



Position Title: Oncology Consumer Health Librarian

Department: The Samuel J. Wood Library and The C.V. Starr Biomedical Information Center

Status: Full Time, Academic/Faculty – Non-Professorial Track

Salary: Starting salary negotiable

Location: Upper East Side – Manhattan location

**Position Summary:**

The Oncology Consumer Health Librarian (OCHL) is a patient and family oriented clinical librarian who specializes in oncology information and manages a patient-focused oncology resource center within the Myra Mahon Patient Resource Center (PRC). The OCHL works in close collaboration with the Oncology Service Line at NewYork-Presbyterian Hospital and an interdisciplinary team at the WCM Sandra and Edward Meyer Cancer Center. Working directly with leadership at both institutions, the OCHL serves as an oncology information ombudsman to patients and families, participates on the patient care team, and is a key resource listening to and increasing patient comprehension of their care plan to optimize their quality of life. This position takes the lead in cancer care customer service initiatives, advising on strategies to enhance the patient experience, and acting as an ambassador to the Cancer Center. The successful individual will have strong communication skills, and an extraordinary ability to build relationships with patients and their families

**Position Activities:**

1. As an expert in oncology information, is an expert searcher of a variety of specialized electronic health and social work databases licensed by the Cornell University Library system and can proficiently locate the information best suited to each patient's information request or question. Makes recommendations for new patient or family resources not already held by the university system that would benefit oncology patients.
2. Develops an "information prescription" or other methods to receive referrals from oncology professionals to assist the patient or family in building their knowledge base about their plan of care. Works closely with the care team to support their efforts to move the patient with full comprehension through his or her care plan. Responds to questions, and seeks further information from the care team when necessary.
3. As a full-fledged member of the oncology care team, has access to patient charts, and documents information or learning interventions in the patient's progress notes. Establishes pre and posttests of commonly asked questions

- to measure comprehension after reviewing materials provided. Understands patient and family learning modalities, cultural or religious preferences, and client segments as well as individual patient or family needs, and uses this knowledge to select the right format for information intervention or service that is delivered to the patient or family, as well as the right follow-up to ensure comprehension. Maintains patient and family preferences for receiving information, and delivers customized training and communication when necessary.
4. Develops and conducts classes for commonly asked questions or diagnoses. Uses such group sessions to build a support group or community around certain types of cancers that are better managed in therapeutic groups. This also can include diet or exercise as appropriate. Involves others with expertise on the patient care team when necessary in developing support groups. Engages specialists from the care team as well as local residents who have developed expertise in dealing with certain types of cancers.
  5. Serves on institutional committees, such as the Cancer Patient Family Advisory Committee (PFAC), patient education, public health, community health education, quality assurance or medical ethics, to encourage and support the development and delivery of consumer or patient health information.
  6. Markets and promotes the oncology resource center to patients, families and healthcare professionals throughout NewYork-Presbyterian and Weill Cornell Medicine. Participates in community outreach through neighborhood health fairs, WCM's SMARTFest, and other venues that highlight services. Helps plan and coordinate PRC speaker series programs specifically on oncology topics.
  7. Provide current awareness services for health professionals about new consumer health or patient information resources that meet the information needs of patients, their families and caregivers in collaboration with the medical faculty of the Weill Cornell Physician Organization and NewYork-Presbyterian Hospital. Uses librarian expertise to provide evidence-based literature to residents, fellows, attendings and other members of the care team to support direct patient care. This may take the form of morning report or rounds or on a systematic review team, where clinical questions arise, and someone highly skilled in searching the literature can quickly locate articles that answer the clinical questions that emerge from daily patient care activities.
  8. Work with patient portal developers to ensure that oncology patients have an optimal experience using the portal. When possible, conducts usability studies to understand how patients interact with the portal, and make recommendations to developers to improve the patient experience. Ensures portal has adequate online resources. Trains patients to use the portal or other websites with patient and family oncology information as a point of reference from home.
  9. As a library faculty member, takes advantage of research and publication opportunities that highlight innovative work to promote the oncology patient

- resource center's visibility within the institution and among peers in the scientific community. Contribute to the profession and represent the patient resource center in the academic, scholarly, and professional community through talks, scientific studies, and peer-reviewed contributions to the scholarly literature. Solicits external funding and supports other faculty in writing grants to support the oncology patient resource center and related activities.
10. To ensure cross coverage and a holistic experience for patients, offers training to other PRC staff and library faculty on specific oncology resources and overall PRC programs. Provides recommendations to the PRC staff that may improve the patient experience for all visitors to the PRC.
  11. Recruit and develop interns. Other duties as assigned.

#### MINIMUM REQUIREMENTS:

- Master's degree in Library Science from an ALA-accredited program, Master's Degree in Social Work, or Master's Degree in Nursing.
- Demonstrated knowledge of oncology information resources for patients and families OR a strong proficiency in database searching with the ability to locate electronic information in a variety of licensed online and publicly available resources.
- Experience and ability to plan, develop and implement patient and family information services.
- Excellent teaching skills.
- Excellent technical, written and verbal communication skills for the purposes of teaching, presenting, scholarly communication and building professional relationships with patients and families.
- Ability to think creatively in developing and promoting the use of patient resources and services.
- Ability to manage multiple projects and work collaboratively in a team environment.
- Excellent interpersonal, analytical and organizational skills.
- Strong service orientation.
- Ability to establish positive and productive collaborations with faculty and health professionals.
- Ability to adjust priorities, set goals, and make quick effective decisions in a fast-paced environment.

#### PREFERRED QUALIFICATIONS

- Two years health sciences library experience or relevant experience in either clinical, academic or industry environments.
- Relevant second Master's degree or Doctorate degree.

- Commitment to engage independently in continuing professional development.
- Membership in the Academy of Health Information professionals (AHIP) preferred
- Membership in MLA Cancer Librarians Section and Consumer & Patient Health Information Section CAPHIS preferred.

**Privacy Notice:** This position would have exposure and/or access to protected health information (PHI) or Personally Identifiable Information (PII) as part of normal duties. Access to data within systems that contain significant portions of confidential staff or even medical records will be necessary for completion of daily tasks. This will include participation in teaching within patient care areas such as the hospital.

With regard to HIPAA and protection of employee, student, subject, and patient privacy, it is the responsibility of each WCM employee to limit viewing of PHI and PII to the minimum as necessary to perform assigned duties.

Send CV and cover letter to [librecruiting@med.cornell.edu](mailto:librecruiting@med.cornell.edu) by October 11, 2017 for consideration.