

Tool

The four dimensions of patient navigation

Based on the interviews and observations we conducted, four zones of action make up the work and tasks of the patient navigator: observation/assessment, advocacy and promoting the user's interests, transfer of knowledge and parenting tools, as well as linking interventions and services. These four zones of action are grouped around under two distinct themes:

- The **first theme** concerns the subject of the intervention, with the network (RSSS) on one side and the family on the other. Patient navigators not only work with families, but also with and "on" the network itself, by breaking down barriers, obtaining services, securing various tools and using procedures available to them.
- The **second theme** concerns the types of actions based on whether they involve working "on" or working "with".

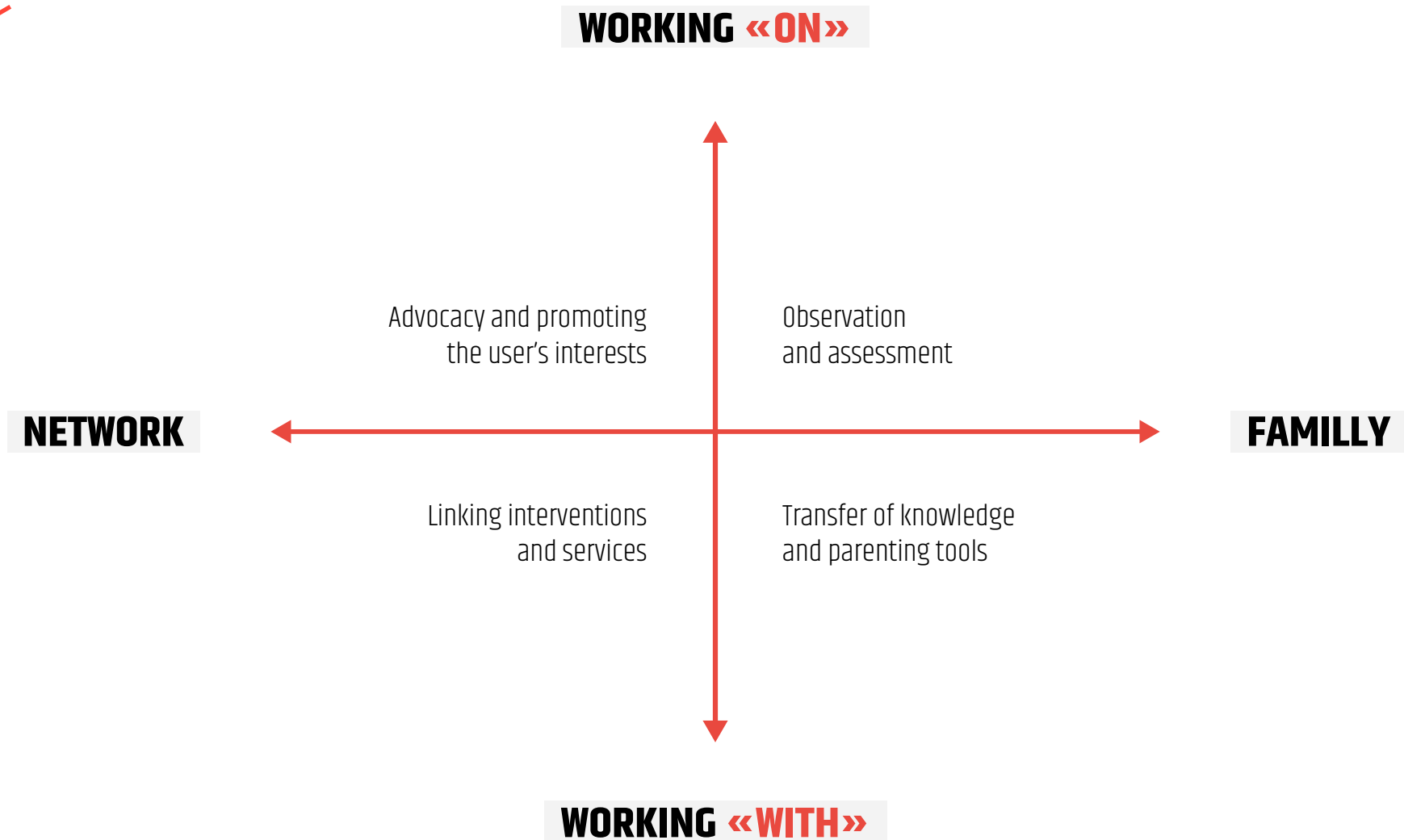
The expression **working "on"** while it evokes an old-fashioned, authoritarian style of intervention, is used here to describe a position of exteriority in relation to the subject of the intervention. This means that when an individual is observed or assessed, the patient navigator's role is that of an expert observing the situation. They work "on" situations. The same applies when they try to overcome entities and procedures beyond their control; they work on the system, trying to make it work as well as possible, looking for fast solutions and facilitators.

Working "with" the network is possible in situations where stakeholders and representatives of different systems come together to discuss and coordinate their efforts. Therefore, we are positioning network-related tasks as working "with", since it is clearly different from actions that involve advocating for the interests of the user in order to obtain a service.

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