

Nurse and Volunteer Navigator Core Competencies



Nurse Navigators and Patient Navigators CORE COMPETENCIES

Knowledge	Nurse Navigator	Patient Navigator
Role & Responsibility	Clinical Knowledge of disease process Clinical Trial Information Symptom Management Psychosocial Assessment	General knowledge of cancer and available resources
Healthy Lifestyle and Health Promotion	Assess education needs of patient Provide patients disease specific information including symptom management and psychosocial support	General knowledge of health promotion and cancer prevention
Barriers to Care/Health Disparities	Address clinical and health system barriers to care. Provisions of services to at-risk populations as identified on Nurse Navigation Tracking Tool.	Address non-clinical barriers to care including accommodations, transportation, lack of social support, financial issues
Communication	Facilitates communication with all members of the health care team. Provides one-on-one counseling to address emotional and psychosocial needs of patients and caregivers.	Facilitates communication between patient and nurse navigator or UNC volunteer coordinator
Community Resources	Focus will be on clinically oriented referrals: second opinion, outside testing, treatment in home town, psychosocial support.	Provides assistance accessing internal and external community resources to assist with financial barriers, transportation, accommodations and access to care barriers.
Cultural Competency	Provides clinical care and educational materials in culturally competent manner.	May act as a liaison between community and healthcare system using culturally appropriate educational materials.
Emotional Support	Screen and assess for psychosocial distress. Provides psychosocial support services such as emotional support and appropriate referrals.	Identifies resources inside and outside the health system for emotional and social support including non-clinical resources.

Oncology Nursing Society, Oncology Nurse Navigator Core Competencies, 2013

Core Competencies for Non-Clinically Licensed Patient Navigators: The GW Cancer Institute Center for the Advancement of Cancer Survivorship, Navigation & Policy: Washington, DC. 2014

PN Care Competencies for lay and nurse navigators, 2014

Source: UNC Health Care, Chapel Hill, NC;
Oncology Roundtable interviews and analysis.