



Job Description

Position Title:	Patient Navigator
Status:	Fulltime/Union
Department:	Quality Improvement
Position Reports to:	Quality Improvement Manager and Associate Medical Director

Summary: Clinica Romero seeks a Patient Navigator focused on increasing HEDIS measures for our patient population in a culturally and linguistic fashion. The Patient Navigator has a key role in the Quality Improvement Department and will become a liaison between the community health center and the IPA, ensuring clear and concise communication between the two entities. Furthermore, the Patient Navigator will build relationships and track patient outcomes on a quarterly basis, securing an increase in health access and outcomes.

Duties and Responsibilities:

- Serve as an essential link between patients and all other care providers.
- Increase HEDIS quality measures by 10% annually
- Facilitate appointments for 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
- 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.
- 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
- Gather comments/information from patients
- Provide detailed updates or anecdotes regarding the program
- Other duties assigned



Qualifications

- High school Diploma or GED , a must; AA preferred
- Certified/ Trained by HealthCare LA Navigator Program
- Trained in Episource and EPIC platforms
- Requires problem solving, decision making and critical thinking
- 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
- 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
- Must provide proof of up-to-date COVID-19 vaccinations including recommended doses in the primary series AND booster dose when eligible.

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

CLINICA MSR. OSCAR A ROMERO IS AN EQUAL OPPORTUNITY EMPLOYER