Job Description

Position Title: Patient Navigator
Status: Fulltime/Union
Department: Quality Improvement/Quality Assurance
Position Reports to: Quality Improvement/Quality Assurance Manager and Quality, Compliance & Risk Management Director

Summary: Clinica Romero seeks a Patient Navigator focused on increasing quality performance improvement measures for our patient population in a culturally and linguistic fashion. The Patient Navigator has a key role in the Quality Improvement & Quality Assurance Department and will become a liaison between the community health center and the IPA, or health care programs, ensuring clear and concise communication between the two entities. Furthermore, the Patient Navigator will build relationships and track patient outcomes on a monthly basis, securing an increase in health access and outcomes. To be successful in this role, the Patient Navigator must demonstrate initiative, communicate in an effective and professional manner and be able to work collaboratively with multiple health care professionals in a busy and complex environment using tact, diplomacy and discipline. This position educates and links patients to clinic services to support their overall wellness. The Patient Navigator represents CMOAR in a positive and responsible manner at all times.

Duties and Responsibilities:

- Serve as an essential link between patients and all other care providers.
- Assist with the increase of performance improvement measures.
- Responsible for outreach telephone calls to CMOAR patients who are due for preventative services.
- Identify patient barriers to care such as transportation, insurance, and language barriers, and refer patients as needed to additional resources to support engagement in care.
- Assist in helping patients arrive at scheduled appointments on time and prepared, coordinating transportation when needed.
- Schedule appointments for follow up appointments, consults and support services within established service standards, including dietitians, physician, specialty departments, etc.
- Develop concise patient summaries for use by the care team, and document recommendations made utilizing standardized care protocols in accordance with CMOAR structures and guidelines.
- Develop patient education programs and tools around: Hypertension, Breast Cancer Screenings, and Diabetes, etc.
- Develop projects that will assist with improvement of patients healthcare outcomes.
Follow patients throughout the care continuum, including inpatient admissions, and collaborate with inpatient care management resources.

- Deliver Weekly, Monthly & Quarterly reports that demonstrate outcomes and performance improvement activities.
- Adhere to established productivity benchmarks.
- Attend trainings and learning opportunities that expand content knowledge and best practices.
- Responsible for outreach efforts to establish and maintain positive working relationships with key departments (physicians, office staff, diagnostic staff, nurses, community organizing, etc.)
- Detailed QI Dashboard
- Responsible for
- Gather comments/information from patients and document appropriately in EMR system
- Provide detailed updates or anecdotes regarding the program
- Able to travel between clinic sites if needed
- Other duties assigned

Qualifications

- High school Diploma or GED is a must; AA preferred.
- Medical Assistant certification; Certified preferred.
- Be familiar with HEDIS measures and UDS.
- 1-2 years of experience working with an FQHC or community health centers.
- Certificate of completion for Patient Navigator Training Collaborative, or an equivalent combination of education and experience is a plus.
- Trained in EPIC or other similar electronic health record platforms.
- Requires problem solving, decision making and critical thinking.
- Type 35 WPM.
- Requires excellent leadership, organizational, written, and verbal communication and excellent interpersonal skills.
- Must be able to work in a self-directed environment, with an ability to work with and lead teams.
- Excellent presentation skills.
- Able to cope with change and innovation.
- Able to work collectively with other team members.
- Ability to implement professional and community based education programs.
- Computer literate; Microsoft Office competency required.
- Demonstrated interest in community health and the mission, vision and values of Clinica Romero.
Observes CMOAR policy/procedures regarding conduct in the work place:

- Observe regulations on time card use and reporting
- Maintain attendance as per policy
- Maintain a clean and safe work area
- Observe general Safety/Employee Health policies and procedures including fire regulations
- Maintain a current annual health screening
- Maintain the privacy and confidentiality of patients and clients with respect to personal and health records and program issues development
- Display clearly visible identification
- Treats all employees, clients, neighborhood committee members with respect, dignity and in a courteous and professional manner in accordance to non-discriminatory policies and procedures and Union Agreement
- Conduct only work related conversations when clients are waiting for service
- Do not discuss other staff members, policies, problems or medical care in clinic public area

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