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

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

HUMAN RESOURCES \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_