

The Montréal and Toronto CAB members defined 5 patient navigator core competencies

COMPETENCY 1

STRONG KNOWLEDGE OF SERVICES AND FUNDING



The PN should know about the healthcare system, referral processes and insurances. They should know the **rights** of the families and **service availabilities** in relevant regions. This will reduce the amount of time caregivers spend on finding an appropriate resource and can **ensure care is accessed on time**.

COMPETENCY 2

EMPATHY AND COMMUNICATION SKILLS

A PN that understands the situation of families, validates their emotions, and demonstrates **empathy** can advise families accordingly and build trust with them.

It is important for the PN to consider language barriers. By addressing language barriers and working in a **culturally safe manner** it can foster trust.

The PN should also employ **active listening** and **remain solutions-oriented** in interactions with patients, families, and members of the healthcare team.



COMPETENCY 3

PROFESSIONALISM



The PN should recognize the boundaries of their role and how it differs from a social worker **to prevent function overlap and reduce role confusion**.

The PN can act as the entry point to connect families to a social worker. The PN should establish proper channels for families to reach the right person.



COMPETENCY 4

PARENTAL EMPOWERMENT

Equipping parents and empowering them with skills on **how to navigate** the healthcare system and other services (e.g., community, school, legal etc.).



COMPETENCY 5

ADVOCACY

Being the **ally of parents to amplify their voices** when interacting with healthcare staff, willing to take initiatives, and bring parents' concerns at the policy level in institutions.

