



DIVISION SCOPE OF SERVICE

Division: All Divisions
Classification: EXTERNAL NAVIGATOR
Applicant Name:

<p>External Navigator: The External Navigator must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: The External Navigator are sponsored by physicians, payors, post-acute providers and vendors who support programs such as BPCI, CJR, ACOs, shared savings programs, and other payor initiatives. Primary focus to reduce LOS, readmissions and improving patient’s post-acute discharge experience. Gathers assessment information, plans, and communicates options and services to meet an individual’s health needs in support of their specific program. Scope of Service may include:</p> <ul style="list-style-type: none"> • Gathers assessment information and advocates for options and services to meet individual’s health needs and transition of care from the hospital setting to the proper post-acute level of care • Communicates and collaborates with case management and the interdisciplinary team including but not limited to network post-acute providers, services provided pre and post discharge, and readmission reduction strategies. • Educate the patient and family of his/her role and services that will be provided post discharge. • Adheres to standards and regulations that govern the individual case. • Demonstrates Clinical and Service excellence behaviors to include the HCA code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals • Patient care areas, all settings
<p>Supervision:</p> <ul style="list-style-type: none"> • Direct supervision by the hospital department director who is responsible for case management/care coordination <ul style="list-style-type: none"> • Indirect supervision by the department director of the patient’s location
<p>Evaluator: Director of case management / care coordination or designee, Department director</p>
<p>Tier Level: 2</p>
<p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • Associates or Bachelor’s Degree • Licensed in one of the below: <ul style="list-style-type: none"> ○ RN License ○ Social Worker License ○ Respiratory Therapist License ○ Physical Therapist License



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- Occupational Therapist License
- Speech Therapist License

NOTE: Where education may not be defined in qualifications area of the Scope, HCA requires the highest level of education completed (not training or courses) confirmed on your background check

State Requirements:

- Current License for practicing state

Experience:

- At least 1 year experience as an External Navigator

Competencies:

The External Navigator will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients before meeting with the patient and family unit
 - Accesses the patient medical record appropriately
- Appropriate case management activities
 - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare
 - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions
 - Gathers and reviews information with attention to individual, family, and community resources
 - Respects patient and family preferences
 - Does not perform any services performed by hospital staff, including but not limited to discharge planning activities and providing choice of post-acute providers
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____