



## MATHIESEN MEMORIAL HEALTH CLINIC

<b>Job Title</b>	<b>Registered Nurse Navigator</b>
<b>Reports To</b>	<b>Clinic Administrator</b>
<b>FLSA Status</b>	<b>Exempt</b>
<b>Salary Range</b>	<b>\$41.80 - \$77.00 per hour</b>

### Job Description

#### Position Summary

The Registered Nurse Care Navigator will work directly alongside patients and providers to ensure delivery of Enhanced Care Management (ECM) services. ECM services seek to address any social determinants of health needs that may be affecting the patients' overall health. These include but are not limited to: physical, behavioral, developmental, oral health, etc. Your primary responsibility will be to facilitate the coordination and delivery of enhanced care services to eligible patients, ensuring they receive comprehensive and integrated healthcare services. You will collaborate closely with healthcare providers, patients, and other stakeholders to optimize patient outcomes and promote adherence to established care protocols.

#### Essential Duties

##### Patient Advocacy and Support:

- Advocate for patients' needs and preferences within the healthcare system.
- Assist patients in navigating complex healthcare processes, including connecting to available resources, accessing programs and community support, monitoring treatment adherence, scheduling appointments, and understanding their care plans.

##### Enhanced Care Management Oversight:

- Facilitate the coordination of enhanced care services for eligible patients, including those with complex healthcare needs.
- Complete assessment of patients' health status and barriers/gaps in care.
- Collaborate with interdisciplinary teams to develop and implement individualized care plans tailored to address patient needs.

##### Provider Engagement and Education:

- Serve as a liaison between outpatient clinics, enhanced care management providers, and managed care plans.
- Provide education and support to healthcare providers regarding Cal-AIM requirements and best practices for delivering enhanced care services.

##### Cal-AIM Compliance Monitoring:

- Monitor and track compliance with Cal-AIM guidelines and managed care plans within outpatient clinics.
- Stay updated with the latest Cal-AIM policies, regulations, and program requirements to ensure adherence.

##### Data Management and Reporting:

- Maintain accurate records of patient interactions, care plans, and outcomes.
- Generate reports on compliance metrics, performance indicators, and patient satisfaction surveys.

##### Quality Improvement Initiatives:

- Identify opportunities for quality improvement in care delivery processes.
- Collaborate with stakeholders to implement and evaluate initiatives aimed at enhancing patient care and satisfaction.

##### Additional Duties:

- Adhere to the Mathiesen's Mission, Vision, and Values, Standards of Conduct, HIPAA, and Infection Control principles/Universal Precautions



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- Follow all established policies, guidelines, and procedures, including federal and state regulations to assure safe practices and quality of care.
- Perform other related duties as needed or requested by MMHC leadership.

### **Education and Qualifications**

- Active Registered Nurse (RN) license in California.
- Minimum of 3 years of clinical nursing experience, preferably in outpatient or primary care settings.
- Strong understanding of Cal-AIM guidelines, managed care principles, and healthcare delivery models.
- Excellent communication, interpersonal, and organizational skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Proficiency in using electronic health records (EHR) and other healthcare software systems.
- Certification in Case Management (CCM) or similar credential preferred.
- Experience in healthcare quality improvement initiatives and data analysis preferred.
- Familiarity with value-based care and population health management concepts preferred.

### **Physical Requirements**

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, stoop, kneel or crouch; and talk and hear within normal range. The employee is frequently required to stand, walk, sit climb, or balance. The employee must regularly be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The ability to deal well with time constraints and emotional stress, and exposure to body fluids and viruses are also essential functions of this job.

*Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U.S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).*

### **Working Conditions**

While performing the duties of this job, the employee is regularly exposed to odors and airborne particles, with potential risk of airborne pathogens. The noise level in the work environment is usually moderate.



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### Acknowledgement

I certify that I fully understand and am fully capable of meeting the responsibilities documented herein and will comply with all company policies, procedures, and standards.

Accepted by (sign): \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor or HR Signature: \_\_\_\_\_

*Mathiesen Memorial Health Clinic retains the right to change or modify job duties at any time. The above job description is not all encompassing. Needs and requirements may vary according to business needs or necessity.*

<b>Department:</b>	Primary Care Clinic
<b>Approved by:</b>	Chief Executive Officer
<b>Date Approved:</b>	4/23/2024