



## Health System Navigator

**DEFINITION** A Health System Navigator possesses knowledge of the health care system as a whole. They are able to see the bigger picture in health care. To better understand it, work within it and understand how to respond to changes as they occur, Health System Navigators are able to think at both a local and at a system level. They have an understanding of the business and economics of health care and are aware of the inter-connectivity of the various parts of the health care system.

**DESCRIPTION** To provide optimal support for the patients you care for, as well as their families, you need to have a fundamental understanding as to how the health care system works. This knowledge will enable you to effectively advocate on your patient's behalf; both within your organization and the broader health care system.

Being a Health System Navigator includes such activities as establishing a patient's eligibility for specific services based on defined criteria (e.g., home oxygen). It can also involve collaborating with colleagues to determine what services a patient and their family will need in the community, and identifying the appropriate agencies to contact prior to discharge (e.g., Ventilator Equipment Pool).

### EXAMPLES OF LEARNING ACTIVITIES

- Begin by thinking outside the walls of your organization, and take the time to become familiar with the relevant health care agencies within your own community.
- Identify opportunities to act as a resource person for colleagues, patients and their families.
- Seek to remove barriers to optimal patient care by engaging in collaboration across health care disciplines within your organization (e.g., participate in end-of-life discussions).



## HEALTH SYSTEM NAVIGATOR RESOURCES

Sees the BIG picture. Understands the health care system as a whole and responds to change.

### Locally...

- [Ontario LHINs](#) – strategies
- Ontario's [Hospitals](#) and [CCAC's](#)
- Ministry of Health and Long Term Care (MOHLTC) - [Understanding your Health Care Options](#)  
e.g., [Family Health Care Teams](#), [Urgent Care Clinics](#)
- What does Patient-Centred Care mean?
  - [Change Foundation](#) e.g., Health Systems Reform- Patient Centred Care  
<http://www.changefoundation.ca/library/patient-centred-care-an-introduction/>

### Provincially...

- Ministry of Health and Long Term Care (MOHLTC) – [Understanding the health care in Ontario](#)
- MOHLTC - [Programs and Services](#)
- MOHLTC - Health-Based Allocation Model ([HBAM](#))  
The new funding approach also needed to be fair and easy to understand. It needed to promote service integration, harmonization of multiple funding streams, and cost effective delivery of care. This made in Ontario solution is called the Health-Based Allocation Model (HBAM)
- [Health Equity in Ontario](#)
- Health Force Ontario - [Strategy](#)
- [Public Health Ontario](#)
- [Ontario Hospitals Association](#)- “Achieving a high performance health system”
- [Ontario Association of Community Care Access Centres](#) (OACCAC ) e.g., RT Service Schedule
- [Federation of Health Regulatory Colleges of Ontario FHRCO](#) (CRTO is a member)
- [Professional Practice Network of Ontario](#) – members are hospitals and other organizations from across Ontario
- [Health Quality Ontario](#)
- Establish Partnerships-
  - [RTSO](#)
  - Non-for Profit-Organizations (e.g., [Gift of Life](#), [Ontario Lung Association](#))
  - [Approved Respiratory Therapy Programs](#)

### Nationally...

- Health Canada – [Canada's Health Care System](#) ; [Population Health](#); [Chronic Diseases](#); [Statistics](#)
- [Healthy Canadians](#) –[Health Care](#)

- Aboriginal Health - [The National Aboriginal Health Organization](#) - The National Aboriginal Health Organization is a knowledge based organization that excels in the advancement and promotion of health and well-being of all First Nations, Inuit and Métis individuals, families and communities.
- [Canadian Respiratory Guidelines and Standards](#)
- [Canadian Patient Safety Institute](#)
- [Canadian Institute for Health Information](#) (CIHI) - Health indicators are standardized measures that help us compare health status and health system performance and characteristics among different jurisdictions in Canada.
- [Understanding Canadian Health Care Systems Culture and Context](#)
- Establish Partnerships-
  - [National Alliance of Respiratory Therapy Regulatory Bodies](#)
  - [CSRT](#)
  - [Council on Accreditation for Respiratory Therapy Education \(CoARTE\)](#)
  - [Accreditation Canada](#) - a not-for-profit, independent organization accredited by the International Society for Quality in Health Care (ISQua). We provide national and international health care organizations with an external peer review process to assess and improve the services they provide to their patients and clients based on standards of excellence.

#### **Globally...**

- [World Health Organization](#) (WHO) e.g., [\*Everybody's Business: strengthening health systems to improve health outcomes WHO's framework for action \(2007\)\*](#)
- [Global Health Equity](#)

Institute of Population Health – [Globalization and the Health of Canadians](#)

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