

HCA – THE HEALTH CARE COMPANY <i>(Specific hospital name)</i>	DEPARTMENT NURSING
JOB DESCRIPTION/PERFORMANCE APPRAISAL	
TITLE Oncology Nurse Navigator	EVALUATION DATE
SUPERVISED BY	DEPARTMENT DIRECTOR
	HUMAN RESOURCES

ROLE AND RESPONSIBILITIES

The Nurse Navigator functions on the multidisciplinary team as an advocate, interpreter, educator, and counselor for oncology patients. She/he is responsible for ensuring all adult patients with an oncology diagnosis receive quality and comprehensive services. He/she will coordinate patient care throughout the continuum in collaboration with the multidisciplinary team. She/he will serve as a clinical resource with expertise in hematology/oncology care management. He/she will serve as a liaison throughout the facility and in the community regarding services provided for this unique patient population. He/she will provide expert nursing care, which includes: direct clinical practice, consultation, education and research.

SPECIFIC ELEMENTS AND ESSENTIAL FUNCTIONS

- *1 **Demonstrates the knowledge, skill, and coordination to provide nursing care and guidance to the cancer patient from screening to survivorship. Systematically and continually performs the functions of assessing, planning, implementing, and evaluating the care according to the nursing process and Oncology Nursing Society Standards of Practice.**
- *2 Provides education and information to the patient and family, helping to make the care seamless, continuous and comprehensive. **Initiates and documents patient teaching including family and significant others based on assessment of needs.** Responds to patient request for information regarding the disease process, expected side effects of treatment and community resources. Responds to patient request for information regarding the disease process, expected side effects of treatment and community resources. **Uses appropriate patient Education documentation modality.**
- *3 Supports the patient during difficult decision-making periods. Assists in coordination of end of life care for patient and family and provides emotional support.
- *4 **Functions in an organized and time conscious manner. The Navigator partners with patients, families, the interdisciplinary team, and community resources to provide well-coordinated, timely, compassionate, exemplary, interdisciplinary care. The Navigator communicates with all members of the healthcare team, as appropriate about patient/family needs and concerns**
- 5 Initiates and performs ongoing review of policies related to service provided. Where appropriate, updates or writes new policies to enhance professional practice
- 6 Serves as a resource for community educational events, such as health fairs, screenings, symposiums, and lectures as well as staff education along with the Clinical Educator.

*** THOSE SPECIFIC FUNCTIONS WITH AN (*) ARE ESSENTIAL FUNCTIONS CONSIDERED NECESSARY TO ACCOMPLISH THIS JOB.**

Position is required to have competence to assess, treat, and/or care for the age groups indicated by check marks.

Legend:

N/A Birth - 1 Year = Neonatal/Infant

- N/A 1-11 Years = Child/Pediatric
 N/A 12-17 Years = Adolescent
 18-64 Years = Adult
 65 Years and over = Geriatric
 N/A No responsibility to assess, treat, or care for patients

EXPERIENCE

- Required - Current Virginia license or license pending state board approval.
 Preferred - One year experience in area of clinical expertise to which applying.

EDUCATION

- Required - Graduate of an accredited school of nursing as a Registered Nurse. Oncology Nursing Certified.
 Preferred - Bachelor of Science in Nursing.

PHYSICAL REQUIREMENTS/HAZARDS

FREQUENCY	NONE	SOME	FREQ	VERY FREQ
Lifting > 50 pounds			X	
Carrying > 20 pounds			X	
Pushing > 50 pounds			X	
Pulling > 50 pounds			X	
Stooping, Kneeling			X	
Crawl		X		
Climb		X		
Balance			X	

SOME = 1-4 times/day FREQ = 20-40 times/day VERY FREQ = 100 times/day

Physical Requirements

- Manual Dexterity (eye/hand coordination)
- Perform Shift Work
- Maneuver weight of patients
- Hear alarm/phone/recording device
- Walk 6 hours per day
- Reach above shoulder
- Repetitive wrist/hand movements
- Finger dexterity
- On-call Work
- Color Vision
- Acuity – Far
- Acuity – Near
- Depth Perception
- Communication-written/verbal

Hazards

- Exposure to toxic/caustic/chemical detergents
- Exposure to extreme conditions, hot/cold
- Exposure to dust/fumes/helicopter
- Exposure to moving mechanical parts
- Exposure to potential electrical shock
- Exposure to xray/electromagnetic energy
- Exposure to high pitched noises
- Exposure to communicable diseases
- Gaseous risk exposure
- Use of latex gloves

Mental/Emotional Requirements

- Manage stress appropriately
- Handle multiple priorities
- Make decisions under pressure
- Works alone
- Manage anger/fear/hostility/violence
- Work in areas that are confines and/or crowded

Work Positions

Sitting: 20 %
 Walking: 60 %
 Standing: 20 %

WORKING CONDITIONS:

- Inside - Worker spends approximately 75% or more of time inside. Inside work has good ventilation and comfortable temperatures.
- Outside - Worker spends approximately 75% or more of time outside.

OCCUPATIONAL EXPOSURE TO BLOOD BORNE PATHOGENS:

Category I - Employees whose duties **include** routine or reasonably anticipated tasks or procedures where there is actual or potential exposure to blood or other potentially infectious material.

SPECIFIC ELEMENT EVALUATION

These elements are different for each position in the hospital. For each specific element, performance standards will be developed or updated at the beginning of the evaluation cycle, as needed. Performance is evaluated by comparing actual performance and the performance standards.

SPECIFIC ELEMENTS (JOB DESCRIPTION) - Describes actual duties performed by the employee.

PERFORMANCE STANDARD - Describes what satisfactory performance is for the work being done or the results of the work product. Supervisors must list the performance standard required to earn a satisfactory rating; they should also include specific examples of how to exceed the standard.

RATING FACTORS - Element should be rated on a scale of 1-5.

- 5 - Exceptional
- 4 - Exceed Standards
- 3 - Satisfactory/Meet Standards
- 2 - Below Standards
- 1 - Unsatisfactory

SCORES OF 1, 2, OR 5 MUST BE SUPPORTED BY COMMENTS.

1. **Demonstrates the knowledge, skill, and coordination to provide nursing care and guidance to the cancer patient from screening to survivorship. Systematically and continually performs the functions of assessing, planning, implementing, and evaluating the care according to the nursing process and Oncology Nursing Society Standards of Practice.**

STANDARD: Assessment data is analyzed in order to identify actual and potential problem list. Prioritizes problems according to actual or potential threat to the patient and family. Uses evidence-based research to formulate the plan of care. Designs expected outcomes to maximize the patient’s functional abilities. Documents expected outcomes as measurable goals. Provides follow-up calls for further diagnostic work-up, education, and support to promote coping for both the patient and family. Coordinates the appropriate resources and consultative services to provide continuity of care and appropriate follow-up plan of care. Maintains a systematic and ongoing evaluation process, collecting evaluation data from all pertinent sources. Provides names of community-based resources (examples: lymphedema, survivor support groups and financial counseling) to assist with continued care requirements to provide seamless patient care

EXCEEDS STANDARD: Functions as preceptor and/or resource person, has or is working toward masters degree, and/or serves on committee or taskforce. Develops standardized assessment/documentation records that can be used/adapted across all care settings.

Score

COMMENTS:

2. Provides education and information to the patient and family, helping to make the care seamless, continuous and comprehensive. **Initiates and documents patient teaching including family and significant others based on assessment of needs.** Responds to patient request for information regarding the disease process, expected side effects of treatment, and community resources. **Uses appropriate patient education documentation tools.**

STANDARD: Consistently assesses and documents patient/family and/or significant others' level of knowledge regarding disease process, treatment plans, outcomes, and/or discharge needs. Provides teaching in identified areas of patient/family knowledge deficit with up-to-date information. Provides concise and thorough documentation of care. Incorporates multidisciplinary team members as appropriate.

EXCEEDS STANDARD: Develops additional patient education materials from current literature and other resources and makes available to patients and staff.

Score

COMMENTS:

3. Supports the patient during difficult decision-making periods. Assists in coordination of end of life care for patient and family and provides emotional support.

STANDARD: Individual undertakes an inventory of personal beliefs and philosophy regarding quality of life, use of artificial measures to sustain life, what constitutes a "good death," and the use of complementary and alternative therapy approaches. Provides supporting information and psychosocial support to patient and family during decisional periods. Discusses with colleagues ethical dilemmas in cancer care in a nonjudgmental environment of learning and open exchange. Communicates information about advance directives and encourages advance care planning with patients and families. Maintains patient confidentiality and privacy. Calmly advocates for patients and families in decision-making discussions. Delivers non-discriminatory care that preserves and protects patient autonomy, dignity, rights, and cultural beliefs. Initiates ethics consultation and consults Ethics Team to assist in solving ethical dilemmas.

EXCEEDS STANDARD: Participates in ethics conferences and educational forums.

Score

COMMENTS:

4. **Functions in an organized and time conscious manner. The Navigator partners with patients, families, the interdisciplinary team, and community resources to provide well-coordinated, timely, compassionate, exemplary, interdisciplinary care. The Navigator communicates with all members of the healthcare team, as appropriate, about patient/family needs and concerns.**

STANDARD: Demonstrates the ability to prioritize and coordinate patient care by completing the assignment within the scheduled hours of work. Assists and supervises staff to organize delivery of care when in charge. In addition, perceives actual or potential problems/concerns and intervenes promptly. Participates and conducts in-services for health professionals within the facility and the community. Participate in facility Nursing Leadership and other committees as appropriate. Serves as a resource/consultant for breast health and breast cancer within the hospital and HCA Richmond Market and surrounding community.

EXCEEDS STANDARD: Demonstrates mentoring of staff and/or provides ideas to increase efficiency of the unit.

Score

COMMENTS:

- 5. Initiates and performs ongoing review of policies related to service provided. Where appropriate, updates or writes new policies to enhance professional practice

STANDARD: Participates in assessment and improvement activities relative to the position and practice environment. Collaborates with other disciplines to determine priority patient care issues for quality. Forms recommendations and develops action plans that address options for improving care. Consistently evaluates own practice related to job specific performance expectations. At an advanced level, the Navigator will identify current researchable problems in cancer nursing, collaborating in research, and evaluating and implementing research findings applicable to cancer care or cancer nursing.

EXCEEDS STANDARD: Synthesizes the results of evidence-based investigations, integrating findings into practice. Develops policy and procedure that assimilate the transition of national standards of care into individual practice settings.

Score

COMMENTS:

- 6. Serves as a resource for community educational events, such as health fairs, screenings, symposiums, and lectures as well as staff education along with the Clinical Educator.

STANDARD: The nurse assesses the learning needs of the audience and designs, implements, and evaluates educational activities.

EXCEEDS STANDARDS: The nurse navigator is frequently requested by community groups to participate in educational events.

Score

COMMENTS:

<p>SPECIFIC ELEMENT SCORE (TOTAL POINTS divided by TOTAL POSSIBLE)</p> <p>_____ (# Elements x 5)</p>	<p>_____</p>
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STANDARD ELEMENTS EVALUATION

The standard elements are measures of performance that are expected of all employees throughout Henrico Doctors' Hospital and Retreat Hospital. All standard elements will be evaluated for every employee.

1. Productivity/Dependability - Thoroughness, accuracy, and volume of work completed in a timely manner. Reliable, consistent, conscientious in performing job duties. Good attendance record, uses PTO according to policy. Adjusts work to meet departmental needs.

1. Often fails to complete work on time; errors and mistakes are common. Work requires close supervision on consistent basis; no follow through. Fails to follow PTO policy; lacks conscientious approach to job.
2. Work is usually completed on time; may occasionally miss deadlines or produce work of unacceptable quality. Needs close supervision on complex tasks. Occasionally will adjust schedule to accommodate departmental needs, when asked.
3. Volume of work produced meets job requirements; completes assigned tasks on time. Errors occur infrequently or are of a minor nature. Handles complex and routine tasks with little direction; follows through on assignments. Follows PTO policy. Adjusts work schedule to meet the needs of the department.
4. Very accurate, mistakes are rare, volume of work is above requirements of the position. Strives to work efficiently, handles complex and routine tasks with little direction; good follow through. Follows PTO policy. Willingly adjusts work schedule to help meet departmental needs.
5. Consistently can be relied upon to execute all levels of responsibility with minimal direction. Far more work is completed than is typical, work is of the highest quality. Follows PTO policy. Recognizes the needs of the department and offers to adjust own work schedule to meet those needs.

Comments:

SCORE:

2. Management of the Environment of Care - Follows established safety guidelines (which include general safety, security, hazardous materials/waste, emergency plans, life, equipment, and utility safety) in all work related activities; can initiate and/or follow emergency plans when necessary. Observes Standard Precautions; can identify and properly handle hazardous materials within the department.

1. Minimal regard for some safety procedures/policies. Does not consistently follow Standard Precautions or properly handle hazardous materials in the department. Actions have resulted in potentially serious situations on more than one occasion.
3. Adheres to current policies/procedures for safety. Observes Standard Precautions and effectively handles all hazardous materials or equipment associated with current job. Can be counted on to follow emergency plans when necessary. Completes annual physical.
5. Strictly adheres to all procedures/policies; often takes on responsibility of training others on safety issues. Consistently follows Universal Precautions and properly handles hazardous materials. Proactive; seeks ways to improve current procedures to prevent safety problems. Completes annual physical within assigned time frame.

Comments:

SCORE:

3. Judgement/Decision Making - Identifies and analyzes problems; knows when to make decisions or seek further assistance. Examines alternatives, makes objective decisions based on fact. Demonstrates competence by completing tasks independently, when appropriate. Takes responsibility for actions.

1. Does not think through problems; must be told what to do. Not willing to make decisions and accept consequences. Constantly needs direction in determining suitable alternatives; frequently makes inappropriate decisions that cause serious loss of time and productivity. Refuses to take responsibility for actions; blames others.
2. Requires close supervision to solve many routine problems. Occasionally does not do a thorough or correct analysis of situations. Frequently needs assistance in deciding appropriate course of action. Trouble accepting responsibility for consequences of actions.
3. Considers various alternatives. May recommend solutions leading to effective problem solving. Reviews problems with others when appropriate. Takes responsibility for actions when negative outcome is brought to attention.
4. Considers a wide variety of alternatives. Most solutions are developed efficiently with little management intervention. Chooses correct steps to implement decisions. Usually takes responsibility for consequences of actions.
5. Consistently demonstrates insight in analyzing problems, determining practical solutions, and effectively implementing decisions. Consequences are thoroughly considered. Often consulted by others to resolve difficult problems. Always takes responsibility for actions, regardless of outcome.

Comments:

SCORE:

4. Teamwork/Cooperation - Builds alliances within and among work units as needed to achieve unit performance objectives. Encourages collaboration and teamwork. Deals tactfully and works effectively with others; activities contribute to cooperation among employees.

1. Critical and unaccepting of organizational goals. Unwilling to work toward objectives, creates problems within the group. Does not get along with others. Causes or engages in counterproductive politics.
2. Works toward accomplishing own work but not concerned about group objectives. On occasion is unable to handle delicate interpersonal situations but generally gets along well with others.
3. Works toward accomplishing own personal goals, and when asked, helps the organization achieve objectives. Gets along well with others and interacts with them smoothly.
4. Demonstrates concern for accomplishing organizational goals by being a team player. Also works toward accomplishing own goals. Works well with others and builds alliances among individuals and work groups.
5. Team player concerned about helping the organization achieve its goals. Cooperative spirit extends beyond immediate unit or department. Effective in dealing with others; encourages, builds and sustains alliances.

Comments:

SCORE:

5. Work Initiative/Planning - Degree to which an individual is a self starter and takes independent action. Willing to accept additional work or put in extra effort to get the job done. Prioritizes work efficiently; anticipates changes in workload and modifies plans appropriately.

1. Often needs prodding to get work started; evades assignments whenever possible. No effective system for prioritizing; tasks usually poorly organized. Does not anticipate change or adapt well to it.
2. Usually accepts work as assigned but rarely seeks out additional work or puts in extra effort to do the job. Goals and priorities sometimes inappropriate. Generally does not anticipate change; may be resistant to changing plans.
3. Accepts and completes work as assigned; occasionally seeks out additional assignments or puts in extra effort to get the job done. Prioritizes appropriately with supervisors input. Sometimes anticipates change and makes changes to own plans as needed.
4. Seeks additional work without being asked; frequently volunteers to help where needed. Establishes appropriate goals, prioritizes work to meet them. Usually anticipates change and adapts well.
5. Routinely exerts extra effort in getting the job done; serves as a role model. Consistently sets appropriate goals and priorities; works with high sense of urgency. Anticipates change; takes initiative to modify plans accordingly.

Comments:

SCORE:

6. Customer Focus - Knows his/her customers; understands customers needs and strives to meet those needs. Resolves customer complaints and searches for ways to prevent problems from occurring in the future. Demonstrates courtesy and respect in dealing with both internal and external customers.

1. Lacks awareness of customers and customer needs. Seldom makes attempts to resolve customer problems and complaints even when directly involved. Is often rude and discourteous.
2. Sometimes indifferent to customers and customer needs. Occasionally will go out of way to help or to resolve problems and complaints. Sometimes has difficulty relating to internal and/or external customers.
3. Aware of customers and their needs; attempts to meet those needs in a helpful, timely manner. Resolves complaints and problems; searches for ways to prevent them in the future. Courteous; relates well to both internal and external customers.
4. Aware of customers; frequently takes steps above what is required to meet their needs. Eager to resolve complaints and problems; works diligently to prevent them from reoccurring. Treats internal and external customers with courtesy and respect.
5. Knows and understands customers; consistently anticipates and meets needs; often puts in extra effort to exceed those needs. Proactive; finds ways to prevent problems before dissatisfaction occurs. Treats all customers with courtesy and respect.

Comments:

SCORE:

7. Quality Improvement/Innovation - Identifies and challenges work processes and works toward continuous improvement based on customer knowledge. Contributes new ideas; makes helpful suggestions for change. Works effectively as part of a team; participates and supports group efforts.

1. Lacks awareness of work processes. Rarely contributes new ideas or seeks opportunities for improvement. Often refuses to participate in group and/or team efforts; resists changes in operations.
2. Minimal awareness of work processes. Occasionally contributes new ideas and suggestions for improvement. Distractive in teams; hesitant to participate and support group efforts.
3. Understands and questions work processes; effectively carries out instructions for improvement. Makes helpful suggestions for change. Willing to participate in team efforts; contributes new ideas.
4. Good knowledge of process; regularly works toward continuous improvement. Frequently introduces ideas for change and makes helpful suggestions. Works well in group environment, supports team goals and objectives.
5. Extensive awareness of process and process outcomes; applies CQI principles to increase knowledge. Consistently takes initiative to seek out methods for improvement. Volunteers to serve on CQI project team and functions effectively as a contributing member.

Comments:

SCORE:

8. Ethics Compliance – Daily activities reflect company values and a sensitivity to ethical and compliance principles.

1. Does not adhere to company ethics and compliance standards. Actions may, at times, contradict company code of conduct.
3. Adheres to company ethics and compliance standards in work activities. Appropriately refers questionable actions for administrator to investigate.
5. Strictly adheres to company ethics and compliance standards. Often utilized as a resource for ethics training and interpretation of company code of conduct.

STANDARD ELEMENT SCORE (TOTAL POINT divided by 40)	
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CUMULATIVE SCORE	
Specific Element Score _____ x .7 =	
Standard Element Score _____ x .3 =	
Total	

THE EMPLOYEE DEVELOPMENT PLAN

GENERAL COMMENTS/GOALS AND OBJECTIVES

ACTION PLAN FOR STANDARDS NOT MET (Include target dates for completion)

EMPLOYEE COMMENTS

CAREER GROWTH PLAN

To prepare for possible job enrichment, the following actions/objectives are agreed to:

Employee Signature

Date

Director/Supervisor Signature

Date

<p>Adult (ages 19-64)</p>	<p>Provide education to patient and/or significant others based on learning needs Utilize teaching methods that involve the learner including active discussion. Allow for cultural and religious beliefs in providing services. Involve patient in decision-making and development of plan for treatment and care. Provide for privacy & confidentiality of patient information. Provide nutrition, as appropriate. Encouraging questions regarding "fears". Be supportive of attempts to clarify information, express feelings, or ask questions. Educate about healthy lifestyles.</p>	<p>Monitor for sign of and/or increased potential for neglect or abuse. Explain equipment used. Provide for mobility. Discharge planning needs may include having functional needs met for patient to return to work environment. Required staff maintain BCLS skills.</p>
<p>Geriatric (ages 65+)</p>	<p>Provide education as identified on patient assessment of learning ability. Keep instructions simple and direct. Reinforce instructions. Speak distinctly due to loss of ability to discriminate sounds. Focus light directly on any objects due to decreased visual acuity and use large print. Re-orient to environment, time, day etc as frequently as necessary. Involve patient in decision making and control of plan for care. Allow ample time for decision making, verbal expression. Involve family with care as appropriate Provide privacy Provide nutrition, may desire/need snacks. Be supportive of attempts to clarify information, express feelings, or ask questions. Educate about healthy lifestyles.</p>	<p>Monitor for sign of and/or increased potential for neglect or abuse. Explain equipment used. Keep environment safe. Keep room clutter free. Allow ample time for activities requiring movement. Use assistive devices such as walkers, canes, wheelchairs, and magnifying glasses. May become disoriented at night Medication administration-observe for symptoms of toxicity. Be aware of the risk of multiple medications Give frequent breaks if fatigued. Adjust room temperature. Required staff maintain BCLS status.</p>

EMPLOYEE UPDATE

The following topics and information have been reviewed in detail with me:

- Management of Environment of Care
 - ! Safety
 - ! Security
 - ! Hazardous Materials and Waste
 - ! Emergency Preparedness
 - ! Life Safety
 - ! Utility Systems Safety
 - ! Radiation Safety
 - ! Equipment Safety; Regulated Medical Waste

- Bloodborne Pathogens; Standard Precautions; Infection Control

- Performance Appraisal; Job Description; Appraisal Process

- Hospital Policies (changes)

- Departmental Policies & Procedures (changes)

- Telephone Procedures

- Skills Checklist

- Confidentiality Reaffirmation

- Harassment Policy

- Restraints

- Sentinel Events

EMPLOYEE SIGNATURE

DATE

DIRECTOR/SUPERVISOR SIGNATURE

DATE