



POSITION DESCRIPTION

POSITION TITLE: Patient Navigator
FLSA STATUS: Exempt
REPORTS TO: Deputy Director of Quality and Health Informatics
REVISED: December 2017

POSITION SUMMARY:

The Patient Navigator is part a growing initiative at DC Primary Care Association (DCPCA), supporting the improvement of patient outcomes through implementation of evidence-based patient navigation services. DCPCA's Quality Improvement department is expanding its cancer navigation program, building and expanding best practices gained through several years of testing and innovation. The focus of this program is prevention and treatment of colorectal, cervical, breast, and lung cancer. The Patient Navigator is a pivotal role that provides guidance to some of the District's most vulnerable populations, helping clients to prevent cancer, screen for cancer, and gain access to quality cancer treatment. The Patient Navigator will be employed by the DC Primary Care Association, however the position will be based at one of our partner Community Health Centers in DC. This is an exciting opportunity for someone who is passionate about patient care, equitable health care access, and who works well in a dynamic position with a high degree of independence and flexibility.

The Patient Navigator provides individualized assistance to patients to facilitate access to quality care. Often the first point of contact with the patient, this position ensures that patients are informed of potential care options and have full access to cancer screening, diagnostic, and treatment options. The Patient Navigator will serve as a key resource for developing and expanding patient access to care resources throughout the DC health care system.

The successful candidate will have a strong interest in improving health outcomes for patients, with the ability to easily communicate with diverse patients and medical staff. Ideally the candidate will have a background in public health or social work with direct experience with primary care centers. This professional will possess a customer service orientation, with enthusiasm for finding solutions and resources so that more people can access cancer screening and treatment services. The Patient Navigator will be a self-starter, driven by improving health outcomes and health equity, and with solid ability to operate autonomously with minimal support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Facilitate and schedule patient appointments/referrals with appropriate provider(s) for cancer screening, diagnostics, and treatment. Attend appointments with patients on an as needed basis.
- Make confirmation calls/emails to patients regarding future appointment dates.
- Respond to patient inquiries, and assist patients with the completion of paperwork.
- Educate patients on care processes and provide counsel to reduce anxiety and fear.
- Develop relationships with health care providers within and outside the community health center.
- Support clinic quality improvement efforts regarding cancer screening and referrals.

- 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.
- Using Electronic Health Record (EHR) system, track navigation services, record messages from patients, and contribute to clinic tracking workflows.
- Track appropriate patient-level quality outcomes for program monitoring and evaluation.
- Adhere to clinic departmental policies and procedures, which include Joint Commission (JC) standards, Patient Safety initiatives, Patient Rights, and Health Insurance Portability and Accountability Act (HIPAA) Privacy standards.
- Attend relevant stakeholder and advisory meetings to support overall program implementation and evaluation.
- Attend trainings and learning opportunities that expand content knowledge and best practices.
- Other duties as assigned.

QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:

Required qualifications:

- Associate or Bachelor's degree in relevant field or relevant work experience equivalent
- 1-2 years of experience with health care clinic operations
- Interest in and knowledge of community health care and primary care
- Electronic health record (EHR) experience
- Ability to work collaboratively with physicians, staff and external organizations
- Strong communication skills with diverse populations
- Solid relationship-building and interpersonal skills
- Excellent time management skills
- Excellent coordination skills, including multitasking and setting priorities on work assignments
- Proficiency with Microsoft Word and Excel
- High degree of independence, flexibility, initiative, and commitment
- Demonstrated awareness and value of cultural competence

Preferred qualifications:

- Spanish bi-lingual/multilingual ability
- Experience in or with a Federally Qualified Health Center (FQHC)

COMPENSATION:

DCPCA offers competitive salary based on experience and skills of employees. Additionally, DCPCA provides a comprehensive benefits package that includes medical, dental, vision, 403b match, ancillary benefits, access to Flexible Spending Accounts, and generous leave benefits.

ADA SPECIFICATIONS:

The Patient Navigator will be employed by the DC Primary Care Association; however the position will be located at a Community Health Center in DC. The position is sedentary in nature and may require light lifting.

TO APPLY:

Please send your resume and cover letter in attachment form to hrcoopjobs@nonprofithr.com with the subject line, "Patient Navigator." Only competitive candidates will be contacted and invited to participate in the selection process. **No phone calls please.** Applications are accepted until the position is filled.