



**Patient Navigator Certificate Program  
2012- 2013 Goals and Objectives**

- 1. UNDERSTAND THE ROLE OF PATIENT NAVIGATION and explain it succinctly and clearly**
  - a. Recognize an effective Patient Navigation session
  - b. Explain Patient Navigation in 1 minute to friends/family/clients/medical personnel
  - c. Explain different Patient Navigation roles within organizations
  
- 2. LISTEN with compassion and without injecting personal 'agenda'**
  - a. Identify clients values regarding health, healing and health care
  - b. Consider cultural aspects of the patient
  - c. Create a safe space with words, silence and body language for patient
  - d. Reflect and clarify patients needs, goals, resources (internal/external) and barriers
  - e. Identify own triggers and 'agenda'
  
- 3. MANAGE and DOCUMENT a patient navigation interview efficiently and on time**
  - a. Effective management of the interview with a beginning, middle and end
  - b. Continually check-in for accuracy of understanding, reflection and priorities
  - c. Keeps patient focused and on track
  - d. Completes interview within allotted timeframe
  - e. Clarify tasks and follow-up for patient, navigator, staff
  - f. Document session in bullet point format and copy for patient before leaving.
  
- 4. IDENTIFY appropriate resources for individual patient's needs**
  - a. Identify existing and new resources, both internal and external
  - b. Identify patient's support system
  - c. Present resources in a way that is meaningful (not overwhelming) to patient
  
- 5. CO-DEVELOP a plan to meet the patient's needs and engage the patient in self-care**
  - a. Use patients short and long term goals to inform development of plan
  - b. Use strategies to support meeting goals including:
    - Motivational interviewing
    - Behavior change support
    - Medical decision making
    - Patient engagement and activation approaches
    - Coaching and positive reinforcement strategies
  - c. Develop and support patient's plans for talking with providers
  - d. Support small, realistic, measurable, achievable first steps for patient
  
- 6. INTEGRATE Patient Navigation services with needs of an organization**
  - a. Identify economic and political issues effecting site
  - b. Apply concepts of chronic disease management, transitions of care and medication reconciliation, etc as appropriate to the site
  - c. Know and follow all policies at site: HIPAA, HR rules, etc.
  - d. Identify and respond to Red Flag issues per site protocols.
  - e. Comply with accurate and timely documentation needs of site
  - f. Document patient feedback regarding Patient Navigation experience.
  
- 7. REFLECT on the Patient Navigation role during and after sessions**
  - a. Notice triggers and personal agenda to minimize interference with session
  - b. Regularly completes self-checklist and journal reflections
  - c. Present cases and participate in Balint and case discussions