



**POSITION ANNOUNCEMENT**  
**Patient Navigator and Care Coordinator**

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Department:	Quality Improvement	Supervisor: Chief of Quality Performance and Improvement
Status:	Full Time / Non-Exempt	Date: January 2018

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**A.SUMMARY:**

Perform outreach and education of patients to promote cancer screening. Coordinate appointments and make/send reminder calls/letters. Track and monitor performance and progress.

Perform outreach to patients with care gaps, never utilized services, lost to follow up, who are high risk and discharge from hospital and high utilizer of the Emergency Room/Department. Coordinate appointments and make/send reminder calls/letters. Track and monitor performance and progress.

**B.PRIMARY RESPONSIBILITIES:**

1. Knowledgeable of and applies the Vision, Mission, and Core Values of CareSouth.
2. Breast /Colon Cancer Prevention (Not direct patient care)
  - Identify and outreach to patients eligible patients for breast cancer and colon cancer screening with an emphasis on newly or rarely screened patients.
  - Implement evidence-based strategies to educate patients about breast and colorectal cancers screenings and their effectiveness.
  - Assist patients in coordinating and rescheduling appointments and make/send reminder calls/letters.
  - Assist with planning and implementing CareSouth community events as related to breast and colorectal cancer screening and prevention.
  - Work closely with clinic staff to provide timely follow up of abnormal results and annual reminders to CareSouth patients.
  - Assist patients to eliminate barriers to screening, make appropriate referrals and refer issues to the appropriate CareSouth staff.
  - Develop and maintain a network of community resources.
3. Care Coordination (Not direct patient care):
  - Identify and outreach to patients with care gaps, never utilized services, lost to follow up, who are high risk and discharge from hospital and high utilizer of the Emergency Room/Department and schedule follow up care.
  - Assist patients in coordinating and rescheduling appointments and make/send reminder calls/letters
  - Manages the chronic disease registry and tracks and monitors data according to CareSouth's Quality Management Plan and/or goals outlined by the Clinical Quality Measures.
  - Identify and track patients "not at goal" based on clinical guidelines and/or quality standards
  - Contact patients in need of well visits/preventative care to schedule appointment.
  - Provide basic health education.
  - Leverage EMR, chronic disease registry reporting and payor reports and systems to prioritize patient follow-up.
4. Complete logs, monthly activity reports, and other reports as required in a complete, accurate, timely

- and efficient manner.
5. Maintain accurate files, submit timely and accurate reports; meet timelines, follow through; apprise supervisor of status; provide viable & innovative solutions to problems; attend meetings/trainings, adhere to approved policy/procedure, represent the organization in a professional manner; make effective presentations.
  6. Maintain confidentiality of patient's protected health information.
  7. Conduct Plan, Do, Study, and Act (PDSAs) to implement and test change.
  8. Work professionally as a team member in conjunction with department employees
  9. Work closely with payors.
  10. Serves as the liaison between internal and external providers. Ensures patient information is shared effectively and efficiently.
  11. Attend job related meetings, collaborations and trainings.
  12. Maintain open communication with all team members.
  13. Participate in performance and quality improvement activities.
  14. Identify areas of improvement such as workflows and policies and processes.
  15. Report safety issues without fear of retaliation to supervisor or other identified resource regardless of the magnitude.
  16. Ensure adherence to organization, OSHA and other designated governing bodies related to workplace safety.
  17. Follow established federal, state, and local policies, procedures and programs relating to health and safety in the workplace.
  18. Maintain high standard of professionalism and customer service.
  19. Perform other related as assigned by the Chief of Quality Performance and Improvement.

### **C. REQUIREMENTS**

1. At minimum a Certified Medical Assistant (CMA). License Practical Nurse (LPN) preferred
2. Three to 5 years' experience working in an integrated, community health, public health, chronic disease management, community nursing, case and care management strongly preferred. Knowledge and experience using Electronic Health Records and Microsoft applications.
3. Effective communication skills, both oral and written.
4. Experience working with primary care providers and patients to coordinate care, managing diseases/conditions and providing basic health education.
5. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies and procedures.

### **D. SUPERVISES**

N/A

### **APPLICATION PROCEDURE:**

Please submit a completed employment application found at [www.caresouth.org/jobs](http://www.caresouth.org/jobs) or the HR office, resume, and credentials via email to [jobs@caresouth.org](mailto:jobs@caresouth.org) or deliver to the HR office. CSMD is an EOE.

**CLOSING:** This announcement will remain open until filled.