



Health Navigator Initial Training Workbook

Denise Ballard, M.Ed.
Vice President, Cancer Prevention
and Control and
Rhonda Green, B.S.
Program Manager

This training is designed for Health Navigators who facilitate colorectal cancer screening in primary care settings, with an emphasis on uninsured and under-insured adults.

Cancer Coalition of
South Georgia
2332 Lake Park Drive
Albany, GA 31707
(229) 312-1700
8/6/2015

Welcome...to the Community Cancer Screening Program™ (CCSP) Initial Training for Health Navigators. This training will provide you with the tools and information you need to effectively represent the Cancer Coalition of South Georgia and our efforts to reduce cancer screening disparities in our 32-county service area. After this initial training, your manager will work closely with you for several weeks as you gain experience working in a clinical setting. Rest assured that by the end of your training, you will be well prepared to help patients overcome personal and health-systems barriers to cancer screening.

How to Use this Manual - The manual is comprised of three modules that include a total of 13 sessions. Module 1-Background and Cancer Basics (Sessions 1-3) provides an overview of the Cancer Coalition of South Georgia and its Community Cancer Screening Program™. This module also covers basic cancer information to help the trainee understand how cancer develops and spreads, colorectal cancer risks, barriers to screening, and screening and treatment options. Module 2-Patient Recruitment and Referral (Sessions 4-7) introduces the navigation process and delves into the use of an electronic health records system to identify patients in need of screening. You also will learn how to prompt the healthcare provider to refer patients for screening and track patient compliance. Module 3-Patient Education and Coaching (Sessions 8-13) covers national colorectal cancer screening recommendations and will help you learn how to conduct the patient intake interview, effectively counsel patients who are faced with barriers to screening, and educate and coach the patient to a successful screening outcome. These sessions will be delivered using various teaching methods to enhance learning, including lecture and slide presentations, discussions, role plays, reflection and hands-on exercises. To reinforce learning, you will be asked to complete brief quizzes after some of the sessions and demonstrate your understanding by performing key tasks after other sessions. After successfully completing this course, you will be assigned a primary care clinic, where your manager will provide additional on-the-job coaching.

This Training is for YOU - You are encouraged to ask questions, comment, and fully engage with your trainers in order to get the most from this learning experience. We ask that you provide feedback at the end of each module by completing an evaluation form. Your feedback will help us better respond to your individual learning needs, and allow us to strengthen the training curriculum for future Health Navigators.

We are pleased to have you as a member of our team, and we look forward to your success as a Health Navigator.

Sincerely,

Denise Ballard, Vice President, Cancer Prevention and Control
Rhonda Green, CCSP Program Manager

TABLE OF CONTENTS

MODULE 1 – Background and Cancer Basics

Session 1 – Organizational Overview (Slide Presentation 1)

Session 2 – Overview of the Community Cancer
Screening Program™ (Slide Presentation 2)

Session 3 – Cancer: The Basics (Slide Presentation 3)

MODULE 2 – Patient Recruitment and Referral

Session 4 – Introduction to Patient Navigation

Session 5 – Patient Recruitment

Session 6 – Tracking the Referral/CRC Screening Status

Session 7 – Communication and Documentation

MODULE 3: Patient Education and Coaching

Session 8: Colorectal Cancer Screening Recommendations

Session 9: Preparing the Patient for Colonoscopy

Session 10: Patient Interview and Scheduling

Session 11: Barriers Counseling

Session 12: Logistical Support

Session 13: Patient Coaching