

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-11-20-](https://hlln.info.yorku.ca/peer-health-navigator-certificate-program-page-11-20-2020/)

[2020/](https://hlln.info.yorku.ca/peer-health-navigator-certificate-program-page-11-20-2020/)

Delivery Method:

- Online – Each session is 2 hours
- November 20th, 27th, 2:00pm – 4:00 pm AST.
- Dec 4th, 10:00am – 12:00pm AST

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