

## STAFF POSITION DESCRIPTION

Position Title:	Patient Care Navigator	Exemption Status:	Non-Exempt
Job Classification:	Clerical	Job Code:	544BE (?)
Department:	Mammography		
Reports to:			
Last Update:	February 2001		

**Job Summary:**

Reports to the Executive Director of Breast Services. This position will be an integral member of the Breast Services Department. Will work effectively with staff, technical leadership, and various departments to provide seamless care along the breast health continuum. Assists technical and clinical coordinators in the assurance of case management, patient care coordination, and the provision of a seamless system of care between Mammography, The Breast Care Center, Comprehensive Lymphedema Treatment Center and other breast related services.

**Essential Values-Based Competencies:** *Demonstrates values-based competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the Mission of the \_\_\_\_\_ System*

**Dignity:** *Demonstrates competence in communication and interpersonal relations.*

**Excellence:** *Demonstrates competence in continuous improvement, continuous learning, accountability, and teamwork.*

**Service:** *Demonstrates competence in customer/patient focus and adaptability.*

**Justice:** *Demonstrates competence in community orientation and stewardship.*

As defined on the attached Values-Based Competency Model Form.

**Essential Functions:** *Describe the 5 - 10 duties / responsibilities that must be performed by this position.*

1. Lead of clerical employees, including office coverage, work flow, and vacation schedules. (18%)
2. Assists in the MQSA tracking of medical audit and outcome analysis record keeping system. (15%)
3. Responsible for coordinating the tracking and follow-up of recurrent/consistent complaints. Unresolved serious complaints reported to accrediting body and appropriate hospital committees. (20%)
4. Work closely with Breast Care Center staff regarding patient reports, outcomes, etc. (10%)
5. Document all referrals of positive diagnoses for breast cancer and contact physicians within one business day and patients within five business days to link to resources. (10%)
6. Consult with care coordinators relative to planning, policy and program direction (10%)
7. Monitor patient participation in treatment plans including attendance at Rad/Path and Tumor Board Meetings. (5%)
8. Coordinate training for new employees with Registration Department. (2%)
9. Prepare Patient Coordination Status Update/Progress Report for each patient enrolled in the program within one month of enrollment and present care at the monthly Breast Operations Team Meetings. (10%)

**Additional Responsibilities:** *List infrequently performed and non-essential tasks.*

1. Oversee Mammography tracking and stats.
2. Coordinate BCDEP program with La Amistad.
3. Communicate with Mammography Coordinator on authorizations for Breast Care Center.
4. Communicate with Radiologists regarding Surgery schedule, patient care regarding follow-up and outcomes.
5. Ensure Lymphatic cases go to appropriate physician, or Nuclear Medicine main Reading Room.
6. Communicate with MRD Director and assistant on weekly surgical procedures.
7. Handle calls from physicians and patients on questions about result letters and reports.
8. Refer patients to community resources for support and information, and encourage participation.
9. Update Executive Director of Breast Services with any patient flow, or patient satisfaction problems.

**Knowledge / Skills / Abilities:** *List the knowledge, skills, and abilities required to perform the essential functions of this position.*

1. Computer literacy in Windows applications.
2. Must be proficient in Meditech applications.
3. Strong interpersonal skills, excellent communicator, good judgement, adaptability and flexibility are all essential skills.
4. Communicates openly and honestly with team to resolve conflict and solve problems.
5. Effectively uses resources of the team to get work done.
6. Looks for ways to build and improve the Breast Services team.
7. Tries to solve problems accurately and in a timely manner within scope of the position.
8. Arranges workflow independently; shifts priorities with minimal direction.
9. Knows when to ask for help.
10. Flexible to changing priorities.
11. Juggles multiple priorities.
12. Able to appropriately manage workload and stressful situations.

**Information Management:**

Treats all information and data within the scope of the position with appropriate confidentiality and security.

**Risk Management:**

Cooperates fully in all risk management activities and investigations.  
Participates in SQI projects to improve process and patient outcomes.

**Additional Requirements (optional) :**

Is knowledgeable of, observes and complies with hospital Codes of Safe Practice, safety policies and emergency procedures.

**Minimum Position Qualifications:** *List the minimum qualifications required for this position:*

- u *Education:*  
*Minimum of high school diploma or equivalent.*
- u *Experience:*  
*5 years of clerical experience in a business office environment. Proficient in MS Word, MS Excel. And Meditech.*

**Preferred Position Qualifications:** *List the preferred qualifications required for this position:*

- ◆ Extensive background in Mammography operations
- ◆ Extensive background with Meditech applications

**Environmental Conditions:**

- ◆ **Repetitive motion**
- ◆ **Exposure to infections and contagious diseases**

**Physical Requirements:**

*Attached Physical Demand Analysis*

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*

I have read and understand this position description.

_____	_____
<i>Employee's Signature</i>	<i>Date</i>
_____	_____
<i>Supervisor's Signature</i>	<i>Date</i>

## POSITION DESCRIPTION ADDENDUM

### AREA OF SPECIALIZATION:

**Specific Responsibilities:**

**Specific Education / Certification:**