



JOB DESCRIPTION

JOB TITLE: RN Nurse Navigator
EXEMPTION STATUS: X Exempt Non-Exempt
REVISED DATE: September 2023

SUMMARY: Under supervision of the Nursing Supervisor and Practice Administrator, with direction from the surgeons in which this position serves, the RN Nurse Navigator is responsible for the coordination and communication with surgical services, support services, and diagnostic imaging and testing. They serve as care coordinator and liaison for cancer and/or other chronically ill patients. The position coordinates patient appointments, referrals, and other scheduled care between providers and facilities in a timely manner, and that all communication is documented and relayed to relevant parties to ensure exceptional care for the patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include overseeing the following:
Other duties may be assigned.

- Manage caseload of assigned patients including cancer and chronically ill patients
- Provides follow-up management with patients to ensure compliance with their care plan.
- Coordinate referrals and follow-up appointments.
- Collaborates with physicians, surgeons, and practice staff in patient care management.
- Collaborates with the patient, surgeons, and other care team members in assessing patient's progress towards individual health goals.
- Maintains list of medical supply and community support services and resources available to patients and their caregivers.
- Provides follow up in the transition of care from various settings such as hospital or SNF.
- Assess barriers when the patient has not met treatment goals, is not following treatment plan of care, or has not kept important appointments.
- Maintains consistent documentation of interactions with patients and their care.
- Review and maintain surgeon clinic schedules ensuring patients with potential cancer diagnosis are scheduled per protocol.
- Arrange genetic testing and imaging for patients based on orders from surgeon.
- Meet with patients after new cancer diagnosis at their clinic appointment.
- Arrange GI conference and Breast Conference.

EDUCATION AND/OR EXPERIENCE: Bachelor's or Associate degree from an accredited nursing program. Oncology experience is preferred. Understanding of chronic disease process and care. Experience working with cancer and/or other chronically ill patients is preferred. BLS certification required. Valid and active RN licensure in appropriate state. BLS certification required.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

LANGUAGE SKILLS: Ability to read, interpret, and comprehend simple instructions (whether written or verbal). Ability to compose simple correspondence and documentation. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and other routine mathematical functions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several variables. Ability to apply common sense, good judgment, and problem-solving skills in situations.

OTHER SKILLS AND ABILITIES: Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities, including treatment alternatives, drug properties and interactions, and preventive healthcare measures. Ability to establish and maintain an effective working relationship with faculty members, staff, patients and other third parties. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks, work as a team member and independently, using sound nursing skills with a variety of professional disciplines. Knowledge of ICD-10 and CPT coding. Knowledge of health insurance procedures to obtain pre-authorizations and/or referrals. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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 stand, walk, sit; use hands and fingers to handle or feel objects; reach with hands and arms; and talk or hear at normal ranges within the setting. The employee occasionally is required to bend, stoop, kneel, crouch, and/or crawl. The employee is occasionally required to climb or balance.

The employee must occasionally lift, carry, and/or move up to 25 pounds. Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

Stress levels may be high due to frequently dealing with numerous patients, physicians, family members, and other healthcare providers. Demands concentration and the ability to work in emotionally charged situations.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date