

Evaluative Experiential Learning: Patient Navigation Professional Certificate

The Health Leadership and Learning Network (HLLN) uses simulation to replicate real-life scenarios as an experiential learning method. Learners will have the opportunity to apply competencies covered in class in a 'real play' simulation with a simulated person (SP). The SP is trained to realistically reproduce case-based scenarios in a consistent manner.

Although the simulation is artificial, the experience is real. Remember that you are not acting – please be yourself during the simulation!

The experiential learning module will include:

- Preparation – please review the scenario synopsis and instructions (below), and the assessment grid (separate document). You may wish to review your course materials, and/or practice with a friend, colleague or family member ahead of time.
- Simulation – You will participate in two 30-minute scenarios with the SP that will be observed by the instructor
- Debriefing -The instructor will provide immediate feedback and assess your competencies based on the assessment grid.

Scenario Synopsis: Carrie Smith

The student (who has completed all the components of the Patient Navigation Program) will be playing the role of Patient Navigator in the Family Healthcare Clinic program, who will be now working with Carrie. **This is a general Navigation role to assist clients in achieving optimal health outcomes. This is NOT a Diabetes Navigator role.**

There are two 30-minute interviews with Carrie.

Interview 1: Initial meeting with the client (30 minutes)

Interview 2: Follow-up meeting (30 minutes), with a focus on ensuring no gaps in services & ability to manage any challenges.

Scenario - Carrie Smith

Carrie has Type I Diabetes, diagnosed at the age of 14. Now, as an adult, Carrie has been experiencing blurry vision and some loss of peripheral vision. The ophthalmologist (eye doctor) has diagnosed Retinal Neuropathy, which is likely the result of poorly controlled diabetes (Carrie admits to having spent the teenage years “fighting with the diagnosis”, and haphazard insulin use). But for the past 10 + years, Carrie has been conscientious in managing blood glucose levels with an insulin pump. The recent diagnosis of retinal neuropathy was a shock, and Carrie is upset at the impending changes to lifestyle and work. Carrie is the manager of a small retail business.

Carrie has already mentioned to the Clinic physician that this diagnosis has been “overwhelming”. Carrie has been referred to you, as the Family Healthcare Clinic Navigator to help cope with this new diagnosis of retinal neuropathy.