

Patient Navigation Program Outline - 2023

Purpose: Describe important elements in a Patient Navigation Instructional Program. This list of 26 topics excludes disease specific items found in several programs.

Organizations: **GWU** – George Washington University, **PCERI**-Patient-Centered Education & Research Institute, **PACB** – Patient Advocate Certification Board, **PNTC** – Patient Navigation Training Collaborative.

Topic	Estimated Contact Hrs	Source
Barriers (Social Determinants of Health)	3	PCERI
Chronic Disease and Body Systems	4	PCERI
Clinical Patient Navigation (roles of others)	4	PCERI
Clinical Trials	1	GWU, PCERI
Community Resources – Navigating Patients	4	GWU, PCERI, PACB, PNTC
Community-Based Systems of Care	4	PCERI, PNTC
Cultural Competence and Equity	2	GWU, PCERI, PACB
Digital Health Navigation	6	PCERI
Emotional Intelligence (emotional aspects)	6	PCERI, PNTC
Ethics & Legal Issues – Patient Bill of Rights	3	GWU, PCERI, PACB, PNTC
Healthcare Finance	6	GWU, PCERI, PACB
Healthcare History, Settings, Operations	2	PCERI, PACB
Healthcare Workforce	2	PCERI
Long-term Care & End of Life	4	PCERI
Medical Terminology	4	GWU, PCERI, PACB
Motivational Interview & Assessing Change	4	PNTC, PCERI
Older Adult Care	4	PCERI
Patient Communications	4	GWU, PCERI, PACB, PNTC
Patient Education & Health Literacy (Clinical)	4	PCERI, PACB, PNTC
Patient Navigation & Competencies	4	GWU, PCERI, PNTC
Personal & Professional Development	2	GWU, PCERI, PACB
Practicing Effectively & Efficiently	4	GWU, PCERI
Professional and Team Communications	6	GWU, PCERI, PACB, PNTC
Program Evaluation & Improvement	4	GWU, PCERI, PACB
Public Health Resources	4	GWU, PCERI, PNTC
Scope of Practice	1	GWU, PCERI, PACB
<i>Each agency embeds topics in different courses.</i>		