



## **Position Description**

### **PCBHI Patient Navigator**

#### **Position Summary**

The PCBHI Patient Navigator assists patients and their families in accessing appropriate clinical and social services to achieve improved health outcomes for joint patients of Zufall Health Center and St. Clare's Behavioral Health. The Patient Navigator plays an integral role in identification and the care coordination and management of patients, and is a key member of the Care Team. The Patient Navigator will assist any patient that the team identifies as in need of joint mental health care through St. Clare's and Zufall Health for primary care needs and will focus specifically on the severely mentally ill population (SMI) who frequently present with complex psychiatric and medical issues and with needs and barriers (such as financial, cultural, language, insurance) that prevent them from achieving healthy outcomes.

#### **Reports to the Director of Behavioral Health**

#### **Essential Functions, Duties and Responsibilities**

- Works directly with St. Clare's Director of Nursing/Nursing Coordinator and participate in daily communication between the two organizations, handling urgent patient needs expediently
- Participates in Saint Clare's interdisciplinary team meetings to augment integrated communication between the two health service teams.
- Conducts individual patient needs assessments to determine potential problems/barriers to care and develop plans to meet these needs
- Conducts individualized patient health educational sessions with prospective program participants in order to help SMI patients understand the importance of ongoing medical care in maintaining quality of life. Navigator provides repetition as needed, as well as reminders in writing according to patient preference and ability to understand and retain information.
- Cultivates community-based partnerships as well as collaborations with specialty providers in order to bridge service gaps related to: financial or insurance status, lack of social supports, effects of disease processes, medication effects, and/or patients' significantly compromised ability to provide for their basic needs

- Provides culturally-sensitive, linguistically-appropriate care coordination of intake processes and essential linkages to critically necessary services, including physicals, labs, and diagnostic tests, document processing, and arrangement of supportive services to ensure that patients can make appointments
- Coordinates with Zufall's Van Committee and Van Coordinator to arrange for Zufall's medical and dental van visits.
- Provides linkages to social service departments for food stamps and charity care.
- Provides direct advocacy on insurance issues, with charity care applications and Medicaid.
- Assists patients with completion of medical and prescription forms and coordinate with Providers to access 340b medication assistance plan and requests to other providers and agencies.
- Assists patients with arrangements for transportation, translation, and elimination of other barriers to attend appointments for regular healthcare screenings and check-ups.
- Provides assistance to Zufall providers by contacting patients to discuss results and additional procedures, coach patients in achievement of tasks and provide reference material to assist them in taking responsibility for their personal health care.
- Taking into account the effects of heavy medication, the PCBHI Patient Navigator engages patients with clear, concise directions and reminder contacts/calls if needed
- The PCBHI Patient Navigator contacts community providers and bridge provider-patient communication related to diagnostic tests, procedures and treatment, coordinates appointments for primary care services including follow up on all missed appointments and rescheduling as appropriate, and contacts patients who are overdue for return visits.
- Engages in Patient-Centered Medical Home activities in order to improve patient outcomes including the involvement of family members whenever available, and in cases where there is no family, group home residence managers or case-workers are engaged and made aware of medical urgencies. Acts as advocate for patients and their families with community organizations and governmental agencies.
- Patient navigator facilitates annual patient-reporting by surveying participants for their perceptions of, and satisfaction with, the care they are receiving and makes improvements based on feedback
- Works as part of the Care Team to identify patients in need of services and communicates with provider or Care Coordinator of progress of case and of unidentified needs.
- Performs other duties as assigned by the Director of Behavioral Health or CMO.

## **Knowledge, Skills and Abilities**

- Excellent working knowledge of Zufall Health policies and procedures as well as solid working knowledge of same for St. Clare's Behavioral Health.
- Excellent knowledge of available community services and resources.
- Excellent communication and interpersonal skills.
- Bilingual Spanish/English required.
- Ability to communicate well with patients, staff and outside providers and agencies appropriately.
- Demonstrated ability to adapt to changes readily.
- Ability to follow instructions, given either orally or in writing.
- Ability to work with little supervision.
- Demonstrate effective follow up-through with all tasks.
- Maintain high level of confidentiality.
- Ability to complete assignments in a timely manner.
- Able to work in a team and navigate multiple stakeholder systems
- Good organizational skills

## **Education, Training and Experience**

- Minimum Associates Degree with appropriate health and/or social services related experience or High School graduate with extensive and appropriate experience.
- Minimum of three years experience in medical setting
- Experience working with community services agencies.
- Knowledge of Microsoft Office, keyboarding, and use of electronic medical records.

**Occupational Exposure** - Classified by CDC as High Risk

**Reports to the Director of Behavioral Health**

**Effective 04-15**

**CLASSIFICATION: Exempt**

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**Supervisor**

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**Date**

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**Employee**

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**Date**