

UW HEALTH JOB DESCRIPTION

RN Navigator

Job Code: 800075	FLSA Status: Exempt	Mgt. Approval: Multiple	Date: April 2022
Department: Ambulatory Operations		HR Approval: J. Olson	Date: April 2022

JOB SUMMARY

The RN Navigator is an experienced registered nurse who is accountable for the effective clinical care coordination of patients. The Navigator proactively identifies and resolves needs and ensures all patients have immediate access to emotional support and clinical guidance throughout their care within the UW Health system. The RN Navigator works in collaboration with the care team and other multidisciplinary teams to establish and coordinate a plan of care across the system for UW Health patients.

The RN Navigator systematically and continuously collects and assesses information related to patient health status to develop, execute, and evaluate the plan of care for patients and/or family.

Key responsibilities include direct patient care, program planning and evaluation, participation in staff development and education, and quality improvement initiatives. In addition, a strong working knowledge of the specific disease care standards and core competencies is critical. The RN Navigator delegates and supervises care in accordance with the WI Nurse Practice Act and UW Health Nursing Professional Practice Model. The RN Navigator participates in continuous quality improvement initiatives and assumes responsibility for their professional development.

MAJOR RESPONSIBILITIES

Multidisciplinary Care Coordination

- Support care team handoffs for a smooth transition through each care setting as well as active treatment to survivorship or end-of-life (especially inpatient to outpatient, primary care, and referring).
- Provide a consistent point of contact for the patient and their family.
- Serve as a liaison between patients, families, UW Health providers, and the regional (outreach) care locations.
- Serve as a liaison between the program, referring providers, clinic nursing staff, and the regional (outreach) care locations.
- Coordinate the patient's plan of care with caregivers and providers.
- Call patient after their appointment has been scheduled to complete a formal introduction.
- Provide education about diagnosis, treatment options, side effect management, care team roles, and importance of treatment adherence.
- Provide guidance and referrals to assist patients in coping with the diagnosis and potential outcomes including advance directives, palliative care, and end-of-life concerns.
- Provide psychosocial support to patients, families, and caregivers, facilitating appropriate referrals as needed.
- Assume responsibility for facilitating the scheduling of patient appointments, diagnostic testing, and procedures with appropriate scheduling team. Communicate with patient and family during inpatient stays and procedural visits.
- Participate in Tumor Board and clinical trials, as appropriate.
- Identify and connect patient with appropriate support services and community resources.
- Assess educational needs of patients, families, and caregivers.
- Facilitate communication among members of the multidisciplinary care team.

Maintenance of Quality Care

- Act as a consultant and clinical resource to clinic staff through provision of patient care and coordination of care.
- Support patient advocacy, the Patient's Bill of Rights, and UW Health Ambulatory Service Standards.
- Develop, maintain, and evaluate patient care standards for the clinic.
- Maintain clinical competency by attending and participating in divisional meetings and in-service education.

Management of Resources

- Promote open and effective communication among clinical staff, faculty, and referring providers.
- Create a safe and therapeutic environment for patients, visitors, and staff.
- Develop and implement efficient systems to enhance patient satisfaction and provider productivity.
- Interact with other departments, physicians, and staff to assure delivery of quality care to patients.

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Education/Research/Outreach

- Create an environment in which staff learning is supported and stimulated.
- Interpret and support the philosophy, objectives, policies, and procedures which guide staff, patients, and the public.
- Participate in patient, family, and staff teaching.
- Develop and update appropriate written patient education materials.
- Serve as a resource liaison for staff in other clinics including the regional (outreach) settings to ensure continuity of care between systems.
- Facilitate access and training on various electronic medical record systems which support the regional (outreach) clinical models to ensure continuity of care between the systems.
- Support and/or participate in research programs approved by the hospital and university which may be extended to the regional (outreach) clinical settings.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor of Science – Nursing degree (BSN)
	Preferred	Masters degree in Nursing, Social Work, Public Health, Healthcare Administration, or related field
Work Experience	Minimum	Three (3) years of relevant clinical nursing experience
	Preferred	One (1) year of relevant experience in the specific patient population being supported
Licenses & Certifications	Minimum	Registered Nurse license in the state of Wisconsin Basic Life Support/CPR
	Preferred	Applicable Oncology certification based on patient population
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Experience in program development and evaluation • Excellent organizational and time management skills with attention to detail • Knowledge and experience documenting patient care in an electronic medical record • Excellent verbal, written, and presentation skills • Ability to make knowledgeable clinical assessments and judgments • Ability to educate staff and families • Ability to provide counseling and emotional support with compassion and respect for the individual/family • Ability to provide support to the members of the care team (teamwork) • Must possess initiative and ability to work independently • Ability to maintain confidentiality of medical records • Ability to function with a high degree of independence • Excellent collaboration skills • Ability to communicate effectively with faculty, staff, and external contacts using tact, discretion, and diplomacy • Well-developed problem solving and team development techniques

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.