



UNION JOB DESCRIPTION

JD3014

JOB TITLE:	Patient Navigator	JOB DESCRIPTION NO.:	80216 / N.CI.23002.013
CLASSIFICATION:	Program and Services - Profile Classification - Level 4	GRID/PAY LEVEL:	NL4
COLLECTIVE AGREEMENT:	Nurses Bargaining Association	HSCIS NO.:	23002
UNION:	BCNU	JOB/CLASS CODE:	SI: 80216 CI: 23002
PROGRAM/DEPARTMENT:	Medicine; Surgery; Ambulatory Care; Medical Imaging	BENCHMARKS (If Applicable):	
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Nanaimo Regional General Hospital, Royal Jubilee Hospital, Victoria General Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Under the general supervision of the Manager or designate, and in alignment with the program policies, the Patient Navigator is responsible for client/patient selection, assessment and recruitment to the program. The Patient Navigator guides the development and implementation of improvements to the provision of services for selected clients/patients, and undertakes the provision of services to these clients. In collaboration with members of the program team, provides support, information, education and follow up to identified stakeholders to ensure continuity of care and to achieve optimal clinical outcomes and client/patient satisfaction. The Patient Navigator is responsible for making recommendations and implementing changes to program processes, tools, materials and supports. Is a clinical and educational resource for physicians, health professionals and clients/patients in matters relating to the program. Plans and provides direct nursing care, teaching and follow up to selected clients/patients in the hospital or in the community in accordance with the unit/program philosophy, competency guidelines, policies, and the BCCNM Standards for Nursing Practice in British Columbia.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. In alignment with the provincial guidelines and protocols, completes client/patient selection, assessment, referral, and follow-up by:
 - Triage suitable clients/patients according to BC MSP and BCCA screening guidelines.
 - Initiating a plan of care including primary assessment, procedural preparation, appointment scheduling, flow of care, and post care follow up, to address the assessed needs of the client/patient.
 - Responsible to complete follow up with clients/patients, most responsible Physician and Primary Care Provider regarding test results and adverse event outcome reporting. Designs, establishes and utilizes data collection tools/processes to assess and report the health status of clients/patients in the program.
2. Works with clinicians and identified stakeholders at the point of care, performs duties such as:

- Collecting data from client interviews, client/patient records, observing client/patient conditions and conducting physical, emotional and social assessments.
 - Maintaining clinic records for all assigned clinic clients/patients and leads the development of records process for the purpose of program development and quality improvement.
 - Producing qualitative and quantitative information tracking and evaluation tools to be vetted by project manager for implementation.
 - Identifying and recording the health care status of clients/patient and reports current status or changes in status to appropriate personnel as required to inform the care of the client/patient.
3. Provides leadership in the education of clients/patients and their families by:
- Acting as a clinical resource for physicians, health professionals and patient/clients.
 - Developing, implementing and evaluating teaching programs and educational materials that will be used to teach groups and/or individual clients/patients and their families.
 - Working closely with members of other health care disciplines and physicians in coordinating client/patient education and initiating required follow up that emerges during the education phase of the care pathway.
4. Collaborates with the program team, community care partners, booking department & client/patient to coordinate care for clients/patients receiving care through the program by:
- Implementing and undertaking a plan of care including primary assessment, procedural preparation, appointment scheduling and flow of care, to address the assessed needs of the client/patient.
 - Coordinating procedure booking with the client/patient, booking office, physician offices and medical/surgical/ambulatory care units to schedule clients/patients and maintain waitlist integrity.
 - Providing nursing care for the client/patient.
5. Provides nursing care to clients/patients referred to the program by:
- Navigating clients/patients through the entire care and treatment process from referral to assessment , procedure and post care follow up.
 - Providing care as required along the care pathway including primary assessment, procedural preparation, appointment scheduling along with delivery and flow of care to address the assessed needs of the client/patient.
 - Explaining the care plan to clients/patients and their families.
 - Assessing each client/patient for educational and support needs.
 - Intervene in care when the assessed needs of the client/patient are not met.
6. Participates in the on-going evaluation, development and improvement of the program by:
- Identifying present and potential needs of the program by participating in educational programs and researching current information.
 - Continually reviewing outcomes, tests changes in process, and evaluates program deliverables to inform optimal improvements to the continuity of care.
 - Identifying improvements to the referral process, selection criteria, assessment process and tools.
 - Submitting to the project manager/committee, written reports as requested along with options for improving systems pertaining to the optimization of client/patient care activities.
 - Providing analyses and generates statistical and other related reports as requested.
7. Promotion of the Patient Navigator role and the program by:
- Educating the public and other health care providers about the role of the Patient Navigator in the delivery of care services.

8. Planning, undertaking and evaluating assigned program projects and research activities as required.
9. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Graduation from a recognized nursing program and three years recent related clinical experience in a related field or health care setting, inclusive of experience in a program development and/or education support role, or evidence of an equivalent combination of education, training and experience. Registration with BC College of Nurses and Midwives as a practicing RN registrant. Preference for certification in program area.

Valid BC Driver's License.

Skills And Abilities

- Ability to deal effectively with clients/patients, physicians and other members of the health care team.
- Effective interpersonal, organizational and teaching skills with a strong ability to communicate effectively both verbally and in writing.
- Ability to work independently and manage a varied workload.
- Knowledge of digestive health and colon cancer.
- Proficient in providing effective adult education to a variety of individuals.
- Proficient in program planning, implementation and evaluation.
- Experience leading and participating in quantitative and qualitative research projects.
- Leadership ability and ability to lead change.
- Proficiency in the use of Power Chart, MS office suite especially Microsoft Excel.
- Physical ability to perform the duties of the position.