



PATIENT NAVIGATOR (PN) WORKFORCE DEVELOPMENT INITIATIVE SUMMARY

GOAL: Contribute to the attainment of health equity, the Triple Aim framework, strengthen the health care workforce and further develop the emerging role of the patient/health navigator.

STRATEGY: Our strategy is two-fold; it includes:

- Voluntary credentialing for unlicensed patient navigator training programs; and
- Registries of competency-based training programs and the patient navigators who complete the training program and/or pass the competency evaluation.

WHY IT'S IMPORTANT: Credentialing will standardize patient navigation services by:

- Communicating standardized PN entry-level competencies;
- Clarifying PN roles for employers and consumers; and
- Enhancing the PN career pathway(s)/workforce development.

Maximizing the Role of the Patient Navigator

The CDPHE voluntary credentialing program for PNs will:

- Align education and training programs around core entry-level competencies.
- Demonstrate to employers that the patient navigator has achieved specific entry-level core competencies.
- Provide clarity on the roles of PNs to health team members, policy-makers and the public.
- Facilitate integration of the work of PNs within the health care team, allowing licensed providers to focus on the services they are trained to provide.

Patient Navigator Defined:

An individual who works as part of a health care team or with a health care system to reduce barriers to accessing timely care. They guide individuals and families through the complex health care system by:

- Linking patients with services;
- Providing information and resources;
- Helping providers interact with patients;
- Offering health education and promoting behavior changes, and
- Implementing population health strategies.

Initiative Milestones

- Convene expert panel to guide overall process. (complete)
- Refine competencies for credentialing program. (complete)
- Develop, test and refine competency-based evaluation. (in process)
- Develop policies regarding PNs already trained. (in process)
- Forecast PN statewide workforce. (in process).
- Support improved access to education programs. (in process)
- Develop registries of training programs and PNs. (in process)

For More Information: Contact Patricia Uris PhD, Senior Consultant for Health Systems Innovation at: (303) 692-2577 or Patricia.Uris@state.co.us.

