

# DACUM Research Chart for Health Navigator

Produced for



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Produced by



**THE OHIO STATE UNIVERSITY**

COLLEGE OF  
EDUCATION AND HUMAN ECOLOGY

**December 11-12, 2014**

# DACUM Research Chart for Health Navigator

DUTIES	TASKS			
<b>A. Perform Community Outreach</b>	A.1 Identify community outreach opportunities	A.2 Plan outreach activity (e.g., space, schedule)	A.3 Develop outreach materials	A.4 Perform outreach activity
<b>B. Assess Client Health and Wellness Needs</b>	B.1 Establish safe welcoming environment	B.2 Perform client intake	B.3 Identify client concerns and health goals	B.4 Refer client to qualified providers
<b>C. Provide Resources to Clients</b>	C.1 Assist client with application for public benefits (e.g., SSI, MediCal)	C.2 Provide client housing resources	C.3 Connect client to emergency housing	C.4 Provide client food resources
	C.10 Connect client to material support (e.g., clothes, medication)	C.11 Inform clients of educational and employment opportunities	C.12 Contact clients for follow-up	
<b>D. Troubleshoot Resource Barriers</b>	D.1 Assist client with public benefits appeal process	D.2 Mediate housing conflicts	D.3 Address health coverage complications	D.4 Support resolution of economic barriers to care
<b>E. Provide Community Health Education</b>	E.1 Conduct educational needs analysis	E.2 Prepare education materials	E.3 Facilitate public workshops	E.4 Facilitate inter-agency workshops
<b>F. Develop External Partnerships</b>	F.1 Identify community stakeholders (e.g., agencies, cultural brokers)	F.2 Exchange service information	F.3 Maintain community resource database	F.4 Collaborate on inter-agency projects (e.g., client services, system improvement)
<b>G. Perform Administrative Tasks</b>	G.1 Maintain workspace	G.2 Process communications (e.g., email, phone)	G.3 Maintain client charts	G.4 Research health and wellness resources
<b>H. Maintain Professional Development</b>	H.1 Set professional goals and objectives	H.2 Review professional literature	H.3 Participate in professional training	H.4 Participate in peer reflection sessions

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A.5 Explain client services	A.6 Conduct outreach follow-up			
B.5 Accompany client to service(s)	B.6 Provide client information to providers			
C.5 Support client enrollment in health insurance	C.6 Connect client to healthcare provider (e.g., dental, vision, PCP)	C.7 Connect client to behavioral healthcare (e.g., AOD, mental health)	C.8 Connect client to community supports (e.g., arts, faith, cultural)	C.9 Connect client to legal resources (e.g., immigration, VOC)
D.5 Support resolution of language and cultural barriers to care	D.6 Collaborate in discharge planning for general client population	D.7 Collaborate in discharge planning for clients with behavioral health issues		
E.5 Facilitate intra-agency workshops	E.6 Provide individualized health education			
F.5 Host networking opportunities	F.6 Participate in networking activities			
G.5 Complete clerical documents (e.g., timesheet, reimbursement)	G.6 Complete periodic summary of activities			
H.5 Participate in organizational meetings	H.6 Participate in on-the-job training and supervision	H.7 Participate in performance review process		

## **General Knowledge and Skills**

### Knowledge

Health behavior theory  
Health care system  
Life domains  
Medical terminology  
Cultural competency  
Chronic diseases  
Mental health conditions  
Community resources  
HIPPA  
Client rights and confidentiality  
State rules and regulations  
Agency policies and procedures  
Community hospital procedures  
Cultural awareness  
Health information technology  
Local geography  
Person-centered care  
Recovery  
Mental health first aid  
WRAP facilitation  
Whole health care  
Social determinants of health  
Environmental health

## **Future Trends and Concerns**

### Trends

Increasing workload  
Mobile health and applications  
Certification  
Specialization  
Integration within hospital and  
healthcare models  
Expansion throughout states  
Regional collaboration

### Concerns

Worker low pay/wages  
Billable services  
Soft unstable funding  
Overlap with other jobs or workers  
Inconsistent roles across counties and/or agencies  
Ill-defined roles  
Lack of training programs  
How to market the position  
Lack of standardized curriculum  
Lack of professional association  
Stigmas

### Skills

Collaboration  
Interviewing  
Interpersonal  
Multiple language  
Communication  
written  
oral  
non-verbal  
listening  
Computer literacy  
Conflict resolution  
Multitasking  
Time management  
Communicative flexibility  
De-escalation  
English language writing at \_\_\_ grade level  
Persuasion  
Data interpretation  
Presentation  
Public speaking  
Telephone  
Driving  
Lifting  
CPR  
First aid  
Facilitation  
Math  
Leadership  
Critical thinking  
Customer service  
Patient relations

## **Tools, Equipment, Supplies and Materials**

Copier  
Shredder  
iPad  
Projector  
Office supplies  
Personal protective equipment  
Laptop/computer  
Car  
Fax machine  
Clock  
Pagers  
Smartphone/cell phone  
Land line  
Language line  
Intake forms  
Referral forms  
Resource applications  
Sphygmomanometer  
Desk and chair  
ADA accessibility (e.g., elevator)  
Confidential meeting space  
Reference materials (physical and digital; in threshold languages)  
Computer programs  
    Microsoft Office Suite  
    Desktop publishing software  
    Google Drive  
    DropBox  
    Electronic medical records  
Locked briefcase and keys  
Spending account  
Clerical forms  
Clip boards  
Tabling supplies for outreach  
    Brochure holders  
    Folding table  
    Banner  
Refreshments

## **Acronyms**

CPR	Cardiopulmonary Resuscitation
ADA	Americans with Disabilities Act
HIPPA	Healthcare Information Privacy Protection Act
AOD	Alcohol and Other Drugs
PCP	Primary Care Physician
SSI	Supplemental Security Income
VOC	Victim of Crime
WRAP	Wellness Recovery Action Plan

## **Behaviors**

Honest  
Team player  
Assertive  
Patient  
Flexible  
Resourceful  
Empathetic  
Respectful  
Professional  
Confident  
Detail-oriented  
Critical thinker  
Integrity  
Problem solver  
Courteous  
Inquisitive  
Reliable  
Helpful  
Responsible  
Determined  
Inspirational  
Well-groomed  
Nonjudgmental  
Cultural humility  
Accountable  
Hopeful