calls to external guests within the same day and all other calls promptly.
 - Ask permission before placing a caller on hold.
 - Inform the other party if you are using a speaker phone, and let them know who else is present.
- Elevator etiquette
 - Use the elevator as an opportunity to make a favorable impression; smile at and speak to fellow passengers.
 - When transporting patients in wheelchairs, always face them toward the elevator door.
 - When transporting patients on beds or stretchers, don’t allow them to be surrounded by other guests or employees; politely ask others to wait for another elevator.
 - Make room for others on an elevator by holding the door or press “door open” button for them.

- o Don't monopolize the space in the middle of an elevator so you can make a quick exit; allow patients and people with disabilities to be near the elevator door.
- o If you are escorting someone, hold the elevator door and allow that person to enter first; when leaving the elevator, exit and hold the door open if possible.
- o Do not use visitor elevators for transporting patients, equipment or supplies (ex: gold elevators).

ACT LIKE AN OWNER

- Take pride in this organization as if you own it.
- Understand that you are responsible for the outcome of your efforts. Recognize that your work is a reflection of the organization and yourself.
- Be an ambassador and speak positively about _____; Do not speak to patients regarding negative feelings toward other staff, MD's or the organization.
- Do not complain to patients or guests about staffing levels, workload or other internal concerns.
- Take the initiative to make our medical center a better place. Get involved and stay informed.
- Keep our medical center clean. When you come across litter, pick it up and dispose of it properly. Be especially concerned about any debris or spill that could cause someone to slip and fall.

As a member of the _____ team, I recognize and respect the unique and essential contribution each team member makes to create an image that exceeds expectations of the four service standards: Safety, Compassion, Performance Excellence and Image.

Performance Rating _____ Methodology Used _____

Rating Justification _____
