Health Navigator
Job Description

Position Title: Health Navigator
Reports to: Director, Quality and Care Management
Job Status: Full-Time
FLSA Status: Non-Exempt
Positions Supervised: None

Position Summary: The Health Navigator works in collaboration with the primary care provider and all members of the health care team. Accepts referrals and manages assigned caseload. Develops care initiatives to assess and coordinate chronic disease care management for their patient population in manner that is medically appropriate and cost effective. Responsible and accountable for direct and indirect patient care for designated patient populations. Assesses healthcare needs and identifies community resources. Serves as patient advocate and assists in identification and improvement of service delivery. This position requires expertise in the nursing process, using critical thinking skills to plan and coordinate care. The nurse also serves as a clinical resource to other clinical staff.

Essential Functions:
To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.
- Collaborate in overseeing the practice’s chronic disease registries.
- Assist with and facilitate the transition of care from inpatient settings such as hospital, rehabilitation facilities and skilled nursing facilities to home.
- Develop a comprehensive, collaborative care plan, based on provider treatment plan, evidence-based chronic care guidelines, and patient/family goals for patients in the chronic disease registries, recent discharges, and those in care transition to promote adherence to physician/provider recommendations and instructions.
- High risk and chronic disease management by registry/referral including:
  - Provide nursing care via face-to-face, telephonic and/or electronic communication.
  - Provide individual patient/family education and self-management support that is appropriate based on language, cognitive abilities, literacy level, learning style, cultural norms, patient preference, readiness for change and resources available.
  - Address medication adherence.
  - Provide education to patients regarding health conditions.
  - Collaborate in goal planning and care management.
  - Communicate changes in patient’s status appropriately with the care team.
  - Perform an after visit summary review with navigator patients when appropriate.
  - Identify barriers when treatment goals are not met, treatment plan is not being followed or important appointments are missed.
  - Collaborate in developing patient treatment goals.
- Identify patients who are overdue for visits, labs and referrals, contact patients and arrange for follow-up services.
- Assist the patient in improved healthcare access and promote patient knowledge of health and behavior change.
- Facilitate the initiation of diagnostic services, treatment planning and therapeutic treatment while the patient is enrolled in the program in the practice setting.

- Utilize appropriate protocols and standing orders in delivering patient care.
- Report quality measures.
- Liaison with insurance companies for patients with chronic illness.
- Serve as a clinical resource and community referral resource within the practice.
- Assist providers with shared medical appointments and group visits.
- Participate in regular team meetings, huddles, staff meetings and quality improvement projects to improve patient care.
- Consult with the medical staff, nursing staff and ancillary department staff to eliminate barriers to the efficient delivery of care. Identify service delivery problems and potential for effective patient management intervention.
- Maintain annual competencies for role.
- Follow-up with assigned patients on all labs, tests and consults to ensure work is done.
- Document all communication with patient in electronic medical record.
- Work at different CVFP office locations as needed.
- Perform all other duties as assigned.

**Competencies:**
- Ability to work independently and exercise clinical judgment in interactions with Physicians, payers, patients and their families.
- Strong organizational and time management skills, as evidenced by a capacity to prioritize multiple tasks and role components.
- Strong analytical and data management skills.
- Aware of scope of practice boundaries, comfortable seeking direction and assistance from appropriate resources.
- Communication – Ability to communicate effectively verbally and in writing. Excellent negotiation skills.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following CVFP policies and procedures.
- Delegating – Ability to allocate authority and/or task responsibility to appropriate team members, peers or superiors.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Positivity – Display a positive attitude and is a positive agent for change.
- Project Management – Ability to organize and direct a project to completion.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

**Education and Experience:**
- Bachelor’s Degree preferred
• Two years of nursing experience in community nursing, critical care or home health preferred
• Experience with utilization review and discharge planning required

Certification and Licensure:
• Current Virginia Licensed Practical Nurse or Registered Nurse licensure required
• CPR Certification required

Work Environment:
• Environmentally controlled medical office environment
• Fast paced environment with occasional high pressure or emergent situations
• Work hours subject to office needs to ensure coverage during all hours of operation
• Possible exposure to bodily fluids, infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a laboratory and medical office environment
• May wear Personal Protective Equipment (PPE) such as gloves or a mask
• Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:
• Frequent sitting, standing, walking, grasping, carrying and speaking
• Occasional reaching, bending and stooping
• Lifting, carrying, pushing and pulling up to 60 pounds, with assistance if needed
• May need to lift or turn patients who are disabled, with assistance if needed
• Frequent use of computer, keyboard, copy and fax machine and phone
• Occasional travel to attend meetings or trainings

CVFP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors or officers as deemed appropriate. This document does not represent a contract of employment, and CVFP reserves the right to change this job description and/or assign tasks for the team member to perform, as CVFP may deem appropriate.

Team Member Signature: ____________________________ Date: __________

Revision Dates: 9/2015, 1/2016