



JOB DESCRIPTION

TITLE: Patient Navigator Assistant
DEPARTMENT: Surgical Weight Loss Services
REPORTS TO: Director of Nutrition, Diabetes and Surgical Weight Loss Services
FLSA: Non - Exempt

SUMMARY OF JOB:

Ensure patient safety and quality care by assisting with being certain Metabolic and Bariatric Program patients transition through all services smoothly, including clinic visits, supportive services, surgery, and beyond. Help to maintain compliance with the Metabolic and Bariatric Surgery Quality Improvement Program (MBSAQIP) designation standards.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Assist with the coordination of the intake of patients into the Metabolic and Bariatric Surgery Program.
 - a. Reviews the patient's needs to determine whether the individual meets the program's parameters.
 - b. Coordinates program services for the patient.
2. Provides assistance with following the patient throughout the steps of the Metabolic and Bariatric Surgery Program.
 - a. Ensure patients receive appropriate psychological assessments and counseling as needed.
 - b. Facilitate and schedule support groups and educational events.
 - c. Communicate, as needed, with service delivery partners, physicians, and other health professionals to provide coordination and develop a plan of care that facilitates the efficient use of health care resources.
 - d. Complete data tracking and assists with quality initiatives.
3. Day to day work is focused on the key performance areas:
 - a. Foster an environment which empowers the client to establish personal goals to improve health and quality of life in both group and individual settings.

- b. Effectively assess, coach and graduate clients from care, resulting in appropriately managed caseloads.
 - c. Communicates with other healthcare professionals as appropriate, informing them of client's progress and/or any potential concerns.
 - d. Determine and provide relevant community and/or healthcare resources that help support participant's theory of change and effective and efficient medical utilization.
 - e. Works collaboratively within a team setting to provide positive outcomes for participants, peers, and overall operations.
 - f. Support and participate in programs and initiatives to support the establishment of a healthy work environment for the clients.
4. This position will also help with:
- a. Scheduling of patient into required nutrition classes as needed
 - b. Order and Maintain stock and inventory of Bariatric appropriate Vitamin/Mineral/Protein supplements that are available and for sale to patients; assist with sending payments for these products to Accounting weekly
 - c. Assist with the Medically Managed Weight Loss Optifast Program as needed

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent; Associate's Degree or Bachelor's Degree in healthcare preferred. Previous experience in a Bariatric Surgery Program preferred
OR
equivalent combination of education and experience.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

RESTRICTED ACCESS: A workforce member with restricted access will have limited access to protected health information as described in the job description only as needed to perform job duties. A workforce member in this category may not access a patient's entire record, except when the access is specifically identified as the amount that is reasonably necessary to perform the staff person's job duties.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date