

Online Lay Navigator Certificate Outline

Course Objectives:

By the end of the course, you will be able to

- Understand the scope of the lay navigator role and where this function can be most effective
- Identify, assess, and support patients and families in the course of their healthcare journey.
- Develop appropriate communication skills for interactions with patients, families and other members of the healthcare team.
- Identify opportunities for lay navigation roles across the continuum of care.

Course Page: <https://hlln.info.yorku.ca/lay-navigator-program-page-09-22/>

Delivery Method:

- Online – Each session is 2 hours
- September 22, 23, 24: 6:30pm -8:30p

Course Schedule

| Session | Topic |
|-----------|--|
| Session 1 | <ul style="list-style-type: none">• Introduction• History of the role• Role of the Lay Patient Navigator – scope of practice• Stigma/chronicity |
| Session 2 | <ul style="list-style-type: none">• Communication• Case Examples |
| Session 3 | <ul style="list-style-type: none">• Cultural Competence• Compassion Fatigue/Burnout |