

Navigator training

It is important during the planning stage to address navigator education and training. Your training plan should cover both the core-competencies required by all navigators as well as program specific competencies unique to your organization.

Navigator training should include:

1. Basic navigation core competencies:
 - a. Cultural responsiveness and sensitivity
 - b. Barrier and gap identification
 - c. Resource identification and prompt utilization to address existing barriers
 - d. General organization and time management
 - e. High communication skills
 - f. Motivational interviewing skills
 - g. Case presentations

2. Program-specific knowledge training:

Every navigation program differs according to the services provided, population targeted, service providers and delivery system — your program may require specific training

Training programs:

Your navigator may require introductory and ongoing training. It is important to:

1. Conduct a baseline assessment of the navigator knowledge in core competencies
 - a. Client interaction /communication
 - b. Service provision
 - c. Documentation
2. Evaluate the navigator's knowledge and skills specific to a program. You will have to develop the program-specific navigator training because it will need to be tailored to your program

Examples of training courses for navigators:

[Fleming College \(Patient Navigator Graduate Certificate\), Ontario](#)

[Patient Navigator Training Collaborative, U.S.](#)

[Harold Freeman Patient Navigation Institute, U.S.](#)

[Learn to be a patient advocate \(article from VeryWell.com detailing U.S. training programs\)](#)