

Online Patient Navigation Certificate Outline

Program Objectives: By the end of certificate, you will be able to

1. Distinguish the emerging patient navigation role and how it applies to various health care and social services settings
2. Describe the current health care climate and structure, including transitions of care
3. Apply the Empowerment Actualization Model© to build therapeutic relationships with clients and help them self-manage their health care
4. Communicate effectively with patients and families in meaningful and productive discussion, in a way that maintains dignity, autonomy, and confidentiality
5. Assess patient needs and outcomes – Identify what can be done to improve patient experience and how to reconcile differences between what patients want and what health providers believe is right for them
6. Understand confidentiality protocols, advanced directives, power of attorney for personal care, etc.

Delivery Method:

- Online – Blended live instructor-led and self-directed learning. Live sessions will be held on : April 5, 6, 7, 8th **Time:** 10am – 12pm
- NOTE: The self-directed learning will take around 5 – 6 hours to complete and you are expected to complete all individual exercises to earn the Certificate of Completion.

Program Schedule

Day 1	Topic
10:00 – 10:15 AM	Course Introductions
10:15 – 11:50 AM	Lesson 1: What is a Patient Navigator?
11:50 – 12:00 Noon	Wrap up and instructions for self-directed learning
Self-directed - Must be completed before 8 AM Day 2	Lesson 2: Canadian Health Care System
	Lesson 3: Needs and Priorities of Patients and Families

Day 2	Topic
10:00 – 10:30 AM	Debrief of Lesson 2 – Canadian Health Care System
10:30 – 11:45 AM	Debrief of Lesson 3 – Needs and Priorities of Patients and Families
11:45 – 12:00 AM	Wrap up and instructions for self-directed learning
Self-directed – Must be completed before 8 AM Day 3	Lesson 4A: Patient Navigation Skills
	Lesson 4B: Effective Communication
Day 3	Topic
10:00 – 11:00 AM	Debrief of Lesson 4 – Patient Navigation Skills
11:00 – 11:45 AM	Lesson 5 – Empowerment Actualization Model
11:45 – 12:00 Noon	Wrap up and instructions for next day
Day 4	Topic
10:00 – 10:30 AM	Recap
10:30 – 11:30 AM	Lesson 6 – Compassion, Fatigue and Burnout
11:30 – 12 Noon	Course evaluation and wrap up