Job Family: Patient Support Services  
Job Function: Patient Navigator Non Clinical  
Category: Professional  

**Job Summary:** Involves providing non-clinical support, guidance and assistance for patients and families as they navigate through complex healthcare environments. Primary goals are to increase patient satisfaction, and to optimize care and outcomes. Acts as a communication liaison to understand the patient's non-clinical individual needs, desires, and concerns. Guides the patient and family to a broad range of services, amenities, and information to promote healing and ensure satisfaction with the patient care experience.

**Job Title**  
Entry: Patient Navigator Non-Clinical  
Intermediate: Patient Navigator Non-Clinical 2  
Experienced: Patient Navigator Non-Clinical 3  
Advanced: Patient Navigator Non-Clinical 4  
Expert:  

**Tracking Code**  
A1525  
A1526  
A1527  

**Per. Program**  
PSS  
Generic Scope: Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.  

**Generic Scope**  
Entry: Non-Exempt  
Intermediate: Non-Exempt  
Experienced: Exempt  
Advanced: Exempt  
Expert: Exempt  

**Custom Scope**  
Serves as a non-clinical resource and liaison for patients and their families. Provides individualized support throughout the hospital stay and/or clinic visits. Develops expertise in the unit or clinic operations and systems to resolve issues across departments.  

**Custom Scope**  
Serves as a non-clinical resource and liaison for patients and their families. Assists with navigating all aspects of the healthcare system. Uses knowledge of the unit or clinic to resolve issues and identify ways to increase patient satisfaction. Collaborates with department managers to meet patient expectations, achieve quality outcomes and build a patient focused culture.  

**Custom Scope**  
Applies extensive knowledge of patient navigator practices to develop processes to improve access efficiency and productivity. Implements projects of large scope and high degrees of complexity.

**Key Resp 01**  
Provides support during patient stay or clinic visit; facilitates scheduling, links patients to services across the health system.  

**Key Resp 01**  
Provides support during patient stay or clinic visit. Recommends changes or new processes to increase patient satisfaction in navigating across the healthcare system for services.  

**Key Resp 02**  
Addresses patient grievances at point of service. Identifies appropriate resource.  

**Key Resp 02**  
Addresses patient grievances at point of service. Identifies appropriate resource.  

Assesses patient grievance processes and identifies trends. Recommends
**Job Family**  
Patient Support Services

**Job Function**  
Patient Navigator Non Clinical

**Category**  
Professional

**Job Summary**  
Involves providing non-clinical support, guidance and assistance for patients and families as they navigate through complex healthcare environments. Primary goals are to increase patient satisfaction, and to optimize care and outcomes. Acts as a communication liaison to understand the patient's non-clinical individual needs, desires, and concerns. Guides the patient and family to a broad range of services, amenities, and information to promote healing and ensure satisfaction with the patient care experience.

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<td>as needed. Utilizes knowledge of unit or clinic operations to propose new workflows or methods to increase future patient satisfaction.</td>
<td>as needed. Investigates patient complaints and grievances about barriers (or perceived barriers) for patient satisfaction.</td>
<td>methods and processes to improve patient access, operational efficiency and productivity.</td>
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<td>Key Resp 03</td>
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<td>Gathers and documents patient issues, barriers or concerns by regular patient visits and open communications with families. Provides reports for management review and planning to increase patient satisfaction.</td>
<td>Analyzes patient satisfaction reports and metrics to identify areas for improvement. Collaborates with managers and colleagues across the healthcare system to formulate and implement changes to processes and / or action plans.</td>
<td>Develops and implements patient satisfaction reports and metrics to identify areas for improvement. Collaborates with managers and colleagues across the healthcare system to implement new policies, programs and processes.</td>
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<td>Key Resp 04</td>
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<td>Provides new patients with an overview of resources and general information on billing, scheduling, and locating resources for clinical questions or concerns.</td>
<td>Develops library of resources, and orientation information for patients. Provides new patients with an overview of resources and general information on billing, scheduling, and locating resources for clinical questions or concerns.</td>
<td>Monitors usage and needs to ensure patient resource materials meet the needs. Works with Medical Library to identify costs for expanding resources.</td>
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<td>Key Resp 05</td>
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<td>Collects and provides meaningful use and / or relevant operations data and metrics.</td>
<td>Collects, evaluates and presents meaningful use and / or relevant operations data and metrics for leadership. Establishes recommendations for follow up and action plans for improvement.</td>
<td>Assesses processes and meaningful use data and identifies trends. Recommends methods and processes to improve patient access, operational efficiency and productivity.</td>
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<td>Key Resp 06</td>
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<td>Participates in medical center committees or task forces and other special projects as required to support improvements in the patient experience.</td>
<td>Participates in medical center committees or task forces and other special projects as required to support improvements in the patient experience.</td>
<td>Leads or participates in medical center committees or task forces and other special projects as required to support improvements in the patient experience.</td>
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<td>Key Resp 07</td>
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<td>Assists as liaison with other departments to facilitate improved coordination of care.</td>
<td>Liaisons with departments, proposes improvements to workflows; facilitates improved coordination of care based on each practice's scheduling requirements.</td>
<td>Collaborates with department management to develop improvements to workflows and processes.</td>
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<td>Key Resp 08</td>
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<td>Anticipates patient care coordination needs; provides general road map to patients to set expectations.</td>
<td>Anticipates and initiates coordination activities; provides road maps for patients to set expectations and coordinate care in alignment with patient’s needs.</td>
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## Education
- Bachelor's degree in related area and / or equivalent experience / training.
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| KSA 02 | Skills to comprehend and assess patient's grievances to quickly locate appropriate resource for assistance. Working knowledge of the organization and how to get issues resolved. | Strong skills to comprehend and assess patient's grievances to quickly locate appropriate resource for assistance. In-depth knowledge of the organization and how to get issues resolved. | Advanced skills to comprehend and assess patient's grievances to quickly locate appropriate resource for assistance. Advanced knowledge of the organization and how to get issues resolved. |
| KSA 03 | Solid interpersonal and customer service skills. Ability to be diplomatic and highly organized. Ability to remain calm under pressure and apply sound judgment. | Strong interpersonal and customer service skills. Ability to communicate and resolve issues effectively with a diverse population of patients, staff and physicians. | Advanced interpersonal and customer service skills. Ability to communicate and resolve issues effectively with a diverse population of patients, staff and physicians. |
| KSA 04 | Ability to work independently in a fast-paced, demanding environment with minimal supervision. Ability to manage and oversee multiple tasks simultaneously, including high daily call volumes. | Excellent analytical and problem-solving skills. Ability to develop solutions and recommend changes and follow through with implementation. | Advanced analytical and problem-solving skills. Ability to develop solutions and recommend changes and follow through with implementation. |
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**Job Level**
- Entry
- Intermediate
- Experienced
- Advanced
- Expert

**KSA 05**
- Ability to communicate effectively, both orally and in writing.
- Excellent written and verbal communication skills.
- Advanced written and verbal communication skills.

**KSA 06**
- Proficiency with Windows-based software including Microsoft word, Excel, Outlook. Knowledge of computer systems and software used in functional area.
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**Environment**
- Health care (hospital, clinical, classroom setting) or similar environment as the role requires.
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**Career Path 1**
- Patient Navigator 3
- Patient Navigator 4
- Career Path open

**Career Path 2**
- Career path open

**Career Path 3**
- Career Path open

**Career Path 4**
- Career Path open

**Career Path 5**
- Career Path open

**Career Path 6**
- Career Path open