Community Health Navigator (CHN) Program
Patient Journey

Addressing Social Determinants of Health

Patient

John, a 43-year-old man recently diagnosed with type 2 diabetes and hypertension. He is struggling to maintain his blood sugar and blood pressure levels due to poor dietary habits, lack of physical activity, and stress from financial instability.

CHN Role

Assessment

- Meet with John to identify his challenges, including limited knowledge about managing his conditions, financial constraints affecting his ability to buy healthy food, and a sedentary lifestyle.

Action Plan

- Connect John with a local food bank and a subsidized healthy meal program.
- Assist in the reviewing of printed resources he has been provided by his family doctor for blood pressure management.
- Support finding a low-cost gym and accompany him to sign up.

Outcome

- John develops better dietary habits, incorporates regular exercise, and gains confidence in managing his chronic conditions.

Building Self-Management Skills

Patient

Maria, a 67-year-old woman with heart failure and stage 3 chronic kidney disease. She is overwhelmed by her complex medication regimen, dietary restrictions, and frequent appointments.

CHN Role

Assessment

- Identify Maria's difficulties with understanding her treatment plan, adhering to a low-sodium and low-potassium diet, and managing transportation to medical appointments.

Action Plan

- Simplify her medication schedule by coordinating with her pharmacist for a blister pack system.
- Assist in connecting her with a transportation service for seniors so she can attend her medical appointments consistently.
- Start a health journal to track her symptoms, weight, and diet for better communication with her healthcare team.

Outcome

- Maria feels empowered to take control of her health and begins making sustainable lifestyle changes.

Facilitating Access to Mental Health Support

Patient

Ahmed, a 45-year-old man recovering from a recent hospital stay for a heart condition and is experiencing signs of depression and social isolation.

CHN Role

Assessment

- Discusses Ahmed's feelings of isolation and the potential impact of his mental health on his physical recovery

Action Plan

- Connect Ahmed with a local support group for individuals managing heart conditions.
- Support him in finding a provider for mental health support and assists with scheduling an initial appointment.
- Helps Ahmed access community centers offering social activities to rebuild his social connections.

Outcome

- Ahmed feels less isolated, gains tools to manage his mental health, and improves his overall recovery journey.