

Patient–Centered Education & Research Institute

Navigate, Advocate, Coach

December 2022 Newsletter

In a Recent Conversation



Reconciling the Patient Medication Adherence Dilemma!

In a recent conversation with a couple of colleagues, I asked if they could share an effective medication adherence strategy that they used with their patients. I wanted to know their experience, from working in the field.

One of my colleagues is a certified nurse navigator (CPPN) in a large healthcare system and the other is also a certified navigator (CPPN) working for a NFP patient advocacy group in the northeast.

Both work with physicians in a hospital setting who want to better understand why some of their patients are not taking their meds. From my colleagues' perspective, they said the common variable is cost and an inability to afford their medication. That's it! [Click here for more suggestions on medication adherence reconciliation.](#)



The Power of Empathy!

Research shows that when a health professional is friendly and empathic, the patient feels they can trust the healthcare professional and are more likely to be compliant or adherent about their care and improve patient satisfaction levels.

Massachusetts General Hospital found that patients perceive high quality care when the provider shows them empathy. [To Boost Patient Satisfaction, Try a Little Provider Empathy](#)

Here's how smart organizations actually move the needle on patient satisfaction. [Investing more deeply in communication and patient education is more likely to yield improvements.](#)

To forge meaningful relationships between patient and provider, follow these best practices that boosts patient satisfaction and clinical outcomes! [Four Best Practices for Improving Patient Communication](#)



Patient-Centered Education

Patient-Centered Education & Research Institute offers three educational options for those seeking to improve their patient navigation/advocacy skills and to prepare participants to take an independent exam and earn the Certified Professional Patient Navigator (CPPN) designation.

First is the Patient Navigation Professional Course with options for Lay Navigators and Nurse Navigators. Each option (Lay Navigator or Nurse Navigator) offers a common core of instructor-supported and graded lessons and electives. To view the offering content visit [PNP 101 – Lay Navigator Course](#) and [PNP 102 – Nurse Navigator Course](#). Each option offers a course completion certificate and prepares you to take the Certified Professional Patient Navigator (CPPN) exam at a reduced cost. Participants must complete the [admission](#) process.

A second option is to take individual patient navigation lessons to help fill any knowledge gaps you may have. Each lesson includes instructor interaction and grades upon completion. These lessons can be applied to complete the Patient Navigation Professional Courses listed above and to receive a course completion certificate if you also complete the [admission](#) process. This option also prepares you to take the Certified Professional Patient Navigator (CPPN) exam.

A third alternative is to take continuing education courses which are on-line courses without any instructor involvement. A CEU certificate is issued for each course completed. Visit the Continuing Education option on the [website](#).



CPPN Continuing Education

Emotional Intelligence (EI): What is it and how would being aware of EI help me? This is a good question. Have you ever been in a situation where you felt like you were caught in an emotional vortex that is spinning out of control. Sort of like 5 year-olds squabbling, whether it is a colleague, friend, spouse, or boss? Would you like to learn how to "let go" and have "empathy" Would you like to be a better patient navigator, advocate, or coach?

In this CEU, the health professional will learn that emotional Intelligence is the capacity to be aware of, control, and express one's emotions, and how to handle interpersonal relationships judiciously and empathetically: "It is the key to both personal and professional success." [LEARN MORE](#)

Digital Health Navigation CEU. The health professional will become familiar with how rapidly this field is changing. As a navigator, you will be asked to help patients use various digital health tools. Study the assigned readings, view related videos, and successfully complete the final quiz on the various topics. With study, practice, and experience you will be a valuable asset to healthcare providers
[LEARN MORE](#)

Click: [Enroll and Purchase CEU](#)



TOOLS in the TOOLBOX Readings & Resources

[NAVIGATING INSURANCE DENIALS/APEALS: HOW to ASSIST the PATIENT & FAMILY](#)

[Patient Advocate Foundation Financial Aid Funds](#)

[PCERI Website: Financial Resources Listings](#)

[CDC: Latest Information-COVID 19](#)

[NIH/NIA: National Institute on Aging: TIPS for CAREGIVERS](#)

[Social Security: Be on the Lookout for Scams fake calls, texts, and emails](#)

READINGS; Older Adult Patient Communication

[Tips for Improving Communication with Older Patients NIH NIA](#)

[A Guide For Older Adults: Talking With the Doctor NIH NIA](#)



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