



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE:	Patient Navigator	COMPANY:	IHP 100%
REPORTS TO:	Assistant Clinical Director		
DIRECT REPORTS:	N/A		
STATUS:	Non-Exempt	Full-Time	WORK COMP CLASS: 8742
OUTSIDE TRAVEL:	In-Person	SECURITY LEVEL:	WORK CONDITIONS: Office environment Local Health Centers-TrueCare Location

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.

JOB SUMMARY

Integrated Health Partners (IHP) of Southern California is seeking a Patient Navigator to provide support for network population health management techniques associated with quality gap closure and patient connectivity and engagement. The network made of federally qualified health centers (FQHCs) continues to transition to value-based care and quality gap closures will be critical to the success of network performance. The position will be patient facing and will utilize the Arcadia gap files alongside payer gap files to identify supplemental data and/or outreach to patients to close care gaps. The position will also partner with the Population Health IT team to utilize the Arcadia Outreach tools to increase patient outreach utilizing electronic options (text, email, etc.). The role will partner with all IHP staff and FQHC clinicians and staff to close care gaps and ensure consistent messaging and connection for patient appointments. This position actively supports the mission and vision of Health Center Partners of Southern California and its subsidiaries helping to develop high performing practices that will thrive in an environment changing from volume to value.

ESSENTIAL JOB FUNCTIONS

- Partner with the Population Health IT team and Quality Manager to identify gap closure reports for use of outreach and supplemental communication processes.
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Patient Navigator
Updated: February 2023

- Outreach to patients to close care gaps for designated patient groups or health centers as identified by network leadership.
- Dedicate time onsite to health centers to ensure connectivity to operations to ensure gap closure options.
- Coordinate and schedule patients with missing services based upon care gap list within a timely manner.
- Verify and update missing information in gap care lists available in EHR
- Collaborate with Health Center quality team to improve Health Centers performance in value based contracts.
- Partner with MSO (Management Service Organization) and network Population Health IT Management Team to ensure effort alignment and tool utilization for gap closure coordination.
- Ensure compliance with industry, state, and network / payer practices.
- Maintain relationships with health center clinical providers to be an asset for questions pertaining to payer based incentives.
- Become an active member in designated committees and workgroups focused to continuous quality improvement efforts.
- Provide conceptual ideas of potential quality improvement efforts to network leadership for review and potential analysis and/or implementation.
- Document work, display results effectively and appropriately and contribute content for regular progress reports.
- Perform other project-related duties as assigned.

QUALIFICATIONS

Required Skills

- Must possess valid driver's license, insurance and own transportation for use in work, and be flexible with working some evenings and weekends within a 40-hour workweek.
- Ability to travel throughout the United States. Some local and out of town travel required.
- Understand quality metric processes and data specifications to drive quality improvement efforts.
- Ability to remain open-minded and change opinions on the basis of data and/or new information; perform a wide variety of tasks and change focus quickly as demands change; manage transitions effectively from task to task; anticipate, plan for and adapt to varying patient / customer needs.
- Assume a role of collaborator; advocate new ideas, even when risk is involved; set an example for coworkers; delegate responsibility and empower associates to make decisions; provide constructive feedback to others.
- Ability to manage multiple projects; determine project urgency in a meaningful and practical way; use goals to guide actions and create detailed work plans and action plans; organize and schedule self, people and tasks.
- Maintain a deep understanding of HIPAA. Carries-out responsibilities in keeping with applicable laws, regulations, and industry standards; alert to potential for internal problems and reports concerns appropriately.
- Possess excellent communication skills, both verbal and written and uphold a personality of positivity and desire for relationship building.
- Ability to influence clinicians, staff, and leaders that do not directly report to the position.

Education/Experience

Bachelor's degree in business, finance, or related field preferred and five years' experience in clinical operations with patient facing activity. Additional degrees or certificates such as Community Health Worker, Licensed Clinical Social Worker (LCSW), etc. can be presented as an option.

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.
- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment
- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

Signature

Date

Employee Name (please print)