

# Case Scenarios

Individual Summative Assessment for the Patient Navigator Professional Certificate

## Scenario 1 – Kristina Novak

At your community health clinic team meeting, you have been asked to follow up with a patient whose situation seems to be changing. The Nurse Practitioner has recently seen Mrs. Novak, a 78 year old Polish widow, who moved six months' ago from her own apartment to her daughter's home. Mrs. Novak was driven to the appointment by her daughter, Kristina. During the visit, her daughter identifies her concerns that her mother seems increasingly forgetful, and has left the stove on, more than once.

The Nurse Practitioner agrees that things may have changed. She has referred Mrs. Novak on to the geriatrician specializing in Dementia care; she has reviewed her medications for high blood pressure, diabetes (an oral medication), and depression. She has ordered a CT scan.

Mrs. Novak does not drive. She has some understanding of English, but prefers to speak Polish. Kristina has come in to the appointment with you (the Clinic Patient Navigator) instead. When you speak to her on the phone regarding the appointment time, Kristina tells you that she has concerns about her mother. She is afraid her mother will burn the house down. She thinks there's a problem but Mrs. Novak doesn't.

## Scenario 2 – Susan Cohen

Mr. Saul Falkowitz, 92 year old Jewish gentleman, end-of-life, lives at home with his extended family who want him to be at home to die (Mr. Falkowitz has said this is what he wanted). Extended family have different ideas on how to manage his care at home—as they now need more support (the Palliative Team has been suggested). The physician is concerned that Mr. Falkowitz may end up in the Emergency Dept. because the family “can’t get their act together”.

As the team navigator, you have been asked to connect with the family to help with the transition to “actively dying”. You will be dealing primarily with Mr. Falkowitz’s daughter, Susan Cohen. One of Susan’s many brothers, who is also very vocal about Mr. Falkowitz’s care, lives next door in the other ½ of the duplex, with his wife and their adult daughter’s family.

## Scenario 3 -Carrie Smith

Carrie and Adam Smith are a married couple with 4 children, ages 11, 15, 17 and 19. Carrie is 47 and has just been diagnosed with stage 2 breast cancer after spending the past 4 months of having mammograms and a biopsy, losing weight and general aches and pains. Adam works as an electrician in a factory, but was laid off during the COVID-19 pandemic. Carrie has been working part-time at the local grocery store, which she says was extremely

stressful during the pandemic. She has picked up more shifts, but Adam has recently returned to work on a precarious, part-time basis. The family receives Child Benefits as well.

Carrie is relieved to finally have a diagnosis but is angry it took so long; she has been extremely worried about her health and felt unable to talk about this with her husband. Her main concern at the moment is how to keep the family together financially and emotionally, with her diagnosis and the treatment plan (she is still not fully clear as to what this entails). Her aunt died from breast cancer five years ago.

You are the Patient Navigator attached to the Oncology program, who is helping Carrie determine what assistance can be provided for her family's most pressing issues.