

## **PATIENT NAVIGATOR STANDARDS OF CARE**

Case Management (non-Medical) includes the provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. Non-medical case management does not involve coordination and follow-up of medical treatments, as medical case management does.

### **GOAL**

The goal of a Patient Navigator (PN) is to remove barriers to effective care for HIV clients by coordinating services thus increasing the client's chances for a healthy, quality life. A PN helps clients move through the complexities of the health care system and HIV Continuum of Care, assisting with improved quality treatment. The PN serves as a reliable ally to whom an HIV+ client can turn for advice and support. A PN understands the client's fears and hopes.

### **SPECIAL INSTRUCTIONS**

1. Providers of this service will employ Patient Navigators, as defined by the Planning Council.
2. All Patient Navigator positions funded through the Administrative Agency must have at least 50% of their job specific to Patient Navigator functions.
3. Patient Navigators will be required to have a role on the Positive Voices Coalition (the steering committee for PV input groups).
4. Patient Navigators must attend the Positive Voices meetings in their region (i.e., Abilene, Fort Worth, or Wichita Falls).
5. Providers of this service will need to work cooperatively with Ambulatory / Outpatient Medical Care, Medical Case Management, and Outreach providers to recapture individuals lost to care and/or provide linkage to care for clients that are newly diagnosed or attempting to return to care.
6. Providers must include documented ongoing collaborations and referrals, and the ability to quantify successful referrals.
7. Providers must have written policies and procedures as to how the collaborations will serve the purpose of recapturing clients lost to care.
8. Clients presenting in a debilitating condition (e.g., substance abuse, mental health issues) must be referred, with documentation of the attempt to complete a referral, to an appropriate agency for a comprehensive assessment for possible treatment and care of the condition.
9. Providers must have updated and specific Memorandums of Understanding with other case management providers and those with whom referrals are needed.
10. Providers must have documentation of ongoing HIV-related education for staff (including administrative staff) funded through this program.

### **STANDARD OF CARE**

#### HIRING STANDARDS

- All paid Patient Navigators should possess, at minimum, a high school diploma or equivalent.
- Patient Navigators should reflect the community the program proposes to serve.

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### TRAINING STANDARDS

- As addressed in the Universal Agency Standards of Care, all Patient Navigators must complete HIV/AIDS training and cultural competency.
- Within three (3) months of hire, Patient Navigators must visit all of their program's collaborating agencies (including those not funded through Ryan White and those not HIV-specific agencies).
- Patient Navigators must complete training that includes, at minimum, the following criteria:
  - HIV / AIDS Training (within 3 months of hire)
    - HIV Basics (i.e., getting tested, transmission, disease stages)
    - Understanding Labs (i.e., reading lab results, understanding lab values)
    - Medication and Side Effects (i.e., understanding drug resistance, side effects and the goals of medications)
    - Adherence (i.e., adherence strategies)
  - Communication Skills (within 3 months of hire)
    - Active Listening
    - Asking Tough Questions
    - Non-Verbal Communication
    - Responding to Conflict
    - Culture and Cultural Competency
  - Substance Use and Mental Health Issues (within 1 year of hire)
  - Peer Role (within 3 months of hire)
    - Workplace Expectations (i.e., confidentiality, creating and setting boundaries, ethics, professional standards)
    - Disclosure (i.e., benefits and risks)

*\*Note that training may be provided by the agency, an outside agency, or online. However, funded agencies must provide documentation that Patient Navigators completed the training in the prescribed time period. A list of online training resources is available from the Planning Council.*

### JOB PERFORMANCE STANDARDS

- Patient Navigators must attend the interagency case management staff meetings.

### REPORTING STANDARDS

- Agencies will decide any reporting responsibilities for Patient Navigators. However, there are none with regards to entering data in ARIES.

### **UNIT OF SERVICE**

### **OUTPUT MEASURES**

### **OUTCOME MEASURES**

**\*These are decided by the Administrative Agency.**