



Job Code: 9289
Grade: NS2
HCWR: N

Job Title
Neurosciences Clinical Nurse Navigator

Department
Medicine, Neurology

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Neurosciences Clinical Nurse Navigator serves as an advocate/liaison for CCH Neurosciences patients and serves as an essential part of the multidisciplinary team responsible for ensuring high-quality patient centered care throughout the continuum of Neurosciences care at Cook County Health (CCH). This position serves as a single point of contact for referring physicians, patients, and caregivers to provide resources and assistance with accessing clinical and supportive care services offered within the Health System and in the community. The nurse navigator will provide concierge level customer service for the service line serving as an essential link between patients and care providers. The Neurosciences Clinical Nurse Navigator serves as a liaison to facilitate referrals into the service line for patients requiring evaluation, builds relationships with patients and physicians to coordinate a plan of care between inpatient and outpatient care and ensures testing and financial authorization is completed in a timely, patient-centered manner.

Typical Duties

- Provides leadership in clinical settings across the neurosciences continuum of care and has operational accountability for coordinating nursing and non-nursing care throughout the patient's course including inpatient, outpatient, and peri-operative/peri-procedural care.
- Assists patients in accessing neurosciences care and navigating the healthcare system
- Facilitates appointments for consults and support services within established service standards, including social workers, dietitians, physicians, etc.
- Follows patients throughout the care continuum, including inpatient admission, outpatient follow-up and surgery/procedure, and collaborates with inpatient care management resources
- Establishes a close relationship with patient and patient family, educates patients and their families about diagnoses and treatment plans
- Assesses barriers to care and engages patients and families while leveraging resources within CCH to implement solutions to improve access to high quality care
- In conjunction and with direction and approval of department managers, delegates roles and responsibility for all personnel as it relates to the Neurosciences service line
- Obtains referrals from referring provider prior to scheduling outpatient and perioperative visits, when appropriate
- Works with managed care coordinators/insurance liaisons to verify insurance as current prior to initial appointment as well as prior to procedure/surgery
- Communicates with all surgical/procedural candidates to set up appointments, provide patients with information about pre-operative requirements, advanced testing, inform patients of surgical/procedural requirement timelines and answers any insurance-related questions about neurosciences procedures. Contacts insurance carriers as needed.



Typical Duties

- Requests and obtains medical records to facilitate decision making during clinic visits
- Calls patients to remind and confirm their scheduled appointment 48 hours in advance providing additional information and reminding them to bring valid identification and insurance card.
- Through data analysis, observation, assignment and/or research, proposes changes to existing programs and processes, or identifies new programs or processes that support the service line's mission, vision, and goals.
- Assists with ride services as necessary to ensure the patient's ability to attend appointment. Assists with authorization for dietary and home health.
- Completes pre- and post-operative/procedural patient assessments in person and via telehealth, assesses for complications and symptoms post-operatively and reports to provider for direction and follow-up.
- Ensures procedure/surgical cases meet medical necessity and prior authorization is obtained as needed from insurance provider.
- Acts as a liaison between the patient, providers, financial prior authorization team, the case management team, and other relevant staff to ensure patients are cleared both medically and financially prior to procedure/surgery.
- Makes rounds with assigned staff to assess and ensure efficient clinic throughput and patient progression throughout the continuum of care.
- Provides patient education for post hospital and pre- and post- surgical/procedural care to patients and families.
- Coordinates social and insurance as appropriate to obtain approval for medications, physical, occupational and speech therapy and supplies as appropriate.
- Shares patient medical records with referring provider to ensure transparency in healthcare treatment plan.
- Handles a variety of office details that including, but not limited to, retrieving and sending mail, preparation of medical documents and packets, filing documentation into medical records, sending and receiving faxes, and creating duplicate copies of surgical forms.
- Maintains and keeps educational tool and materials up to date and develops new tools and materials as needed.
- Performs other duties as assigned.

Minimum Qualifications

- Licensed Registered Professional Nurse in the State of Illinois
- Bachelor of Science in Nursing (BSN) from an accredited college or university
- Five (5) years of nursing experience with three (3) nursing experience within neurosciences
- One (1) year of care coordination experience
- Prior experience supervising and/or managing staff in a healthcare environment
- Prior experience and knowledge with medical terminology related to neurosciences
- Prior experience and knowledge of prior authorization process

Preferred Qualifications

- Bilingual
- Prior experience as a clinical navigator or surgery coordinator



Preferred Qualifications

- Prior experience with leading performance improvement initiatives (i.e., LEAN six-sigma)

Knowledge, Skills, Abilities and Other Characteristics

- Proficient use of the electronic medical record, necessary to accomplish all aspects of this job
- Excellent interpersonal, verbal, and written communication skills necessary to interact with a variety of people from different socio-economic and cultural backgrounds as well as hospital employees across all levels of the organization
- Strong customer service and empathy skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy, and precision
- Ability to prioritize, plan and organize projects and tasks
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and work within a self-directed environment with an ability to also work with and lead teams in a multidisciplinary environment
- Ability to lead performance improvement initiatives and present to relevant committees on outcomes of their work with patients including improving quality of care
- Ability to demonstrate willingness to cross train to help clinical and administrative staff in the clinics
- Ability to maintain knowledge of all neurosciences policies and procedures and adhere to them. Ability to assure compliance with policies and procedures, standards of performance and productivity, quality standards, environmental and infection control, and other regulatory requirements.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

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

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.