

# CHW/ Patient Navigator

Organizational Objective (Applicable Quest Themes; Division/Department/Team mission/goals):

- 1) Demonstrates competency in case managing sickle cell patients, families and staff regarding appropriate resources to reduce hospital admissions and improve patient quality of life.**
- 2) Provide patient Support & counseling as needed in all aspects related to their medical care**
- 3) Provide program support for patients and interdisciplinary team to assist with medical care for patients**
- 4) Communicates and documents patient care activities**
- 5) Assist with assessments for behavioral health issues to assist with proper referrals for treatment**
- 5) Employee performs miscellaneous responsibilities**

Purpose of Position (Cascading Goals for the individual employee):

- 1) Case manage individual adult SCD patients to reduce hospital readmissions and length of stay, improve quality and outcomes of care, and improve satisfaction for identified patients. Patient contact or interventions may occur in the hospital, clinic, or community settings. Needs met may be physical, psychosocial, or administrative. Resources may come from the hospital, clinic, government, or community.
- 2) Work as part of part of an interdisciplinary medical home case management team to achieve the above patient goals.
- 3) Work as part of an interdisciplinary team to support pediatric SCD patients transitioning into the adult SCD clinic, by establishing outreach, support groups, education, and support for career and medical needs.
- 4) Liaison between numerous community programs, hospital staff and other professionals to manage patients needs and are the bridge between many aspects of patient care and quality improvement in the operations of the program
- 5)

Knowledge, Skills, and Abilities (KSAs) and/or Competencies required to successfully perform the work:

**Ability to execute outreach plans, collect data and prepare reports. Excellent oral and written communication skills with the ability to listen, comprehend and effectively communicate. Must have the ability to work independently, but also to work effectively within interdisciplinary teams. Must be able to work flexible schedule. Must have a valid driver's license, transportation and insurance. Must be willing to travel outside of the Richmond area for day trips. Must have working knowledge and ability to use Microsoft Office**

Education, Experience, Licensure, Certification required for entry into position:

**Bachelor degree in social work or related field preferred, or a minimum of one years working as a patient navigator(CHW) in an academic center or health system, but at least hold a High School Diploma/GED. Required experience working with sickle cell population for a minimum of one year. Knowledge of health care systems required for a minimum of one year. Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances.**

% Time Spent E or M <sup>a</sup>	Core Responsibilities	Measures
0 % <input checked="" type="checkbox"/> E or <input type="checkbox"/> M	1. Performance Management  (only for employees who supervise others)	
40 % <input checked="" type="checkbox"/> E or <input type="checkbox"/> M	2. Competency and performance Requirements	<ul style="list-style-type: none"> <li>• <b>Effectively communicates and navigates systems to include health care, social services, education and community resources to assure patients access and appropriate use of these services</b></li> <li>• <b>Identify problems and resources to help clients solve their problems with the goal of empowering the patient/family/others how to navigate</b></li> <li>• <b>Work in a community and hospital settings, or other designated settings, to ensure that the patients' needs are properly identified. This will include, but not limited to, home visitations, hospital visits, ED visits, other medical appointments and all other approved locations to work efficiently with the patient to provide stability</b></li> <li>• <b>Work with clinical social worker to ensure that all identified behavioral health needs are supported for the patient.</b></li> <li>• <b>Completes daily medical appointment reminders to assist with reduction in patients missing medical appointments</b></li> <li>• <b>Liaison between interdisciplinary team with medication refills, prior authorizations and other medical questions to avoid unnecessary hospital admissions.</b></li> <li>• <b>Complete assessments on patients to assist with identifying behavioral health needs for the interdisciplinary team.</b></li> <li>• <b>Working with sickle cell transition population to ensure all patients need from pediatric to adult care have been accessed. This includes attending appointments, assisting with benefits, participating in annual retreats, meetings and grant projects related to transition.</b></li> <li>• <b>Works with the SCD community-based organization in order to provide support for patients/families and ensure partnership with institution.</b></li> <li>• <b>Work with interdisciplinary team on evaluation process in order to provide research documentation on the outcomes of the program.</b></li> <li>• <b>Developing an effective working relationship with the patient and caregiver through engagement, collaboration, advocacy, decision making and problem-solving activities</b></li> <li>• <b>Work with interdisciplinary team to understand the patients' needs and assist with planning for patients both inpatient and outpatient</b></li> </ul>

<sup>a</sup> Essential (E) or Marginal (M) job functions

		<ul style="list-style-type: none"> <li>• <b>Attending support group meetings for sickle cell patients and outside activities relevant to education and socialization</b></li> <li>• <b>Work with pediatric team on a transition support group to increase education and socialization of transition patients.</b></li> <li>• <b>Attend transition program events as needed</b></li> <li>• <b>Identify community resources that are maintained in a data base for supervisors' reference</b></li> </ul>
<p><u>  </u>20<u>  </u>%</p> <p><input checked="" type="checkbox"/> E or <input type="checkbox"/> M</p>	<p>3. Patient Support and Assurances</p>	<ul style="list-style-type: none"> <li>• <b>Programs to include eligibility requirements, application process and understands the local insurance plans and the eligibility process to support patients in completion of application to assure access to care.</b></li> <li>• <b>Understands public support to include eligibility requirements, application once and service available once client is deemed eligible assists the individuals in receiving the services they need to maintain their quality of health.</b></li> <li>• <b>Is knowledgeable of the Patient Centered Primary Care Medical Home and assists the interdisciplinary teams in promoting patient centered care.</b></li> <li>• <b>Work with interdisciplinary teams while patient is hospitalized to prepare for discharge and ensure medical follow-up is secured and provided for the patient's needs.</b></li> <li>• <b>Navigate the systems of care while teaching the patient about self-care that is appropriate and timely. This shall assist in making appointments, obtaining referrals for specialty care, appropriate use of the ED, promotion of obtaining preventive services, etc.</b></li> <li>• <b>Works with patients to empower them to become an active participant in their health care.</b></li> <li>• <b>Demonstrate skills in patient advocacy to assure access to care.</b></li> </ul>
<p><u>  </u>20<u>  </u>%</p> <p><input checked="" type="checkbox"/> E or <input type="checkbox"/> M</p>	<p>4. Communicates and Document Patient Activities</p>	<ul style="list-style-type: none"> <li>• <b>Provides a supportive environment for patient to discuss issues that need addressed</b></li> <li>• <b>Completes all documentation as required by the sickle cell team</b></li> <li>• <b>Attend all scheduled trainings, workshops and additional workshops as indicated by supervisor</b></li> <li>• <b>Documents and is competent in listening, share information 1:1 or in larger groups using establishes written and oral communication systems</b></li> <li>• <b>Reports to program manager or medical director for any pertinent observation or information</b></li> </ul>
<p><u>  </u>20<u>  </u>%</p> <p><input checked="" type="checkbox"/> E or</p>	<p>5.</p>	<ul style="list-style-type: none"> <li>• <b>Attend all scheduled trainings, workshops and additional workshops as indicated by supervisor</b></li> <li>• <b>Performs other duties as assigned/or participates in special projects in order to support the mission of hospital and the department</b></li> </ul>

<input type="checkbox"/> M		<ul style="list-style-type: none"><li>• <b>Provides assistance to team members</b></li><li>• <b>Planning for absences by ensuring coverage for patients</b></li><li>• <b>Accepts alternate assignments as required, graciously</b></li></ul>

Objectives and/or Competencies	Measures
<p><b>1. Customer Service</b></p> <p>If employee works onsite at the VCU Health System, use of a separate additional customer service evaluation tool is encouraged – see <a href="http://www.hr.vcu.edu/employee/mgrannualperformance.html">www.hr.vcu.edu/employee/mgrannualperformance.html</a> for more information</p> <p><input checked="" type="checkbox"/> E or <input type="checkbox"/> M</p>	<ul style="list-style-type: none"> <li>• Listens to and anticipates customer needs; provides clear explanations; responds quickly; takes initiative to assist internal and external customers.</li> <li>• Communicates respectfully to internal and external customers; appreciates diversity and respects differences.</li> <li>• Observes confidentiality.</li> <li>• Uses all office resources, including the telephone, office equipment, electronic communications and the Internet, in a responsible manner and according to university policies and guidelines.</li> </ul>
<p><b>2. Ethical Standards</b> (VCU Code of Conduct)</p> <p><input checked="" type="checkbox"/> E or <input type="checkbox"/> M</p>	<ul style="list-style-type: none"> <li>• Demonstrates respect, honesty, excellence, responsibility and accountability; stewardship; compliance; and a commitment to integrity and ethical behavior by example in his/her day-to-day activities.</li> </ul>
<p>3.</p> <p><input type="checkbox"/> E or <input type="checkbox"/> M</p>	
<p>4.</p> <p><input type="checkbox"/> E or <input type="checkbox"/> M</p>	
<p>5.</p> <p><input type="checkbox"/> E or <input type="checkbox"/> M</p>	

**Position's Physical/Cognitive Requirements.** Indicate by each element: **E** = Essential; **M** = Marginal; or **N/A**

**Physical Demands and Activities:**

- E   Light lifting (<20 lbs.)
- N/   Moderate lifting (20-50 lbs.)
- A
- N/   Heavy lifting (>50 lbs.)
- A
- M   Pushing/pulling        E   Walking
- E   Standing                M   Climbing
- E   Sitting                   E   Reaching
- E   Repetitive motion      E   Bending

**Emotional Demands:**

- E   Fast pace                E   Average pace
- E   Multiple stimuli        E   Frequent change
- 
- E   Intense customer interaction
- 

**Mental/Sensory Demands:**

- E   Memory                  E   Reasoning              E   Hearing
- E   Reading                  E   Analyzing              E   Logic
- E   Verbal communication

**Environmental Conditions:**

     **E** Written communication

     Extreme heat/cold           Fumes

     Extreme noise           Mists/gases

     Vibrations

**Other:** \_\_\_\_\_  
\_\_\_\_\_

**ADDENDUM – Please attach an ORGANIZATIONAL CHA**

