Advanced Patient Navigation Certificate

Learning Objectives

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

- Demonstrate how to navigate the health care system for patients with chronic diseases and complex health care needs.
- Describe the various roles of health care providers as members of the interprofessional team and how a patient navigator can complement these roles and participate in case conferencing.
- Implement a process for managing chronic diseases as the trajectory of disease evolves.
- Relate health literacy for patients and protocols for medical visits.
- Advocate for patients and support patients through the process of "bad news diagnosis".

Course Format

The course will use a combination of live lectures and demonstrations on Zoom platform, and self-directed learning.

All course materials will be posted on the program page: https://hlln.info.yorku.ca/archive-advanced-patient-navigation-certificate-program-page-1020/

Live face to face lectures scheduled on (all times are in EST)

Online: October 7,8, 14 & 15, 2020 (10:00am-12:00pm EST)

- Session 1: 10:00 AM – 12:00 PM (noon)
- Session 2: 10:00 AM – 12:00 PM (noon)
- Session 3: 10:00 AM – 12:00 PM (noon)
- Session 4: 10:00 AM – 12:00 PM (noon)

Program Schedule

Session 1		
Lesson	**Lesson Topic(s)**	**Instructional Methods**
Lesson 1 & 2	- Orientation to course materials - Introductions **Lesson 1:** Build it, they will come… or will they? **Lesson 2:** Environment/map for navigation	Live group webinar session via zoom

Session 2		
Lesson	**Lesson Topic**	**Instructional Methods**
Lesson 3 & 4	**Lesson 3:** Mapping out the patient journey **Lesson 4:** Patient Navigation at work - Overview of self-directed work	Live group webinar session via zoom.

SELF DIRECTED CONTENT		
Lesson	**Lesson Topic**	**Instructional Methods**
Lesson 5 -9	**Lesson 5:** Stigma and chronicity **Lesson 6:** Communication challenges **Lesson 7:** Efficiency and examples of Patient Navigation models **Lesson 8:** Support in bad news situations **Lesson 9:** Health literacy	Asynchronous online learning

Session 3		
Lesson	**Content Outline**	**Instructional Methods**
Lesson 10	• Live discussion/review of responses • **Lesson 10:** Developing structures for Patient Navigation	Live group webinar session via zoom

Session 4		
Lesson	**Content Outline**	**Instructional Methods**
Lesson 11-12	• **Lesson 11:** Documentation and measurement • **Lesson 12:** Implementing Patient Navigation • Wrap-up and Evaluation	Live group webinar session via zoom