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## Patient-Centered Education & Research Institute Newsletter

### Navigate, Advocate, Coach

### FALL 2023

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#### *The Foundation for a Satisfying Healthcare Experience: The Patient - Navigator and Communication*

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#### ***Patient Communication Impacts: Patient Satisfaction, Patient-Education, & Outcomes!***

What is "good communication"? Good patient-provider communication uses "soft skills" that providers (navigators) can almost never turn off. These communication skills have the ability "to sway how patients perceive that they are being cared for and can make all the difference to the patient experience."

In a recent article in Patient Engagement, Patient Satisfaction News, Editor, Sara Heath, discusses the positive benefits of good communication and its power to impact health outcomes. The patient provider (navigator) is aware of barriers in health literacy and knows how to educate the patient about: new diagnoses; treatment plans & hospital discharges; telehealth visits; and more.

If good communication has a positive effect conversely, poor communication ranges from poor patient satisfaction to misunderstanding treatments. Yes, all patients want to be treated respectfully, kindly, and truthfully. Good communication in healthcare impacts patient satisfaction, patient-education, and outcomes.

[LEARN MORE: Best Practices, Improving Patient Communication](#)

[LEARN MORE: HCAHP Scores, Why They are Important to Patient Satisfaction?](#)

[LEARN MORE: Technologies Supporting Social Determinants of Health](#)

[LEARN MORE: 4 Core Principles of Patient-Centered Care, Family Engagement](#)

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## ***Patient Communication Tools***

A Certified Professional Patient Navigator (CPPN) knows the importance of communication and education. Here are some must-have tools to help you be the best professional patient navigator. We recommend the following:

1. [Regenstrief Institute: Family Inpatient Communications Survey \(FICS\)](#)
2. [National Library of Medicine: Improving Medication Adherence](#)
3. [Our Favorite Website: National Council on Aging: Benefits Check Up](#)
4. [Our Favorite Newsletter: Mayo Clinic](#)
5. [Our Favorite Mental Health org: Lifestance.com in 33 states, accepting most ins incl Medicare & Medicaid](#)
6. [Talking With Your Doctor: A Guide for Older Adults \(free\) National Institute on Aging](#)



## ***Certified Professional Patient Navigator (CPPN)***

**What's New:** PCERI is now a member of the Institute for Credentialing or ICE. What does this mean for you?

This means that your "Certification" for Professional Patient Navigator has the stamp from an organization that launched the premier certification program for credentialing professionals. The I.C.E. Certified Credentialing Professional (ICE-CCP™) allows credentialing professionals to demonstrate their knowledge, skills and abilities in governance, program operations, and assessment development and validation. As the professional home for credentialing organizations and individuals, I.C.E. serves as the primary resource for best practices and is uniquely qualified to develop this certification opportunity for credentialing professionals.



## ***So, You Want to be a Certified Professional Patient Navigator (CPPN)?***

### **Why Certification?**

The Institute answers one important question: "is this person qualified to interact effectively with patients?" The Institute uses a competency-based skills test, an emotional intelligence assessment, and verification of patient navigation experiences.

### **What Do I Need To Do?**

Please go online to the Patient-Centered Education & Research Institute (PCERI) and [fill out an inquiry about the Certified Professional Patient Navigator \(CPPN\)](#). The "Certification" is available to all healthcare professionals who have the passion, knowledge, and skills to become a Lay Certified Professional Patient Navigator (CPPN).

**LEARN MORE: FIVE STEPS** to help you explore the knowledge and skills needed to sit for the CPPN EXAM. If you decide that you would like to be a Certified Professional Patient Navigator, we would be honored to welcome you to a career that makes a difference for so many patients and their families.

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