

Online Patient Navigation Certificate Outline - WNHAC

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 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 – Live sessions will be held on: May 10th & 14th
- 8:30 am – 3:30 pm CST
- 9:30 am – 4:30pm EST

Program Schedule

Day 1 (Live zoom sessions)	Topic
Lesson 1	Setting the Stage: History of Patient Navigation Who is a Patient Navigator What does a Patient Navigator do?
Lesson 2	Overview of Canadian Healthcare
Lesson 3	Needs and priorities of patients and families. - Health disparities - Environment & barriers to access
Lesson 4	Being there for the patient - Developing trust - Decreasing anxiety

Day 2 (Live zoom sessions)	Topic
Lesson 5	Process of Navigation
Lesson 6	Effective Communication
Lesson 7	Cultural Sensitivity
Lesson 8	The RESPECT model
Lesson 9	Communication/Confidentiality
Lesson 10	Empowerment
Lesson 11	Compassion Fatigue & Burnout
WRAP UP	Elevator speech 5C's Next Steps