Module 2 Lesson 1
An Overview of Patient Navigation and Competencies

Social Determinants of Health
Conditions in the environment where people are born, live, learn, work, play, worship, and age that directly influence health outcomes.

Cancer Health Disparities
Adverse differences in the burden of cancer that exist among specific population groups.

Patient Navigation (PN)
An intervention that addresses barriers to quality standard care by providing individualized assistance to patients, survivors, and families.

Models of PN
PN programs vary by the type of organization, cancer, patient, and point in the continuum of care.

Core Competencies
Create professional standards, provide a framework for training, and clarify function and importance to grantors, organizations, payers, and policymakers.

Key Takeaway
GW Cancer Center created the first consensus-based competencies for patient navigators.
### Medical Terminology

#### Prefixes, Roots, and Suffixes

Most medical and scientific terms will have three parts (prefix, root, suffix) and may seem complex but they can be broken down into parts to give a basic idea of what they mean.

**A prefix helps to describe the location, direction, amount**

<table>
<thead>
<tr>
<th>Prefix</th>
<th>What It Describes</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epi-</td>
<td>Upon</td>
<td>Epidermis = the outer layer of skin</td>
</tr>
<tr>
<td>Sub-</td>
<td>Under, below</td>
<td>Submucosa = tissue below mucus membrane</td>
</tr>
<tr>
<td>Hyper-</td>
<td>Excessive, above</td>
<td>Hyperglycemia = excessive blood sugar levels</td>
</tr>
<tr>
<td>Hypo-</td>
<td>Beneath, below</td>
<td>Hypodermic = injection below the skin</td>
</tr>
<tr>
<td>Peri-</td>
<td>Around</td>
<td>Pericardium = membrane around the heart</td>
</tr>
</tbody>
</table>

**A root helps to determine which part of the body it relates to**

<table>
<thead>
<tr>
<th>Root</th>
<th>What It Describes</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carcino-</td>
<td>Cancer</td>
<td>Carcinogenic = cancer causing</td>
</tr>
<tr>
<td>Cyto-</td>
<td>Cell</td>
<td>Cytotoxic = toxic to the cell</td>
</tr>
<tr>
<td>Histo-</td>
<td>Tissue</td>
<td>Histology = study of tissue</td>
</tr>
<tr>
<td>Neuro-</td>
<td>Nerves</td>
<td>Neuroblast = an immature nerve cell</td>
</tr>
<tr>
<td>Onco-</td>
<td>Mass</td>
<td>Oncology = the study of cancer</td>
</tr>
</tbody>
</table>

**A suffix helps to describes what the problem relates to**

<table>
<thead>
<tr>
<th>Suffix</th>
<th>What It Describes</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Ectomy</td>
<td>Excision, removal</td>
<td>Nephrectomy = excision of a kidney</td>
</tr>
<tr>
<td>-Itis</td>
<td>Inflammation</td>
<td>Hepatitis = inflammation of the liver</td>
</tr>
<tr>
<td>-Oma</td>
<td>Tumor</td>
<td>Retinoblastoma = tumor of the eye</td>
</tr>
<tr>
<td>-Pathy</td>
<td>Disease</td>
<td>Neuropathy = disease of the nervous system</td>
</tr>
<tr>
<td>-Osis</td>
<td>Disease, condition</td>
<td>Necrosis = dying cells</td>
</tr>
</tbody>
</table>
Cancer
Uncontrolled growth of abnormal cells that divide and invade others within a person's body.

Normal Cells versus Cancer Cells

In hyperplasia there is an increase in cells and they appear normal under a microscope.

In dysplasia the cells look abnormal under a microscope but are not considered cancer cells.

Tumors

Benign Tumor
Non-cancerous
Does not spread

Malignant Tumor
Cancerous
Invades tissue

Invasion
Direct penetration by cancer cells into neighboring tissue.

Metastasis
Ability of cancer cells to invade tissue elsewhere in the body.

Cancer Prevention
Health behaviors can reduce cancer risk

Risk Factors
- Tobacco, alcohol
- Radiation
- Inherited genetics

Protective Factors
- Healthy eating
- Physical activity
- Screening tests

Cancer Detection
Early cancer may or may not show symptoms.

Cancer Diagnosis
The method of diagnosis will depend on the cancer type.

Cancer Screening Tests
Finds a disease early, making it easier to treat

Cancer Stage
The extent of cancer spread

<table>
<thead>
<tr>
<th>Stage</th>
<th>What it Means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 0</td>
<td>Carcinoma in situ</td>
</tr>
<tr>
<td>Stage I, II, III</td>
<td>Higher stage, more spread</td>
</tr>
<tr>
<td>Stage IV</td>
<td>Spread to distant parts</td>
</tr>
</tbody>
</table>

Key Takeaway
Cancer treatment includes surgery, radiation, chemotherapy, targeted therapy and palliative treatment.

As a patient navigator, you are not responsible for talking with patients about clinical care.
Clinical Trial
The goal is to find better and safer ways to prevent, screen for, diagnose or treat disease.

PN Role in Clinical Trials
Provide information to understand clinical trials and guidance for talking with clinicians about clinical trials as a treatment option.

Clinical Trial Phases
<table>
<thead>
<tr>
<th>Phase I Clinical Trial</th>
<th>15 to 30 people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase II Clinical Trial</td>
<td>100 people or less</td>
</tr>
<tr>
<td>Phase III Clinical Trial</td>
<td>100 to 1000</td>
</tr>
<tr>
<td>Phase IV Clinical Trial</td>
<td>100s to 1000s</td>
</tr>
</tbody>
</table>

Which patients can join a clinical trial?
It depends. If a patient is eligible, it means that they meet the participation requirements, which are often strict.

Clinical Trial Benefits
New treatments may be more effective and safer
May be first to benefit from new treatment
High quality care close follow-up by doctors

Clinical Trial Participation
- Participation is voluntary
- Patients can leave at any time
- Not right for everyone
- Laws protect the rights of participants

Clinical Trial Risks
New treatments not always better
Unexpected or worsened side effects
May have more doctor visits or tests

Patient Protection
- Medical ethics includes respect for persons, beneficence, and justice
- Institutional Review Board determines if study is safe, ethical, and well-designed
- Laws require patients to give informed consent to participate

Can patients get a placebo instead of real treatment?
No. If patients do not receive the experimental treatment they will still receive the best standard of care treatment.

Finding Clinical Trials
National Cancer Institute (800-4-CANCER)
American Cancer Society (800-303-5691)

Key Takeaway
Patient navigators should not provide details about specific clinical trials and eligibility, decide if a patient joins, or encourage a patient to participate. Patient navigators should inform patients about clinical trials and advise them to speak with their doctor about eligibility.
Module 3 Lesson 4
Impact of Cancer

Cancer Diagnosis and Treatment Impacts
Cancer can impact patients in many ways and each patient will experience treatments differently.

Impact of Cancer
- Physical
- Psychosocial
- Practical
- Spiritual

These impacts may be interrelated and persist after treatment

Cancer and Comorbidities
Many people also have other diseases or conditions they are dealing with at the same time as cancer:
- Arthritis
- Diabetes
- Heart disease
- Hypertension
- Osteoporosis
- Obesity

Adolescents and Young Adults
Individuals aged 15-40 who face unique challenges from older adults with treatment.

Advanced Cancer
Cancer that cannot be cured and some people live with for months or years.

Cancer Survivor
- Person done with treatment
- May not like the word "survivor"
- At-risk for long-term or late effects

Survivorship Care Plan
Tools for cancer survivors after treatment:
- Treatment summary
- Follow-up plan

Key Takeaway
Throughout the continuum of care, PNs should work to understand cancer's unique impact on each patient.

Components of Survivorship Care
- Prevention and detection new cancer
- Surveillance for recurrence or new cancer
- Interventions for long-term or late effects
- Coordination between health care providers

Long-Term Effect
During treatment
After treatment

Late Term Effects
After treatment
Months or years
Module 3 Lesson 5
U.S. Health Care System

Care Settings
- Primary care
- Specialty care
- Urgent care
- Mental health care
- Long term care
- Hospice care

Healthcare Specialists
- Social work
- Physical therapy
- Oncology
- Internal medicine

Cancer Care Delivery
- Hospital-based program
- Academic cancer center
- Community cancer center
- Private practice

Oncology Specialists
- Radiology
- Pathology
- Hematology
- Radiation oncology

Hospitals may be public, non-profit, or private institutions.

Inpatient Care vs Outpatient Care Delivery
A patient's status is based on whether they are inpatient or outpatient and affects how much an insurer covers and patient pays for hospital services.

An inpatient is a patient admitted to a hospital to receive required services.
An outpatient is a patient that receives services performed outside of a hospital.

The Role of Patient Navigators
- Assist patients in accessing and navigating cancer care
- Assess barriers to care and identify resources
- Engage patients in creating solutions

Key Takeaway
Cancer care is a team effort that includes many disciplines: doctors, nurses, pharmacists, therapists, and more.
### Health Care Financing

- **Collection of money**
- **Reimbursement to hospitals and clinicians**

### Insurance Terms

- **Copay**: Amount a person with health insurance pays at the time of each visit or when buying medicine.
- **Deductible**: Amount a patient owes before health insurance coverage begins to cost-share services.
- **Premium**: Amount that must be paid for by the patient for health insurance.

### Private Health Insurance

**Employer-sponsored insurance plans**

- Main ways Americans receive insurance
- Financed by employers and employees

### Health Plan Types

- **Health Maintenance Organization**
- **Preferred Provider Organization**
- **Point of Service**
- **Fee for Service**
- **High Deductible Health Plan**

### Public Health Insurance

<table>
<thead>
<tr>
<th>Medicaid</th>
<th>Medicare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covers pregnant women, children, elderly and disabled individuals under a certain income level.</td>
<td>Covers individuals aged 65 and over.</td>
</tr>
<tr>
<td><em>S-CHIP</em></td>
<td>The VA</td>
</tr>
<tr>
<td>Covers children whose families don’t qualify for Medicaid.</td>
<td>Offers affordable or free care to veterans.</td>
</tr>
</tbody>
</table>

### Federal Poverty Guidelines

Determines financial eligibility for public programs using federal poverty levels (FPL) and is issued each year for all U.S. states plus D.C., Alaska, and Hawaii.

### The 2010 Patient Protection and Affordable Care Act (ACA)

A key component is the creation of health insurance marketplaces and every state must have marketplace plans.

### Key Takeaway

The ACA identified ten essential health benefits, provided more options for obtaining insurance, banned plans from dropping a patient with a pre-existing condition, and created rules to make information easier to understand.
Module 4 Lesson 1
The Role of Patient Navigators

Patient Navigator Functions
There are some general functional categories that describe patient navigator functions:

- Professional roles and responsibilities
- Barriers to care and health disparities
- Patient empowerment
- Communication
- Community resources
- Education, prevention and health promotion
- Ethics and professional conduct
- Cultural competency
- Outreach
- Care coordination
- Psychosocial support services and assessment
- Advocacy

The Cancer Care Continuum

Patient navigators address barriers to care, no matter where they work in the cancer continuum.

Barriers to Care
There are five general types of barriers that patient navigators may need to assist with:

<table>
<thead>
<tr>
<th>Practical</th>
<th>Personal</th>
<th>Psychosocial</th>
<th>Provider</th>
<th>Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costs</td>
<td>Health myths</td>
<td>Mental health</td>
<td>Biases</td>
<td>Appointments</td>
</tr>
<tr>
<td>Transportation</td>
<td>Mistrust</td>
<td>Stigma</td>
<td>Culture</td>
<td>Wait time</td>
</tr>
<tr>
<td>Language</td>
<td>Knowledge</td>
<td>Social support</td>
<td>Communication</td>
<td>Interpreters</td>
</tr>
</tbody>
</table>

Patient Navigator Duties

Categories of Navigator Tasks

- Navigating
- Facilitating
- Maintaining systems
- Documenting activities
- Other

Navigation Network Duties

- Patient interactions
- Provider interactions
- Non-clinical staff
- Supportive services
- Paper or electronic medical records

Key Takeaway
All patient navigators help patients address barriers to care.
The 5 A's
A model developed by the National Cancer Institute to help people quit smoking, which has been adapted for patient navigation.

Building Rapport
- Clarify your role and how you help
- Show interest and listen actively
- Anticipate a patient's feelings
- Normalize the need to ask for help
- Use non-threatening language
- Use open-ended questions
- Be aware of non-verbal signals
- Be empathetic

Conversation Tips

Ask and Assess
Listen Look Clarify Ask
Ask and assess a patient's knowledge, beliefs, attitudes, and readiness.

Strengths-Based Approach
Previous experience Coping skills Spiritual Personal strength
Identify a patient's strengths to help them be more effective in solving later problems.

Elicit-Provide-Elicit Strategy
Provide Elicit Elicit
Ask and provide a patient information to neutrally explore ambivalence.

The Problem Solving Cycle
1. Define and clarify issue
2. Gather and verify facts
3. Identify key players
4. Brainstorm solutions
5. Identify pros and cons
6. Choose the best option
7. Develop action plan
8. Follow-up

Assessing Emotional Needs
One role of a patient navigator is to build a patient's awareness of coping strategies

Types of Coping Strategies
Active/Passive Problem-Focused
Active/Passive Emotion-Focused

Key Takeaway
It's hard to know when to refer patients to a mental health specialist, but it's better to over-refer than under-refer.
Module 4 Lesson 3
Shared Decision-Making

Shared Decision-Making
Patient navigators can encourage patients in shared decision-making using the following patient-centered strategies.

- Encouragement and partnership
- Set agenda together
- Active listening
- Ensure understanding
- Display empathy

Considerations for Assessing Capacity
- Language
- Physical condition and environment
- Health literacy
- Learning style

Treatment Plan and Adherence
A treatment plan describes the path of cancer care and who is responsible for each portion of that care.

- Not want to change behavior
- Fail to fill prescription
- Uninvolved in creating plan
- Feel too busy or stressed
- Disbelief about severity of condition

Barriers for patients having trouble following their plan

Self-Management
Patients comfortable with self-management coordinate various aspects of care

- Track symptoms
- Schedule appointments
- Take medication
- Adopt healthy behaviors

Key Takeaway
Patients may face challenges adhering to their treatment plan. Patient Navigators should always make clinicians aware of adherence challenges.
Asset Mapping
Helps identify resources that can be helpful for patients

Person
Community organization
Physical structure
Service

Patient Resources
Resources patients often need fall into these areas:
- Treatment options
- Physical issues
- Practical issues
- Psychosocial issues
- Service referrals

Making Your Resource Directory
- Identify personal, network or community assets
- Interview formal or informal organizations
- Look for local, state, or national level resources
- Include resources to meet basic needs
- Complete the resource directory form(s)

Evaluating Resources
There are several criteria you can use to assess:

- Sponsors
- Currency
- Information
- Audience
- Privacy
- Financial disclosure

Health on the Net (HON)
An international organization that promotes and guides users to websites that provide reliable and useful information.

Key Takeaway
Websites with a HON logo assure the patient navigator that the website is credible, current, contains pertinent information.

Stewardship
Because resources are limited and patients need help, patient navigators need to be good stewards of resources and prioritize the neediest of patients.
Module 5 Lesson 1
Communicating with Patients

Patient-Centered Communication Framework
The National Cancer Institute's Patient Centered Communication Framework consists of 6 core functions that overlap and interact, leading to communication that can improve outcomes:

- Fostering healing relationships, which includes building trust and rapport with the patient
- Exchange information about cancer and its treatment
- Responding to emotions by recognizing a patient's state and asking questions to understand
- Managing uncertainty, which is particularly relevant for cancer patients with complex illness
- Making decisions
- Enabling self-management

Strategies for Improving Communication
- Summarize
- Open-ended questions
- Active and reflective listening
- Affirm

Tips for Communicating with Patients
- Be assertive
- Use "I" messages
- Listen actively
- Match verbal and physical language
- Express your feelings

Strategies for Conflict Resolution
- Work at talking about the issues
- Recognize the value of the conflict
- Recognize conflict is a spiral and can change direction
- Emphasize common goals
- Check perceptions
- Use competent communication techniques
- Agree to disagree
- Attack the problem, not the person

Breaking Bad News
- Setting up the interview
- Perception
- Invitation
- Knowledge
- Emotions and empathy
- Strategy and summary

Key Takeaway
Patient navigators have difficult conversations with patients and should use strategies to be respectful and clear.
Module 5 Lesson 2
Patient Advocacy

Self-Advocacy
An assertiveness and willingness to represent one’s own interests when managing a life threatening disease.

- **Thoughts and cognitions**
- **Personal characteristics**
- **Actions**
- **Learned skills**
- **Use of resources**
- **Attainability of support**

**Elements Needed to Advocate**

**Influences on Self-Advocacy**

**Patient Advocate**
A person who helps a patient work with others who have an effect on the patient's health and helps resolve issues related to their medical condition.

**Tips for Advocating for Patients**
- Know their needs
- Determine when to advocate
- Balance assertion and aggression

**Engagement Behavior Framework**
- Find good health care
- Communicate with health care professionals
- Organize health care
- Pay for health care
- Make good treatment decisions
- Participate in treatment
- Promote health
- Get preventive health care
- Plan for end of life
- Seek health knowledge

**Supporting Patient Empowerment**
As a patient navigator, you can support patient empowerment by helping with:

**Key Takeaway**
Patient-provider communication should be patient-centered and allow patients to express their wants, needs and preferences.
Cultural Competency
A culturally competent health care system acknowledges and incorporates the importance of culture, assessment of cross-cultural relations, vigilance toward the dynamics that result from cultural differences, expansion of cultural knowledge and adaptation of services to meet culturally unique needs. Cultural competency is always something to be sought through humility; it is not something ever acquired.

Cross-Cultural Communication Models
Two models may help you with cross-cultural communication: RESPECT and LEARN
- Rapport
- Empathy
- Support
- Partnership
- Explanations
- Cultural competence
- Trust
- Listen
- Explain
- Acknowledge
- Recommend
- Negotiate
- Eye contact
- Muscles of facial expression
- Posture
- Affect
- Tone of voice
- Hearing the whole patient
- Your Response

CLAS Standards
The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards) aim to improve health care quality and advance health equity by establishing a framework for organizations to serve the nation's increasingly diverse communities.

Explicit Bias
Implies awareness of negative evaluation

Implicit Bias
Actions are unintentional or unconscious

Key Takeaway
Factors, such as personal, cultural, ethnic and spiritual beliefs significantly impact a person’s life. As a culturally sensitive navigator, you must acknowledge and understand patients' beliefs, attitudes and behaviors to guide interactions.
Module 6 Lesson 1
Scope of Practice

Scope of Practice for Non-Clinically Licensed Patient Navigators
Although there is not yet a defined scope of practice for the profession, it is essential that patient navigators...

**DO NOT provide health care services such as:**
- Hands on patient care
- Counseling
- Interpretation, unless certified

**DO NOT offer opinions or judgements on:**
- The quality of physicians or care
- Diagnosis or treatment options
- Any aspect of health care

Professional Boundaries with Patients
Boundaries distinguish a professional relationship from a personal one. Establishing clear limitations helps to:
- Maintain focus on your goals and a patient's goals
- Ensure confidentiality
- Prevent inappropriate dual relationships

Dual Relationships
Formed in settings where you are seen as a professional but want to participate as a peer.

Blurring Boundaries and Staying in Bounds

**Behavior That Blurs**
- Self-disclosure
- Gifts and favors
- Over involvement

**Tips**
- Stay outwardly focused
- Practice saying no
- Focus on needs

Key Takeaway
Conflicts of interest are instances when the needs or interests of a navigator impact the navigator's abilities to act professionally and focus on the needs of the patient. Patient navigators can use various strategies to avoid and manage conflicts of interest.
Module 6 Lesson 2
Ethics and Patient Rights

Ethics
Ethics is a process of navigating and negotiating values in order to act with integrity as an individual, organization, or society.

Ethical Health Care Systems Standards
- Respect the rights and dignity of patients
- Respect clinical judgement
- Provide optimal care to each patient
- Avoid imposing a non-clinical risk or burden
- Address health inequalities

Framework for Ethical Decision-Making
- Recognize an ethical issue
- Get the facts
- Evaluate alternative actions
- Make a decision and test it
- Act and reflect on outcome

Patients Bill of Rights and Responsibilities
The Consumer Bill of Rights and Responsibilities protects patients, ensures quality health care, and establishes trust between patients and health care providers.

Examples of Patient Rights
- See medical records
- Access emergency services
- Choose provider
- Be part of treatment decision

Health Insurance Portability and Accountability Act
A law to protect patient privacy
- Sets limits on who has the right to use a patient's health information
- Describes how a patient's health information must be protected

Key Takeaway
Legal obligations vary by state and patient navigators need to be aware of legal obligations that may apply to them.
Module 7 Lesson 1
Practicing Efficiently and Effectively

Building Trust

You will need to be able to build trust with your patients and your colleagues; trust leads to better communication, which leads to better patient outcomes.

Skills for Being Responsive

Organization
- Avoid multi-tasking
- Plan your projects

Time management
- Structure your schedule
- Commit to downtime

Problem solving
- Use problem solving cycle

Critical thinking
- Apply standards
- Seek information

Workload management
- Track progress
- Use technology to work

Navigation Software Options
GW Cancer Center does not endorse or guarantee the performance of any software.
- Nursenav
- MagView
- PN-BOT
- OncoNav
- Cordata
- OmniCare
- Social Solutions
- Navigation Tracker
- CarePath Navigator

Key Takeaway
Information technology can help you manage responsibilities and work efficiently.
Module 7 Lesson 2
Health Care Team Collaboration

Types of Teams

Interprofessional Team
- Members from various disciplines that work together.

Multidisciplinary Team
- Members from various disciplines that work on their own first.

Characteristics of Effective Teams

RESPECT
- Relationship
- Empathy
- Support
- Collaboration
- Teamwork

Impact of Dysfunctional Teams

- Low job satisfaction
- Waste of resources
- Fragmented or duplicated care
- Poor patient outcomes
- Poor work environment

Supporting a Smooth Care Transition

- Confusion about who is leading care
- Team members are misinformed
- Patient feels support shrinking

- Identify who gets the handoff
- Everyone knows about transition
- Continue patient advocacy

Conflict Resolution: SBAR & Walk in the Woods

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<thead>
<tr>
<th>S</th>
<th>B</th>
<th>A</th>
<th>R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Situation</td>
<td>Background</td>
<td>Assessment</td>
<td>Recommendation</td>
</tr>
</tbody>
</table>

Key Takeaway

SBAR and Walk in the Woods are strategies to resolve conflicts on your health care team and to help your patients communicate with providers.
Module 7 Lesson 3
Program Evaluation and Quality Improvement

<table>
<thead>
<tr>
<th>Program</th>
<th>Group of resources and activities used together to fulfill one or more purposes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Evaluation</td>
<td>Systematic collection and analysis of information about aspects of program to guide decisions.</td>
</tr>
<tr>
<td>Stakeholders</td>
<td>Organizations, groups, or individuals with interest in the power to influence a program.</td>
</tr>
</tbody>
</table>

Types of Evaluation and Questions they Answer

- **Formative Evaluation**
  - What is the problem?
  - How great is the need?

- **Process Evaluation**
  - What was done?
  - How satisfied are patients?

- **Outcome Evaluation**
  - How were patients impacted?
  - Were program goals met?

Patient Navigator's Role in Program Evaluation

- Data collection
- Data analysis (maybe)
- Data reporting (maybe)

Quality Improvement: The PDCA Cycle

- Plan
- Do
- Check
- Act

Key Takeaway
It's important for patient navigators to be able to talk about what they do and why other people should find their work valuable. When you communicate the value of patient navigation, your message should be tailored to the stakeholder.
### Module 7 Lesson 4

**Personal and Professional Development**

#### Tips for Giving Feedback
- View feedback as part of your role
- Be clear about what's expected of you
- Be specific
- Provide feedback in a non-judgemental way
- Give feedback in a timely manner
- Focus on one to two concepts

#### Tips for Receiving Feedback
- Listen with intent
- Ask for clarification if needed
- Assume positive intent
- Allow yourself time to respond
- Be willing to share your perspective
- Ask for suggestions to modify behavior

#### Professional Development Plans
A professional development plan can serve as a guide for your career, providing a tool to measure your progress and steer your development activities.

- **Write goals and tasks**
- **Identify resources**
- **Keep track of progress**

#### Stress and Symptoms
- Frequently sick or ill
- Crying more
- Change in sleep or eating
- Unhealthy behaviors
- Clumsiness or awkwardness

#### Key Takeaway
The nature of the work of patient navigation can at times be stressful. It’s important for you to understand what stress is, the signs that stress is becoming negative and unhealthy and how you can care for yourself to balance your stress levels.