

Overview Certification Professional Patient Navigator (CPPN) EXAM:

Part B, Core Competency Tests



CPPN EXAM:

Part B, Core Competency Tests

- Five Core Competency Tests Assessment.
- Core Competency Tests Sample Questions.
- Pillars of Professional Patient Navigation Ethics.



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CPPN EXAM: Part B, Five Core Competencies

- Navigator Definition
- Navigation Importance
- Five Core Patient Navigation Competencies
- Sample Questions
- Pillars of Professional Patient Navigation Ethics
- Steps to Become a CPPN





CPPN Certification Definition

Verifies a Professional Patient Navigator is competent and possesses the ethical and emotional intelligence to perform at a high level in healthcare.

Why Certification?

Confirms:

- Professional skills, knowledge, and competencies.
- Quality of Patient Navigation Profession.
- Personal Accomplishments.
- Evidence-Based Patient Care.



CPPN EXAM:

Part B, Five Core Competencies

Core 1: Professional Knowledge.

Core 2: Patient Advocacy Services.

Core 3: Evidence-Based Care.

Core 4: Professional Communications.

Core 5: System-Based Practice.



Core Competency 1:

Professional Knowledge

1. Scope of Practice.
2. Roles of Healthcare Team Members.
3. Critical thinking and problem-solving.
4. Patient Rights.
5. Emotional Intelligence.
6. Ethical standards.
7. Self-Care.
8. Accuracy and Responsiveness.



Core Competency 2:

Patient Advocacy Services

1. Overcome barriers to effective care.
2. Identify resources for patients.
3. EMR–EHR use and maintenance.
4. Patient education.
5. Explain diagnostic tests and medications.
6. Understand Insurance: Private, Employer, Gov't: Medicare, Medicaid, SCHIP, Military etc.
7. Follow-up patient outcomes and satisfaction.



Core Competency 3: Evidence-Based Care

1. Gather data, assess, and report.
2. Assess patient navigation outcomes.
3. Use technology to help patients.
4. Medical terminology, procedures, illnesses.
5. IOM: Quality Care for desired health outcome.
6. Awareness of emerging technologies.





Core Competency 4: Professional Communication

1. Employ active listening and solutions-based approaches.
2. Health team and patient communications.
3. Understand Communication sequence: Listening, Paraphrasing, Rapport, & Empathizing .
4. CLAS: Overcoming social-cultural barriers.
5. Characteristics of healthcare teams.
6. Understand human behavior (verbal & non-verbal) & responses.
7. HIPAA
8. Motivation Interview, TTM, AIM





Core Competency 5: Systems-Based Practice



1. Support Value Based Care for a better patient experience
2. Advocate for quality patient care.
3. Understand transitions of care and healthcare facility options.
4. Collaboration with teams and resources.
5. Assist self-advocacy.
6. Build connections to improve patient outcomes.

CPPN EXAM: Core Competency Tests

Sample Questions

The questions are:

Multiple Choice?

Matching?

Case Study?

Scenario's?

All of the Above?



Core Competency Tests

Sample Multiple Choice

Scope of Practice Question: What specific role does a lay patient navigator play on the healthcare team?

- A. Assist with care barriers, find financial resources, & assist in the OR, if needed?
- B. Help patients navigate the system, monitor medication outcomes, & perform clinical care duties?
- C. Educate patients, advocate for them, provide needed clinical tasks?
- D. Record patient info, show compassion for patients, and as an advocate empower patient in their own care?
- E. All the above?

Core Competency Tests

Sample Multiple Choice

Medical Terminology Question: Comorbidity is defined as?

- A. Presence of one or more additional conditions co-occurring with a primary condition?
- B. Condition that has contributed to a person's death?
- C. Two conditions that cause stiffness in the joints?
- D. A type of surgical instrument used to clamp tissue?
- E. None of the above?

Core Competency Tests

Sample Multiple Choice

Public Health Question: Which of the following is NOT a state responsibility in public healthcare management?

- A. Provide information about infectious diseases.
- B. Establish programs to reduce illnesses such as vaccinations.
- C. Educate people about topics related to chronic disease.
- D. Upon request, provide records about patients who receive medical treatment through public health facilities to law enforcement.
- E. Track information about disease trends in local communities.

Core Competency Tests

Sample Matching Question

General Knowledge Question: Match the different parts of Medicare with the corresponding description.

___ Part A

___ Part B

___ Part C

___ Part D

1. General in-patient hospital costs?

2. Medicare Advantage (vs fee for service)?

3. Prescription drug program?

4. Physician services, Preventative care, Vaccines?

Core Competency Tests

Case Study/Scenario

Henry, 44 year's old, is admitted for lower abdominal pain and elevated blood pressure, by his primary care physician, for a series of tests. You are assigned to be his professional patient navigator.

Here's the question: Henry is having difficulties explaining care issues to the nursing staff. What can you do to best assist him?

- A. Teach him ways to address issues with nurses and provide practice?
- B. Listen to his concerns and address nurses for him?
- C. Make a list of issues and give them to nurses?
- D. Tell him to address concerns directly with nurses?
- E. Not a Patient Navigation Professional's role?



Pillars of Professional Patient Navigation Ethics

Patient Navigation Professionals follow ethical standards and behaviors while serving in patient navigation roles. Eight pillars of professional ethics are incorporated into the 46 competencies that are the foundation for Professional Patient Navigation.

Eight Pillars of Professional Ethics:

- 1. Honest Disclosure** – Transparency of education, training, experience, and credentials. Patients are fully aware of all potential navigator conflicts of interest.
- 2. Protect Privacy** – Respect each patient’s right to privacy and abide by all relevant laws and regulations relating to confidentiality of personal information.
- 3. Foster Self-Care** – Promote autonomy and empowerment of patients to exercise meaningful informed consent. Provide information that facilitates informed decision-making.
- 4. Competent Services** – Inform patients of your specific areas of proficiency within a demonstrated expertise. Ensure access to adequate referral systems to assist clients who need other services.



Eight Pillars of Professional Ethics:

5. Professional Boundaries – Establish appropriate professional navigator-patient relationship boundaries (e.g., avoid social interpersonal relationships, conflicts-of-interest, and fees for referral).

6. Avoidance of Discrimination – Serve patients of all cultural and ethnic backgrounds with impartiality. Provide equal access to care without regard to age, race, ethnicity, sexual orientation, or socio-economic status.

7. Continuous Learning – Commit to continual learning and enhancing knowledge, skills, & techniques in a rapidly changing healthcare environment. Always strive to improve patient-centered navigation.

8. Research-Based Practice – Collect, coordinate, and share relevant data about patient treatment and outcomes. Regularly formulate and conduct studies to improve outcomes for future patients.





Helpful
Tips

Preparation for the CPPN EXAM

- Understand the CPPN EXAM includes two components: Part A, MEIQ Emotional Intelligence, and Part B, Five Core Competency Tests.
- Be familiar with the PNP Scope of Practice.
- Review the “Code of Ethics.”
- **Read Navigating the US Health Care System. Niles, Nancy J.**
- Resources available at: <http://patient-institute.org>



Preparation for the CPPN EXAM: Core Competency Tests



- Questions are from 46 Core Competencies.
- Measure core skills of patient navigation professionals.
- Tested as an advocate and a nonclinical Lay Navigator and not a Nurse Navigator.
- Tested as MDT (multi disciplinary team) member working with or for a hospital or health provider.

“Stuff” You Need to Know!

CPPN Exam: Core Competency Tests.

1. This is an online exam.
2. There is no penalty for guessing.
3. Questions require critical thinking more than memorization.
4. The CPPN EXAM Core Competency Test involves five core tests, and each core test is limited to 45 minutes.
5. Most questions have five answer options.
6. You must complete the five core competency tests within 7 days.
7. Schedule uninterrupted time for each core test.
8. Once you start a core test, you must finish it in one sitting.
9. You must pass all five core tests to complete the exam.



More “Stuff” You Need to Know!

CPPN EXAM: Core Competency Tests.



10. Your section test score will display when submitted.
11. You can take a section test again if you get below a 70.
12. If you have a connection problem, we can reset it.
13. Retests and resets will normally take 48 hours.
14. If you fail the CPPN EXAM, you can reapply after 3 months.

Conclusion

CPPN EXAM: Part A & Part B

- Go to PatientInstitute.org/Certification and complete the readiness assessment.
- Next, complete the application packet including work experience, references, and education.
- Wait until you are notified you are accepted to sit for CPPN EXAM.
- Upon Acceptance, submit fee and complete the CPPN EXAM: Part A, MEIQ Assessment of Emotional Intelligence.
- Next complete CPPN EXAM: Part B, Five Core Competency Tests. You must achieve a minimum score of 70% on each test.



Conclusion

CPPN EXAM: Part A & Part B

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- Upon successfully passing, you will receive an electronic and paper certificate of the Certification of Professional Patient Navigator (CPPN).
 - To maintain certification, complete 15 continuing education credits per year from reputable healthcare educators.
 - There is an annual fee of \$30 to maintain certification on the national registry.



Thank You



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