

Online Peer Health Navigator Certificate Outline

Course Objectives:

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

- Understand the scope of the lay/peer health 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/peer navigation roles across the continuum of care.

Course Page: <https://hlln.info.yorku.ca/peer-health-navigator-certificate-program-page-11-16-2020/>

Delivery Method:

- Online – Each session is 2 hours
- November 16, 20, 30: 1:00 PM – 3:00 PM EST or 2:00pm – 4:00pm AT

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