

# Volunteer Patient Navigator Training Outline



## Lay Patient Navigation Training

- I. Welcome and Introductions
- II. Overview of Patient Navigation and Competencies
- III. The Basics of Cancer Care
  - a. What is Cancer?
  - b. What causes Cancer?
  - c. Can Cancer Be Prevented?
  - d. Clinical Trials
  - e. Facts & Myths
- IV. Patient Navigation Basics
  - a. The role of the patient navigator
  - b. The role of the nurse navigator
  - c. The role of the chaplain
  - d. Understanding barriers to care
  - e. Identifying resources
- V. Enhancing Communication
  - a. Communicating with Patients
  - b. Patient Advocacy
  - c. Cultural Competency and Health Literacy
- VI. Review of job description, process and completion of encounter forms
- VII. Wrap up

2015 Patient Navigation Training

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