

## 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 21: **10 am – 12 pm EST**
  - April 22: **1:30 pm – 3:30 pm EST**
  - April 28: **10 am – 12 pm EST**
  - April 29: **1:30 pm – 3:30 pm EST**
- 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
Live-session	Course Introductions Lesson 1: What is a Patient Navigator? 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

<b>Day 2</b>	<b>Topic</b>
Live sessions via zoom	Debrief of Lesson 2 – Canadian Health Care System
	Debrief of Lesson 3 – Needs and Priorities of Patients and Families
	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
<b>Day 3</b>	<b>Topic</b>
Live sessions via zoom	Debrief of Lesson 4 – Patient Navigation Skills
	Lesson 5 – Empowerment Actualization Model
	Wrap up and instructions for next day
<b>Day 4</b>	<b>Topic</b>
Live sessions via zoom	Recap
	Lesson 6 – Compassion, Fatigue and Burnout
	Course evaluation and wrap up