



Professional Patient Navigator Competencies

Core I ***Professional Knowledge***

Demonstrate an understanding of a patient navigator scope of practice and those of healthcare team members while meeting ethical and professional obligations.

- Core I-1.* Apply knowledge of the differences in roles between members of the healthcare team and act within professional boundaries.
- Core I-2.* Build trust by being accessible, accurate, supportive, and acting within scope of practice.
- Core I-3.* Use organization, time management, problem solving, and critical thinking to assist patients efficiently and effectively.
- Core I-4.* Promote navigation role, responsibilities and value to patients, providers, and the larger community.
- Core I-5.* Respond to patient needs within scope of practice and over personal self-interests.
- Core I-6.* Know and support patient rights.
- Core I-7.* Demonstrate a sensitivity and responsiveness to a diverse patient population including but not limited to gender, age, culture, race, religion, abilities, and sexual orientation.
- Core I-8.* Exhibit the emotional intelligence needed to positively impact desired healthcare outcomes.
- Core I-9.* Adhere to ethical principles of healthcare and demonstrate accountability to patients, other members of the healthcare team, and the profession.
- Core I-10.* Effectively engage in professional growth through lifelong learning activities.
- Core I-11.* Incorporate feedback on performance to improve daily work.
- Core I-12.* Demonstrate healthy coping mechanisms, employ self-care strategies, and achieve a work-life balance.
- Core I-13.* Exhibit the ability to cope with a constantly evolving patient-care environment.
- Core I-14.* Perform all duties accurately and efficiently.



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Core II ***Patient Services***

Facilitate patient-centered care that is compassionate, appropriate, and effective for the treatment of disease and illness and for the promotion of health.

- Core II-1.* Help patients access medical care and navigate the healthcare system by assessing barriers to care and engaging patients and caregivers in creating potential solutions to financial and social challenges.
- Core II-1.* Identify appropriate and credible resources responsive to patient needs (practical, social, physical, emotional, spiritual) and communicate them in a way that patients and caregivers understand.
- Core II-2.* Exhibit skill in obtaining and recording accurate information from patients and educate them and caregivers on the process of managing their personal medical records including schedules, reports, treatment plans, bills, and prescriptions.
- Core II-3.* Educate patients and caregivers about issues addressed by their healthcare providers using evidence-based information and ensuring that clinical questions are referred to the appropriate provider.
- Core II-4.* Explain the use of diagnostic testing and medications to the patient and caregivers.
- Core II-5.* Empower patients to communicate their preferences and treatment priorities to their healthcare team and participate in decision-making.
- Core II-6.* Demonstrate compassionate and respectful behaviors when interacting with patients and caregivers.
- Core II-7.* Empower patients to participate in wellness by providing self-management assistance and health promotion resources and referrals.
- Core II-8.* Follow-up with patients to support adherence to agreed-upon treatment plans.
- Core II-9.* Understand complex or culturally sensitive relationships.



Professional Patient Navigator Competencies

Core III ***Evidence-Based*** ***Delivery***

Improve the practice of healthcare delivery through continuous self-evaluation and improvement while strengthening and advancing the profession.

- Core III-1* Contribute to patient navigator program development through continuous assessment, implementation, and evaluation
- Core III-2* Assess and evaluate patient navigation outcome measures across the healthcare continuum, such as decreasing barriers to care and population health disparities, while improving patient encounters, resource provision, and collaborative relationships.
- Core III-3* Assess and assist in creating quality improvement measures to strengthen the role of patient navigator to improve patient outcomes.
- Core III-4* Use information technology to better attain patient goals.
- Core III-5* Maintain and use patient records to report timely patient interactions, barrier resolution, and other evaluation metrics to administrators and funding agencies.
- Core III-6* Demonstrate basic knowledge of medical terminology, disease and illness, and medical treatment.
- Core III-7* Utilize supportive care options, including risks and benefits of clinical trials and integrative therapies.
- Core III-8* Exhibit an ability to access and utilize evidence-based information.



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Core IV ***Interpersonal*** ***Communication and*** ***Collaboration Skills***

Demonstrate interpersonal communications skills that result in effective and collaborative exchange of information with patients, their caregivers, and health professionals.

- Core IV-1* Employ active listening and remain solutions-oriented in interactions with patients, families and members of the health care team.
- Core IV-2* Encourage active communication between patients/families and health care providers to optimize patient outcomes.
- Core IV-3* Demonstrate empathy, integrity, honesty and compassion in all communications.
- Core IV-4* Demonstrate effectively exchange information with patients, caregivers, and other members of the healthcare team, including communicating effectively across a variety of socioeconomic and cultural backgrounds.
- Core IV-5* Appropriately document information regarding the delivery of patient care for medical, legal, and quality of care purposes.
- Core IV-6* Create and maintain positive interpersonal interactions.
- Core IV-7* Apply insight and understanding about human emotions and responses to create and maintain positive interpersonal interactions.
- Core IV-8* Know and support National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care.



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Core V ***System-Based Practice***

Exhibit awareness and responsiveness to the larger context and system of healthcare as well as being able to effectively use other resources to optimize the continuum of care.

Core V-1 Support a smooth transition of patients across the care continuum, including screening, diagnosis, active treatment, survivorship and/or end-of-life care.

Core V-2 Advocate for quality patient care and optimal patient care systems.

Core V-3 Organize and prioritize resources to optimize access to care across the care continuum for the most vulnerable patients.

Core V-4 Develop collaborative relationship with other healthcare team members in order to reduce patient care barriers.

Core V-5 Assist patient capacity to self-advocate and to optimize interactions with the treatment team and other healthcare professionals.

Core V-6 Communicate effectively with navigator colleagues, health professionals and health related agencies to promote patient navigation services and leverage community resources to improve patient outcomes.