

Care Navigator (CN) Apprenticeship Pilot Program Roles

WERC Project Management and Educational Team

Project Manager

- Planning and Implementation
- HR Orientation for Apprentices
- Apprentices Payroll and Benefits
- Interfacing with Clinics: logistics, supervision issues, feedback

Curriculum Developers

- Adapt and customize curriculum
- Produce classroom materials

Instructors

- Train Core Competencies: Communication skills, motivational interviewing, Health literacy, System navigation, Community resource mapping, Professionalism and Ethics, Basic IT skills, Advocacy, Prevalent chronic diseases
- Ongoing coaching for apprentices
- Conduct workshop for Mentors
- Conduct workshop for Mentors and Apprentices prior to assignment
- Conduct onsite Care Team Workshop

Community Clinic Care Team

Leadership Engagement

- Administrative commitment (ie., CEO, CMO, Lead Clinician)

Lead Clinician (ie., MD, NP, PA,)

- Understand CN intervention model
- Refine list of target patient population
- Identify specific clinical team and Mentor

Case Manager/Care Coordinator (ie., RN, LCSW, other staff)

- Selected patients care plan oversight
- Define tasks and goals for CN Apprentice
- Collect patient health outcome data

Mentor/Preceptor (ie., MD, RN, LCSW, LVN, MA)

- Supervise CN apprentices on the job
- Orient to clinic rules and procedures
- Observe CN apprentices and document competencies
- Communicate with WERC Project Manager or Coaches about performance issues

Care Navigator (CN) Apprentices

Care Navigators will function as members of the community clinics' care coordination team to perform the following tasks:

- Serve as patient advocate bridging communication between doctor, clinic care team and the patient.
- Reinforce health goals and patient self-management as outlined in patient care plans.
- Support patient adherence to medication protocols.
- Utilize the healthcare delivery system in ways that best address patient needs.
- Assist patients in navigating and appropriately using the healthcare system to adhere to health goals outlined in their care plan.
- Connect patients to community resources and services to support their overall wellness and recovery.