

Tool

Chart of prioritization of navigation practices

CONTEXT:



This tool is from the final research report [“Patient Navigation for Children with ASD and Their Families: Evaluation of a Montreal Pilot Project”](#) conducted in collaboration with the five CIUSSS on the Island of Montreal. The objectives were:

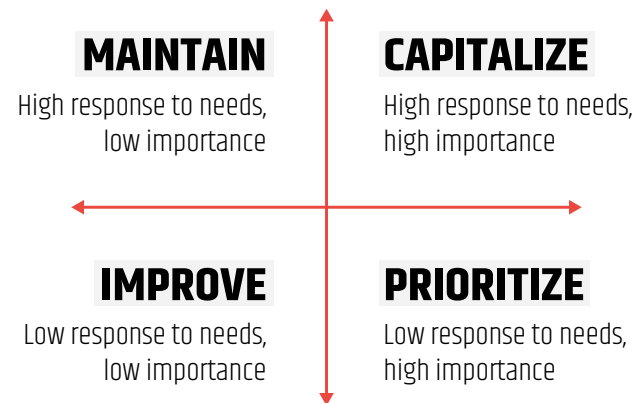
1. Improve our understanding of the practice of patient navigation for cases of ID, ASD and GDD, and
2. identify the types of patient navigation most likely to meet the needs of targeted children and their families.

WHY A CHART?



This is a visual portrait of **the practices based on the importance given to them by the families and the level of response to their needs. The 12 targeted intervention practices and the 4 fields of action** are plotted on a scatter chart (to learn more about these practices, consult [The four dimensions of patient navigation](#)).

This type of chart makes it possible to compare the performance of the practices and identify priorities for action to improve families’ overall satisfaction with the navigation services they receive.



All the practices are plotted based on the following:



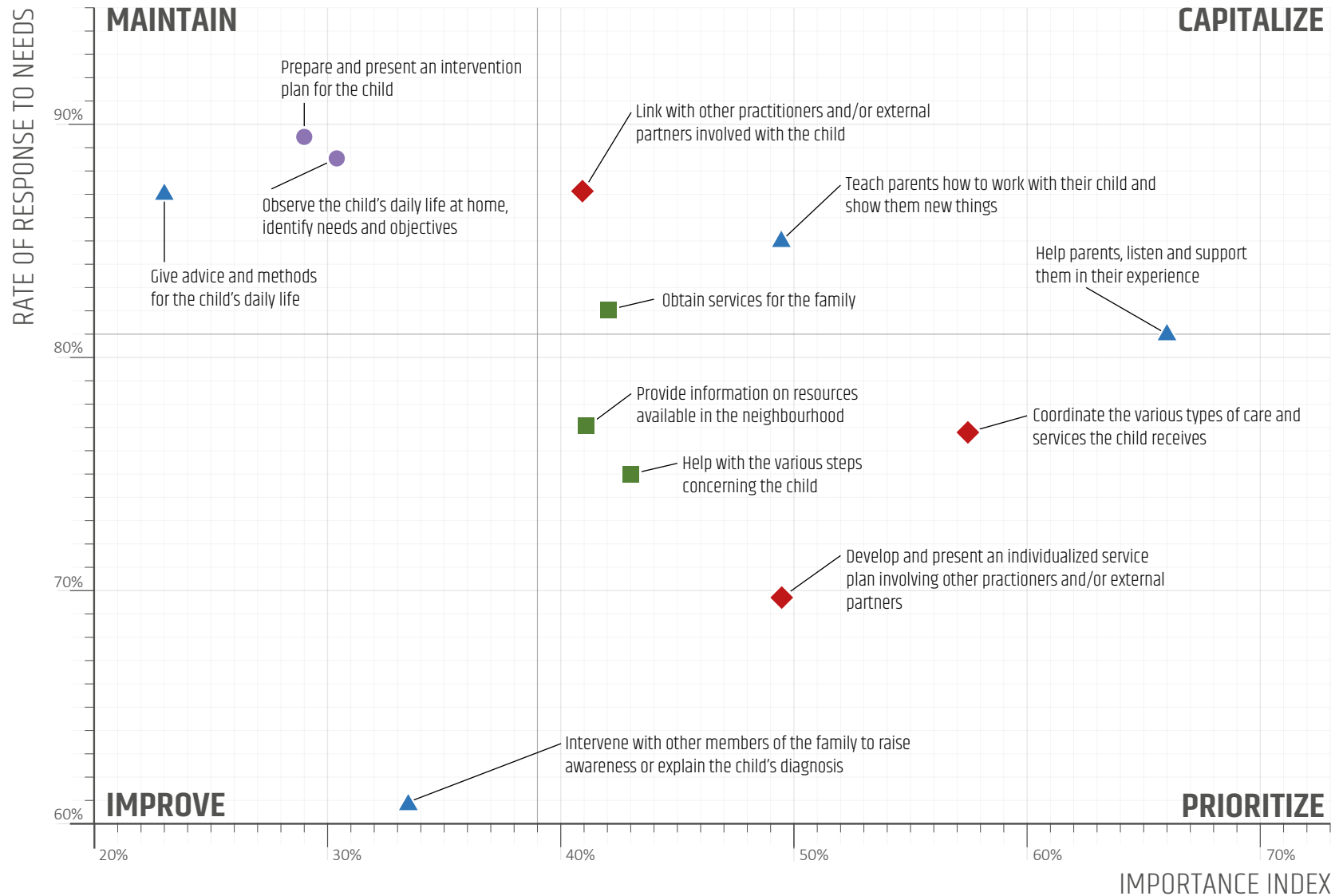
Vertical axis: The rate of response to families’ needs (top of chart: highest rate; bottom of chart: lowest rate).

Horizontal axis: The index of importance based on the respondents’ overall satisfaction with the range of services they receive (left side of chart: low correlation; right side of chart: high correlation).

CREMIS

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- Observation and assessment
- ▲ Transfer of knowledge and parenting tools
- Advocacy and promoting the user's interests
- ◆ Linking interventions and services