

# HEALTHCARE NAVIGATION (CHNV1-CE)

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## **CHNV1-CE 1000 Introduction to the Health Delivery System (2 Credits)**

As our healthcare system becomes more complex and challenging to navigate, many people with complicated health needs find that they need a knowledgeable guide—or navigator—to assist them on their journey. By educating and supporting patients to be empowered partners with their healthcare team, a navigator works to eliminate disparities and to overcome treatment obstacles. If you are interested in becoming a healthcare navigator, then this course can help you to become familiar with the healthcare system as it exists today. The course covers different delivery systems (hospitals, nursing homes, assisted living, and ambulatory care settings) and their specific interactions with patients and their families. Study patient-centered care, and learn how to recognize cultural, social, and institutional barriers to achieving better health outcomes.

**Grading:** SPS Non-Credit Graded

**Repeatable for additional credit:** Yes

## **CHNV1-CE 1001 Improving Health Outcomes Through Effective Communication (1.5 Credits)**

Facilitate and understand the need for effective and clear communication between clients, care providers, insurers, and family members. In addition to facilitation, learn strategies to promote supportive and caring discussion surrounding patients during their time of illness. Cultural humility and sensitivity are thoroughly explored.

**Grading:** SPS Non-Credit Graded

**Repeatable for additional credit:** Yes