THE NEW YORK HOSPITAL

**MEDICAL CENTER OF QUEENS**

**POSITION DESCRIPTION**

**Position Title: MANAGER, PATIENT NAVIGATOR**

**Department: Asian Health Initiative**

**Reports To: Sr. Director, Asian Health Initiative**

**Supervision Exercised: patient navigators**

**Interrelationships:**

X

**FLSA Status:** Non-Exempt Exempt Combination Exemption

**X**

**UNION Classification:**  X NON-UNION UNION

**Position Objective:** (The end result the position is designed to achieve)

To provide Asian patients an easy access to NYHQ series and programs and help them navigate their way through the health system. Collaborate with various departments to improve satisfaction among Asian patients, which will lead to better disease outcomes and prognosis.

**Job Code:**

**Pay Grade:**

**Salary Plan:**

**New: 3-10-14**

**POSITION FUNCTIONS PERFORMANCE MEASURES**

(Major responsibilities) (Action required for successful completions of

function.)

1. Recruit, train and manage a patient service 1a. Provide guidance to patients and help them

volunteer team to. reduce their anxiety.

1b. Provide language translation, both verbal and

written, for patients with limited English

proficiency.

1c. Serve as an interpreter when patients need to

meet with a financial personal, social worker or

nurse in a clinic.

1d. Ensure patients understand their diagnosis,

medical/hospital system and patient rights and

entitlements.

1e. Call patients to check up on how they are

doing, and to ensure they continue to

understand their diagnosis and treatment plan.

1f. Visit patients on the floor. Find out any

resources they may need, and serve as an

interpreter between patient and staff.

1g. Make follow up communication with patients

after discharge to monitor their compliance and

emotional state.

1h. Advocate for patient within the hospital

setting; reinforce availability of support

services (social worker, psychology,

immigration health services, and supports in

the hospital.

1i. Offer information and local resources

(in Chinese translation, where available).

1j. Facilitate patient’s ability to access follow-up

services, including peer support and/or peer

partnering.

1k. Keep up with hospital guidelines, new

programs and service in the hospital.

1l. Provide a compassionate, sensitive and

culturally-attuned approach to the medically

underserved patients.

2. Program development. 2a. Participate in team meetings and help track

ideas for program development moving

forward.

3. Communication. 3a. Facilitate communication between providers

and patients regarding treatment status, follow up care, clinical trial options, screening and enrollment; and help to facilitate multi-lingual consent.

**POSITION FUNCTIONS PERFORMANCE MEASURES**

(Major responsibilities) (Action required for successful completions of

function.)

4. Program navigation. 4a. Organize program findings and outcomes for

analysis – including navigation program data

(baseline and post-navigation session data) as

well as patient survey, so that the CHI may

effectively track outcomes measures among

this patient population.

5. Physicians. 5a. Partner with physician education department to

organize physician cultural sensitivity training

and community education series.

5b. Familiar with Asian physicians in the community and specialists in the hospital

5c. Assist referral physicians to connect their patients to appropriate services in the hospital

5d. Communicate with referral physicians regarding the status of their patients

6. Activity sessions. 6a. Organize patient activity sessions to increase

patient involvement, satisfaction and

volunteerism.

7. Develops and maintains a high level 7a. Displays courtesy, tact and diplomacy when

of customer service. dealing with staff, colleagues, colleagues,

superiors, patients, hospital visitors, vendors,

representatives of other institutions and

government and regulatory agencies.

7b. Offers to assist those mentioned in “a” in

attaining their goal(s) or completing their

task(s) whenever possible or, if unable,

obtains appropriate assistance.

8. Performs other related duties as required.

**EDUCATION** Minimum education requirements.

mater degree in counseling, social service or related fields

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**JOB**

**KNOWLEDGE** Minimum knowledge of position’s principles, techniques, practices and procedures, skills and

prior experience required to perform the job. Includes: machinery, tools or equipment used;

physical demands; unusual working condition.

Health system, patient care guideline, adhere to HIPAA regulation…. familiar with the needs and concerns of patient - e.g., emotional, clinical, financial, and psycho-social concerns and support needs.

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**SKILLS** Oral and written communication; planning and organization; teamwork.

able to work independently

able to recruit, train and manage volunteers,

able to communicate in advanced level Chinese (or Korean) and English (e.g., medical terminology, formal business writing) with patients, family members, and clinical providers.

responsive (able to follow through on assigned tasks in a timely fashion);

empathetic to the experience of patients and their unique needs and concerns.

good team payers, able to get along with a range of people and to act collaboratively and professionally .

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**LICENSES** Professional licenses, certificates, affiliations required.

None.

**PROBLEM**

**SOLVING**

**ABILITIES** Analytical skills, problem identification, identifying alternative courses of action.

standard

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**INITIATIVE/**

**CREATIVITY** Amount of independent action with which the job is performed; judgment and discretion used in

making decision not covered by established procedures or supervisory direction.

Can work independently, able to make good judgment and has creativity.

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**IMPACT** The effect of improper job performance and poor customer service on the department, the hospital as a

whole, patients, vendors, agencies, public relations.

standard

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APPROVAL

DEPARTMENT HEAD \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADMINISTRATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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