Building a PN: A non-judgmental PN who understands child development and can adapt the intervention according to the uniqueness of each child's case

Orienting them to the correct resources; connecting them with service professionals; maintaining a region-specific database on available services; help families understand insurance coverage, renewal, claims, etc.; providing an orientation for parents to learn about the healthcare system; empowering parents.

What should they do?

What kind of personality should they have?

Someone who is: loving, caring, patient, "never gives up hope", optimistic, transparent in explaining the process, an active listener, empathetic, non-judgmental, organized, and solution-oriented.

Parents expressed that a **loving** personality is needed to be able to center the needs of the parents.

Qualifications: Preferably **multilingual**; experience working with families; well-versed in technology for communication.

Specific knowledge or training: child development and behaviour, taking a family situation assessment, healthcare system and parent/patient rights.

A family assessment was suggested to identify other areas of needs (e.g., settlement). Knowledge of parent/patient rights to ensure they receive services they are eligible for.

What should be their qualifications? What training should they have?

Patient Navigator What emotions should they display?

Empathizes and is emotionally aware. If the PN understands the situation of the families and validates their emotions, then the PN can advise them accordingly and build trust.

Values teamwork and humility.

Respects the clients' own knowledge and expertise

An example that the parents gave was that a social worker (SW) might focus on securing financial aid rather than providing and directing resources of care.

How the healthcare system works; how to identify the needs of parents; resources to direct parents to based on specific needs (including non-medical services, such as specific non-profits); rights of newcomer parents and children.

At times parents don't know what they even need and are overwhelmed with resources.

What should they know?

What skills should they have?

Skills mentioned were communication, interpersonal and interprofessional collaboration, being resourceful and able to create a safe space.

The board explains that these skills are important to <u>reduce the</u> <u>number of admissions</u> to the hospital or emergency room visits.