

Job Description

Patient Navigator (Flexible Full Time or Part Time) - (3076312)

Description

FULL TIME or PART TIME - PART TIME 3 or more days in the office

The goal of the MGH Cancer Center Patient Navigator (PN) is to navigate newly diagnosed patients from the four MGH community health centers and surrounding communities to receive timely, patient-centered care at the MGH Cancer Center. The PN will engage patients, create a trusting relationship, navigate patients to MGH Cancer Center appointments, and closely communicate with a patient's entire care team based on clearly outlined goals and identified patient needs. The PN will aid patients in the coordination and completion of appointments inside the MGH Cancer Center and help decrease barriers to timely cancer care and treatment.

To increase access to high quality cancer care for underserved patients, it will be important to identify and address supportive care needs starting at cancer diagnosis. To achieve this, the PN will be involved in administering supportive care services surveys to all assigned patients, which will help inform the navigator about the patients' symptom burden, illness perception, financial distress, and self-efficacy and direct future navigation and care coordination efforts. The navigator's interventions might include education, appointment reminders, help with insurance, transportation, navigating the Cancer Center, assisting in finding appropriate child care, interpreting, connecting the patient to psychosocial and/or palliative care teams, and physically escorting the patient to appointments. The PN will incorporate 1) screening for a history of severe mental illness (SMI) and risk factors for disruptions in cancer care at cancer diagnosis, 2) screening and monitoring for distress, and 3) streamlining referral/early consultation of social work, psychiatry, and palliative care. The PN will be a patient liaison with oncology and primary care team ensuring open lines of communication between the two teams. The PN will also be involved in other research activities that are related to this program. While the patient navigator is not a clinical position, it requires a good knowledge (ability to learn) of basic clinical concepts and an understanding of when a referral to a licensed clinician is appropriate.

PRINCIPAL DUTIES AND RESPONSIBILITIES: Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

- Contact patients over the phone to assist in setting up oncology appointments at the MGH Cancer Center and provide reminder phone calls prior to every appointment.
- Work with patients, providers, and MGH Cancer Center care team to set goals for patient's care.
- Provide navigation for patient by addressing any logistic barriers, scheduling complications, child care needs, etc., that would prevent a patient from showing up at their appointment.
- Address any relevant insurance concerns or issues by connecting patients with appropriate resources and team members.
- Assist patient in connecting with necessary supportive care services, psychosocial and palliative care, and social work.
- Provide education about cancer clinical trials and when appropriate, assist patient in connecting with care team about available services and resources to support participation.
- Provide culturally sensitive services to patients from different cultures.
- Accompany patients to specialty and imaging centers outside of the Yawkey Cancer Center when needed to provide support and advocacy.
- Maintain regular communication with the patient's providers through clinical messages in EPIC and via emails, phone calls and case review meetings.
- Refer to internal or external case management services when other issues are identified (i.e. hunger issues, domestic violence issues, etc.)
- Provide advocacy, patient education and support in accessing community-based and hospital-based

programs.

- Document every intervention into the appropriate electronic medical record (TopCare, EPIC, etc.)
- Develop and maintain a strong working relationship with the schedulers of oncology appointments and related services.
- Work with medical interpreters to reach patients of other languages.
- Produce mid year and end of the year reports on program activities compiling data from data bases and writing up case examples.
- Be involved in evaluation and research activities in the program as needed.

Qualifications

- BS in Psychology/Social Work or related field preferred.
- High School Diploma or equivalent required.
- Two to three years of experience working in community or health settings preferred.
- Demonstrated commitment to impacting the care of high risk patients.
- Knowledge of complex patient issues preferred.
- Experience working as a patient navigator/community health worker preferred.
- Knowledge of the Core Competencies for Patient Navigator/Community Health Workers (as identified by Massachusetts, Department of Public Health) preferred:
 - Outreach Methods and Strategies
 - Client and Community Assessment
 - Effective Communication
 - Culturally Based Communication and Care
 - Health Education for Behavioral Change
 - Support, Advocate and Coordinate Care for Clients
 - Apply Public Health Concepts and Approaches
 - Community Capacity Building
 - Writing and Technical Communication Skills
 - Special Topics in Community Health
 - Ability to work both independently and as a team member in multicultural settings.
 - Ability to speak another language a plus.
 - Detail-oriented with the ability to multi-task.
 - Proficient in all Microsoft Applications, including MS Office and Excel.
 - Strong time management, organizational and planning skills.

EEO Statement

Massachusetts General Hospital is an Equal Opportunity Employer. By embracing diverse skills, perspectives and ideas, we choose to lead. Applications from protected veterans and individuals with disabilities are strongly encouraged.

Primary Location: MA-Boston-MGH Main Campus

Work Locations:

MGH Main Campus

55 Fruit Street

Boston 02114

Job: Customer Service

Organization: Massachusetts General Hospital(MGH)

Schedule: Full-time

Standard Hours: 40

Shift: Day Job

Employee Status: Regular

Recruiting Department: MGH Cancer Center

Job Posting: Apr 25, 2019