

Skills:

- Active listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Abilities after successfully completing training:

- Describe the at-risk patient populations and why patient navigation services are beneficial to this group.
- Identify common barriers that prevent patients from obtaining timely access to needed health care.
- Demonstrate a basic understanding of U.S. healthcare and health insurance systems.
- Describe methods and resources to assist patients in obtaining access to needed medical services.
- Demonstrate an understanding of the need for respect, compassion, empathy, and culturally competent care when assisting patients.
- Identify the elements of a basic patient navigator plan of care
- Describe elements of a healthcare professional's behavior including effective communication techniques and self-care.