



### **Transition Policy:**

The Goldberg Center is committed to helping all of our patients make a smooth transition from pediatric to adult care. This process requires working with you to plan and prepare your transition starting around your 14<sup>th</sup> birthday. According to hospital policy, all patients are expected to transition from Children's National to an adult primary care medical home by 22 years. We will provide you with ongoing resources to help you to take increasing responsibility for your own healthcare to the best of your abilities. We are also able to help you select a medical provider that participates with your insurance, to organize your medical records, and to support all other aspects of planning for this important transition as part of lifelong preparation for a successful and well adult life.



## Adolescent Transition - DC

**\*remember to remove filters\***

Last Name	First Name	Middle Name	Patient Account Number	Assigned PN	RA Completion Status	Patient DOB	Age as of Today	Guardian Name	Relationship	Patient Language	Primary Service Location	Primary Insurance Name	Primary Diagnosis	First Attempt Date	Projected Second Attempt Date	Actual Second Attempt Date	Projected Third Attempt Date	Actual Third Attempt Date	RA Admin Date	Feedback
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# Transition Readiness Assessment for Parent/Caregiver and Youth/Young Adult



Navigator will fill out this form to identify if the youth or young adult is aware of their health needs, how to access services and identify goals for them to learn more about.

Date:

Form Completed by:

- Youth/Young Adult  
 Parent/Caregiver  
 Legal Guardian

Name:

Date of Birth:

## Transition and Self-Care Importance and Confidence

*On a scale of 0 to 10, please circle the number that best describes how you feel right now.*

How important is it for the young adult to manage their own health care?

0 (not)	1	2	3	4	5	6	7	8	9	10 (very)
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How confident do youth feel about their ability to manage their own health care?

0 (not)	1	2	3	4	5	6	7	8	9	10 (very)
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My Health	<i>Please check the box that applies to you right now.</i>	Yes, I know This	I need to learn	Someone needs to do this...Who?	Does not apply
1.	Knows their own diagnoses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Knows how to explain their diagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Knows their own medical needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Knows how to explain their medical needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Knows their symptoms including ones that they quickly need to see a doctor for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Knows what to do in case of a medical emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Knows their own medicines, and why their taking them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Knows their allergies to medicines and the medicines they should not take	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Knows what to do in the event of an allergic reaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Knows their assistive devices and medical equipment needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Knows the name/person of who can help with their health goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Knows how to explain to others how their customs & beliefs affect their health care decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Using Health Care

13.	Knows their doctor/providers and how often to see them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Knows how to contact their doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Knows how to make their own doctor appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Knows to think about questions to ask the doctor before their visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Knows how to get to their doctor's office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	Knows where to go to get medical care when the doctor's office is closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19.	Knows to carry important health information with them every day (e.g. insurance card, medications, emergency contact information, medical summary).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20.	Knows to have a file at home for their medical information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21.	Knows how to fill out medical forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22.	Knows how to get referrals for other health care providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23.	Knows how to order medical supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	Knows where to get blood work or x-rays done if the doctor orders them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.	Knows where the pharmacy is and how to refill their medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.	Knows how health care privacy changes at age 18 when legally an adult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.	Knows how to discuss with family about how to make their own health care decisions at age 18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28.	Knows what to do to keep their insurance after 18 or older	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## **Parent Navigator - (17000218)**

### **Description**

Provide direct patient service by linking families to resources at Children's and in the community. Interact with patients, parents and other family members, physicians and other staff under moderate supervision in a courteous manner. Maintain referral data base and assists in generating monthly reports.

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### **Qualifications**

#### **Minimum Education**

High School Diploma or GED

#### **Minimum Work Experience**

2 Year(s)

#### **Specific Requirements and Preferences**

At least 2 years of related experience. May include experience as employee in a medical setting or as a patient or family member in the health care system. Experience as parents or guardians of children with special health care needs preferred.

#### **Required Skills/Knowledge**

Strong organizational and customer service skills required. Computer knowledge including Microsoft Word and Excel necessary. Familiarity with Children's National Health System and community resources for children with special health care needs preferred. Spanish language skills may be required at designated health centers.

#### **Communications**

1. Use range of communication skills to assist patient's needs and staff requests.
2. Communicate with relevant hospital staff about patient care.
3. Participate in staff meetings and quality improvement activities to address patient care issues.

## **Patient Support**

1. Help patients schedule specialist appointments and verify appointments.
2. Advocate for patient needs within the hospital system.
3. Assist with referral process as needed.
4. Follow-up with families to ensure needs met.

## **Safety**

1. Speak up when team members appear to exhibit unsafe behavior or performance
2. Continuously validate and verify information needed for decision making or documentation
3. Stop in the face of uncertainty and takes time to resolve the situation
4. Demonstrate accurate, clear and timely verbal and written communication
5. Actively promote safety for patients, families, visitors and co-workers
6. Attend carefully to important details - practicing Stop, Think, Act and Review in order to self-check behavior and performance

## **Organizational Accountabilities (Staff)**

### **Office Work**

1. Receive and log in referrals to Family Liaison.
2. Assist in generation of monthly and annual reports.
3. Document all referrals in the data base and track outcomes.

### **Organizational Commitment/Identification**

1. Partner in the mission and upholds the core principles of the organization
2. Committed to diversity and recognizes value of cultural ethnic differences
3. Demonstrate personal and professional integrity
4. Maintain confidentiality at all times

### **Customer Service**

1. Anticipate and responds to customer needs; follows up until needs are met

**Teamwork/Communication**

1. Demonstrate collaborative and respectful behavior
2. Partner with all team members to achieve goals
3. Receptive to others' ideas and opinions

**Performance Improvement/Problem-solving**

1. Contribute to a positive work environment
2. Demonstrate flexibility and willingness to change
3. Identify opportunities to improve clinical and administrative processes
4. Make appropriate decisions, using sound judgment

**Cost Management/Financial Responsibility**

1. Use resources efficiently
2. Search for less costly ways of doing things

**Primary Location**

: District of Columbia-Washington

**Work Locations**

:

Sheikh Zayed Campus  
111 Michigan Avenue  
Washington 20010

**Job**

: Non-Clinical Professional

**Organization**

: Goldberg Cntr Cmnty Ped Hlth

**Regular / Temporary:** R (Regular)

**Position Status:** FT - Full-Time

**Shift:** Day

**Work Schedule:** M-F

**Job Posting**

: Jan 29, 2018, 2:39:02 PM