

JAN AURA LAURELLE LLEVADO, MD
Chief
Department of Health Cancer Control Division

Dear Dr. Llevado,

We hope this correspondence finds you in good health and excellent spirits. We are happy to report on the progress of our patient navigation activities conducted through the tripartite partnership between the Department of Health, Amang Rodriguez Memorial Medical Center, and the Philippine Cancer Society. Attached herewith is the draft terminal report for the project entitled, **“The Establishment of Standards, Competencies, and Continuing Professional Development of Patient Navigation”**.

We remain committed to ensuring our joint efforts improve the delivery of patient navigation services to Filipino patients and families facing challenges during their cancer journey.

With gratitude,

MARICAR R. SABENIANO, MD
Executive Action Team Oncology Manager
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Noted and Approved by:

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President
Philippine Cancer Society

2025 TERMINAL REPORT

THE ESTABLISHMENT OF STANDARDS,
COMPETENCIES, AND CONTINUING
PROFESSIONAL DEVELOPMENT OF
PATIENT NAVIGATION



Philippine
Cancer
Society



**THE ESTABLISHMENT OF STANDARDS, COMPETENCIES, AND
CONTINUING PROFESSIONAL DEVELOPMENT OF PATIENT NAVIGATION**

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EXECUTIVE SUMMARY

This terminal report documents the successful implementation of the project entitled *Establishing Patient Navigation Standards, Competencies, and Continuing Professional Development in the Philippines*. In response to the growing need for coordinated, person-centered care, especially for individuals living with cancer and other serious illnesses, this initiative aimed to institutionalize patient navigation as a formal practice within the Philippine health system.

The project was implemented by the Philippine Cancer Society with support from the Department of Health Cancer Control Division and the Amang Rodriguez Memorial Medical Center. It was carried out between January and July 2025, following the development of initial patient navigation models from 2021 to 2024 under the Cancer, Supportive Care, and Palliative Medicines Access Program (CSPMAP). Core components of the project included the formulation of national standards and competencies for patient navigators, the development of a proposed continuing professional development (CPD) framework, and the conceptualization of the Philippine Patient Navigation Network (PNN).

The process involved an extensive review of global literature, consultation with field experts, and iterative validation with current navigators and trainers. The project culminated in the conduct of the 1st National Patient Navigation Conference held on June 26 to 27, 2025 at Casa Ibarra in Pasay City, which gathered over 249 participants representing hospitals, communities, government, academic institutions, and civil society. The conference served as a platform to disseminate key outputs and gather feedback through presentations, technical panels, and open forums.

Evaluation results from the conference showed strong satisfaction among participants, with average ratings of 4.6 for the venue and accommodation, 4.5 for food, and 4.7 across the scientific program, resource persons, and overall organization. Participants highlighted the usefulness of the topics, the relevance of the speakers' insights, and the opportunity for cross-sector collaboration and learning. Suggestions for improvement focused on technical logistics and calls for more structured sharing from local navigators.

The project outcomes extend beyond national implementation. The project has also drawn international recognition, positioning the Philippines as a leading voice in patient navigation among low- and middle-income countries in the Asia Pacific region. Following the conference, the Philippine Cancer Society was invited to join the Global Alliance for Cancer Patient Navigation and to contribute to the Navigational Forum of the Union for International Cancer Control (UICC) Connect platform. A report on the conference was also accepted for publication in the *Journal of Oncology Navigation and Survivorship* (November 2025 issue), underscoring the global relevance of the Philippine model and its contribution to advancing equitable, coordinated cancer care.

This report concludes with health policy recommendations for the formal endorsement, implementation, and continued evolution of the standards, the operationalization of the Patient Navigation Network, and the institutionalization of the National Patient Navigation Conference as an annual capacity-building platform.

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BACKGROUND

Patient navigation programs provide individualized assistance to cancer patients and families to help them overcome healthcare system barriers and facilitate timely access to quality medical and psychosocial care from pre-diagnosis through all phases of the cancer experience. These programs are valuable approaches to address the needs of cancer patients facing the complexities of cancer care (Gaston, et al., 2021).

In 2010, the Philippine Cancer Society (PCS) introduced its Patient Navigation Program (PNaP) to the Breast Cancer Medicines Access Program (BCMAP). The program received support from the DOH-National Center for Pharmaceutical Access Program (NCPAM) and was implemented at the UP-Philippine General Hospital (UP-PGH), Jose Reyes Memorial Medical Center (JRMMC), East Avenue Medical Center (EAMC), Rizal Medical Center (RMC), and Amang Rodriguez Memorial Medical Center (ARMMC). PNaP involvement led to an increase in compliance to care, improved care quality, improved treatment completeness, and decreased attrition rates. (Philippine Cancer Society, n.d.; Patdu, et al, 2015)

In 2019, Republic Act No. 11215, or the Philippine National Integrated Cancer Control Act (NICCA) also recognized the important role of patient navigation in cancer control. Article 1 Section 3v of the NICCA and Section 3ff of its Implementing Rules and Regulations (IRR) defines patient navigation as “individualized assistance, through all the phases of the cancer experience, offered to patients, families, and carers to help overcome health care system barriers and facilitate timely access to quality medical and psychosocial care beginning from pre-diagnosis and extending throughout the continuum of care”. The NICCA and its IRR emphasize the need to establish standards and guidelines for patient navigation, including establishing mechanisms and platforms among cancer control programs and regional cancer centers (NICCA, 2019). Section 13 of the IRR highlighted the need for collaboration between the Department of Health, local government units, Technical Education and Skills Development Authority, civil society organizations, and other stakeholders to enhance the competencies of community health workers in cancer patient navigation. (Department of Health, 2019)

In 2022, the Cancer and Supportive-Palliative Medicine Access Program (CSPMAP) DOH Administrative Order (A.O.) 2022-0013 or the Guidelines for the Implementation of Cancer and Supportive-Palliative Medicines Access Program (CSPMAP) required access sites to have at least 2 designated patient navigators. These patient navigators should undergo training and continuing professional development to fulfill their roles and functions. (DOH, 2022) In 2024, the DOH entered a tripartite partnership with PCS and ARMMC to develop training module for the CSPMAP PNaP. 73 participants joined the 2-day training and workshop, 10 CSPMAP sites in the National Capital Region (NCR) joined the monthly monitoring sessions. Training. Pre- and post-test revealed increase in scores from an average of 6 for both days of training to an average of 9 for the first day and an average of 8 on the 2nd day. A total of 54 new and existing patient navigators were awarded Certificates of Completion of Training modules were developed and finalized during the project.

The World Health Organization states the importance of minimum standards of competencies, skills, and knowledge for all patient navigators, emphasizing the need for standardized and continued training based on identified competencies (World Health Organization, 2022). PCS, as the Philippines' pioneer in patient navigation, proposes the conduct of the First Patient Navigation Leadership Summit. The summit will include multiple stakeholders of the patient navigation programs in the Philippines. It will be a venue for continuing professional development of trained patient navigators, and multi-stakeholder discussions for the development of core competencies, recommendations on sustainability of patient navigation programs, recommendations on training of new patient navigators, and continued support and education of trained patient navigators. These efforts will ensure quality and effective patient navigation throughout the cancer continuum.

PROJECT VISION

The vision of the proposed project is the strengthening of patient navigation through the continued professional development of patient navigators and establishment of core competencies that will ensure quality patient care by all patient navigators

PROJECT OBJECTIVES

The following are the objectives of the project:

1. To conduct the First Patient Navigation Leadership Summit in the Philippines
2. To provide advanced patient navigation lectures and workshops, ensuring continuing professional development of trained patient navigators
3. To identify strengths and gaps in the practice of patient navigation in the Philippines through multi-stakeholder discussions
4. To identify and develop evidence-based core competencies of patient navigators in the Philippines, including those for pediatric and community patient navigation, through multi-stakeholder discussions
5. To provide multi-stakeholder recommendations on the training curriculum and continued professional development of patient navigators
6. To provide recommendations for improvement and sustainability of patient navigation in the Philippines

METHODOLOGY

The following are the activities and methods of the project implementation:

1. Organize the project management team
2. Finalize the conduct of the project and submit an inception report
3. Conduct regular project team meetings throughout the duration of the project for alignment and progress reports
4. Conduct the First National Patient Navigation Conference

5. Conduct pre-conference multi-stakeholder meetings on the current status, strengths, and gaps of the different patient navigation programs and the role of the Patient Navigation Network
6. Conduct pre-conference multi-stakeholder meetings on the core competencies, training curriculum, and continued professional development of patient navigators
7. Conduct within the Conference advanced lectures for the continued professional development of trained patient navigators
8. Organize and report project assessment and evaluation activities
9. Make the final report and provide recommendations for the sustainability of the patient navigation program
10. Dissemination of the report and recommendations

INCEPTION MEETINGS

On November 22, 2024, the project team had its first inception meeting for alignment of plans. The meeting was attended by Dr. Maricar Sabeniano (PCS), Dr. Dennis Santos (ARMMC), Mr. Romeo Marcaida (PCS), Ms. Jennifer Guinto (PCS), Ms. Racquel Ann Castroverde (PCS). The concept note and the details therein were thoroughly reviewed. ARMMC reported that the financial support for the project had been downloaded to ARMMC and was ready for utilization once the Memorandum of Agreement was finalized and signed. Initial plans on the program of the Patient Navigation Leadership Summit with the were conceptualized in the table below. A total of 200 participants would be accommodated including trained navigators and relevant stakeholders. The summit date was set on June 21 ,2025. Tasks were delegated including identification and invitation of speakers, canvassing of venue and accommodations, communication with participants and DOH, invitation of participants and securing their Department Personnel Order.

Table 1. Program of the Patient Navigation Leadership Summit version 1

TIME	ACTIVITY	
8:00AM	Registration	
8:30-9:00AM	Invocation, National Anthem, Opening Remarks (DOH), Review of the Programme	
9:00AM-9:45AM	Keynote Speech: Patient Navigation Across the Globe (International Guest Speaker)	
9:45AM-10:30AM	Navigating through Transitions: Hospital-Based and Community-Based	
10:30AM-11:15AM	Navigating through Transitions: Pediatric and Adult	
11:15AM-12:00NN	Navigating through Transitions: Curative to Non-Curative	
LUNCH BREAK		
	MAIN HALL	BREAKOUT ROOM
1:00PM – 2:00PM	Motivational Interviewing	Multistakeholder Workshop: Core Competencies of Patient Navigation
2:00PM – 3:00PM	Panel Discussion: Improving Resource Access (DOH, PhilHealth, Patient Groups, NGOs)	
3:00PM – 4:00PM	Maintaining Professional Boundaries	
4:00PM – 5:00PM	Patient Navigation Network: Commitment and Election of Officers	

On December 6, 2024, the project team had a second inception meeting to refine the plans for the training. The meeting was attended by Dr. Maricar Sabeniano (PCS), Mr. Romeo Marcaida (PCS), Ms. Jennifer Guinto (PCS), Ms Jenna Gonzales (PCS). Additional members were onboarded to the team, namely, Dr. Rowena Fatima Galarpe-Pedrajas and Ms. Michal Hafalla who would serve as advisers and technical support, respectively. The planned program was reviewed and revised to accommodate more participants and avoid needing to create breakout groups during the summit proper. The maximum number of participants was agreed to be 250 participants. The revised program is show in the table below. Additional pre-summit meetings would be conducted as follows: 1 pre-summit stakeholder meeting with the agenda of developing and finalizing standards and competencies for patient navigators across settings (i.e. hospital, community), backgrounds (i.e. healthcare professionals, lay), and patients navigated (i.e. adult, pediatric) and 1 pre-summit meeting of the patient navigation network. The outcomes of both meetings would be included in the Patient Navigation Leadership Summit.

Table 2. Program of the Patient Navigation Leadership Summit version 2

TIME	ACTIVITY
8:00AM	Registration
8:30-9:00AM	Invocation, National Anthem, Opening Remarks (DOH), Review of the Program
9:00AM-9:45AM	Keynote Speech: Patient Navigation Across the Globe (International Guest)
9:45AM-10:30AM	Navigating through Transitions: Hospital-Based and Community-Based
10:30AM-11:15AM	Navigating through Transitions: Pediatric and Adult
11:15AM-12:00NN	Navigating through Transitions: Curative to Non-Curative
LUNCH BREAK	
1:00PM – 2:00PM	Motivational Interviewing
2:00PM – 3:00PM	Panel Discussion: Improving Resource Access (DOH, PhilHealth, Patient Groups, NGOs)
3:00PM – 4:00PM	Maintaining Professional Boundaries
4:00PM – 5:00PM	Launch of the Competencies; Official Launch of Patient Navigation Network; Launch of TESDA partnership (if ready)

OUTCOMES

PROJECT MEETINGS

After the inception meetings, the project team continued to hold regular meetings and worked towards the successful conduct of the planned projects (see Table 3). The project remained on-track with timelines and budget utilization.

Table 3. Project Team Meetings

Date	Agenda	Issues/Challenges	Outcomes/Plans
12/09/2024	Completion of onboarding of new project team members	None reported	<ul style="list-style-type: none"> ▪ Fully onboarded project team members ▪ Initial responsibilities of each member discussed ▪ Timeline of tasks and activities discussed
01/10/2025	Review project plans: <ul style="list-style-type: none"> ▪ Participants to be invited and maximum number to be accommodated ▪ Pre-activity meeting stakeholders ▪ Programme and Speakers 	None reported	<ul style="list-style-type: none"> ▪ Plan to allot 200 slots for the activity (trained navigators, speakers, other guests) ▪ Pre-activity meetings for establishment of competencies and standards among key stakeholders; Stakeholders to be identified by project team ▪ Pre-activity meetings for patient navigation network organization, possible activities, key persons ▪ Schedule including travel time discussed ▪ Initial scientific programme as discussed in inception meeting retained ▪ Tasks and responsibilities assigned for communications, securing venue and accommodations, program preparation, speakers identification and invitation, budget, technical writing
02/07/2025	Review project plans <ul style="list-style-type: none"> ▪ Programme and Speakers 	None reported	<ul style="list-style-type: none"> ▪ Opportunity to have international speakers for the activity ▪ For review of programme once international speakers' availability confirmed and preferred topics secured
02/25/2025	Review project plans <ul style="list-style-type: none"> ▪ Programme and Speakers ▪ Budget 	None reported	<ul style="list-style-type: none"> ▪ Ongoing coordination with speakers ▪ 1st tranche of budget ready for utilization from ARMMC; Entirety of budget obligated for utilization
03/03/2025	Refinement of programme and speakers	None reported	<ul style="list-style-type: none"> ▪ International speakers confirmed ready for invitation: 1 Denmark; 1 Malaysia; 1 Italy ▪ Awaiting confirmation for additional speaker from either Japan or Australia ▪ Programme reviewed and revised with Day 1 as plenary talks from each international speaker (see Table 4)

			<ul style="list-style-type: none"> ▪ Fellowship night on Day 1 for the launch of patient navigation competencies/standards, launch of the patient navigation training manual, launch of the TESDA partnership for patient navigation training, launch of the patient navigation network, and awarding of certificates of trainees of the 2025 patient navigation training ▪ Programme reviewed and revised with Day 2 as panel discussions for resource networks, roles in the interdisciplinary team, and navigation principles in transition care
03/14/2025	<ul style="list-style-type: none"> ▪ Refinement of programme and speakers ▪ Venue 	None reported	<p>Ongoing coordination with speakers</p> <p>Ongoing identification of venue and accommodations</p>
03/21/2025	Refinement of programme and speakers	None reported	<p>Ongoing coordination with speakers</p> <p>Confirmed international speakers: Denmark 1, Malaysia 1, Italy 1, Australia 1</p> <p>Possible international speaker from India pending confirmation</p> <p>Ongoing canvassing of venue and accommodations</p>
03/26/2026	<ul style="list-style-type: none"> ▪ Refinement of programme and speakers ▪ Venue ▪ Alignment Meeting with Partners 	Preference of project partners to revise the project title and not to name it as summit	<ul style="list-style-type: none"> ▪ Instead of Patient Navigation Summit, the activity will be a Patient Navigation Congress or Conference ▪ Pre-Summit meetings will be held during the congress proper ▪ Day 1 will be dedicated to stakeholders' workshop on establishing competencies and standards and coinciding meeting for the patient navigation network ▪ Ongoing canvassing of venue and accommodations ▪ For alignment meeting with project partners on April 15, 2025. ▪ Final programme and plans for approval during alignment meeting
04/14/2025	<p>Updates and review:</p> <ul style="list-style-type: none"> ▪ Event title ▪ Program, Speakers, Participants 	None reported	<ul style="list-style-type: none"> ▪ Delegation of team members in charge of standards and competencies and patient navigation network ▪ Finalization of program ▪ Review of report for DOH CCD
04/15/2025	<p>Alignment with DOH CCD</p> <ul style="list-style-type: none"> ▪ Report on project progress 	None reported	<ul style="list-style-type: none"> ▪ Event will be called the 1st National Patient Navigation Conference ▪ Program approved

	<ul style="list-style-type: none"> ▪ Review of event title 		<ul style="list-style-type: none"> ▪ Delegation of DOH CCD point person in charge of participant invitation, securing department circular, and communicating with the ARMMC and PCS project team ▪ DOH CCD to give special awards during the fellowship night. Project partners to prepare awards as instructed.
04/24/2025	<p>Updates and review:</p> <ul style="list-style-type: none"> ▪ Programme ▪ Speakers ▪ Participants ▪ Venue and Accomodation 	No department circular yet	<ul style="list-style-type: none"> ▪ Project plans still in alignment and to continue as proposed ▪ Finalizing speakers list. International speakers with adjustments due to medical concerns of speaker from Australia and schedule conflict of speaker from India ▪ Follow up department circular ▪ Secure approval from DOH CCD to send out initial approval to CSPMAP site patient navigators
05/15/2025	<p>Alignment with DOH CCD focal:</p> <ul style="list-style-type: none"> ▪ Report on project progress ▪ Review of programme, speakers, participants, awards 	No department circular yet	<ul style="list-style-type: none"> ▪ Project plans still in alignment and to continue as proposed ▪ Initial invitations to patient navigators from CSPMAP sites sent out with approval from DOH CCD
05/16/2025	<p>Alignment with ARMMC:</p> <ul style="list-style-type: none"> ▪ Report on project progress ▪ Review of programme, speakers, participants, awards ▪ Budget 	None reported	<ul style="list-style-type: none"> ▪ ARMMC to assign speakers, panelists, and panel moderators during the conference proper ▪ Day 1 key message and Day 2 Closing message to come from ARMMC ▪ Budget approvals done by ARMMC
05/27/2025	<p>Alignment with ARMMC:</p> <ul style="list-style-type: none"> ▪ Report on project progress 	None reported	<ul style="list-style-type: none"> ▪ Project plans still in alignment and proceeding according to schedule
06/03/2025	<p>Updates and review:</p> <ul style="list-style-type: none"> ▪ Programme ▪ Speakers ▪ Participants ▪ Venue and Accomodation 	None reported	<ul style="list-style-type: none"> ▪ Monitor participant registrations & room allocations ▪ Schedule sending of email invitation for pre-conference meeting including pre-work for standards and competencies and the patient navigation network concept note

06/09/2025	Updates and review: <ul style="list-style-type: none"> ▪ Programme ▪ Speakers ▪ Participants ▪ Venue and Accomodation ▪ Pre-Conference Meeting 	Department Circular still not available No confirmation from some speakers/panelists	<ul style="list-style-type: none"> ▪ Continue monitoring participant registrations & room allocations ▪ Send reminder emails to registered participants ▪ Send scheduled emails every Friday to confirmed registrants and encourage attendance to the fellowship ▪ Secure pre-recorded lecture of Dr. Gabry Kuijten ▪ Finalize room arrangements of those checking in for the pre-conference meeting and those checking in only for the conference proper ▪ Delegation on who will follow-up and secure final speakers for social worker, PhilHealth, Taguig City, DSWD ▪ Follow up department circular ▪ Schedule review of pre-conference meeting pre-work answers
06/11/2025	Alignment Meeting with International Speakers: <ul style="list-style-type: none"> ▪ Introductions ▪ Background ▪ Pre-Conference Meeting ▪ Conference Program of Activities ▪ Objectives of Talks ▪ Accommodations ▪ Other Matters 	None reported	<ul style="list-style-type: none"> ▪ To secure final flight details of international speakers ▪ To schedule transportation from airport to hotel accommodation ▪ To secure final slides from international speakers
06/17/2025	Updates and review: <ul style="list-style-type: none"> ▪ Programme ▪ Speakers ▪ Participants ▪ Venue and Accomodation ▪ Pre-Conference Meeting 	None reported	<ul style="list-style-type: none"> ▪ Program, speakers, venue, task delegation finalized ▪ Pre-conference meeting plans finalized
06/11/2025	Alignment Meeting with Day 2 Panelists: <ul style="list-style-type: none"> ▪ Introductions ▪ Background ▪ Conference Program of Activities ▪ Objectives of Panel Discussions ▪ Guide Questions 	None reported	<ul style="list-style-type: none"> ▪ Re-send panel discussion guide questions to panelists and panel discussion moderators

06/24/2025	Final pre-conference meeting	None reported	<ul style="list-style-type: none"> ▪ International guests safely in hotel accommodation and ready for the conference ▪ Pre-conference meeting attendees confirmed and ready ▪ Conference venue and slide decks available ▪ Participant kits ready ▪ Certificates and awards ready ▪ Team tasks reviewed and finalized
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PRE-CONFERENCE MEETING

On June 25, 2025, a multi-stakeholder pre-conference meeting was convened at Kingsford Hotel, Pasay City, Metro Manila, to review and finalize two major outputs of the project: the Philippine Patient Navigation Standards and Competencies and the concept for a National Patient Navigation Network. A total of 38 participants attended the meeting, representing government hospitals, private healthcare institutions, communities with navigation programs such as Quezon City and Cavite, medical societies, non-government organizations, and patient groups, alongside the project team (see Table 4).

Prior to the meeting, pre-work materials were distributed to all participants. These included an initial list of 56 draft competencies adapted from multiple international and local references, as well as a draft concept note for the patient navigation network. Participants were requested to review, comment, and provide inputs on these documents in advance of the face-to-face session.

To guide the development and validation of the final outputs, a modified Delphi process was applied. This included remote collection of feedback through the pre-work form, in-person discussions during the pre-conference meeting, and follow-up remote validation. Inputs received from all phases were consolidated and used to revise the documents. The final list of standards and competencies, which includes scope, objectives, and domains, along with the final concept note for the patient navigation network, reflect this multi-stage, consensus-building process.

Table 4. Attendees of the Pre-Conference meeting

Participant	Organization/Institution
Alyanna Riel Panlilio	DOH-Cancer Control Division
Royce Berango	DOH-Cancer Control Division
Dr. Dennis Santos	Amang Rodriguez Memorial Medical Center
Christinalyn Angeles	Asian Hospital and Medical Center
Josephine Umali	Asian Hospital and Medical Center

Margie Calimag	Cagayan Valley Medical Center
Joanasel Elevenson	Healthway Cancer Care Hospital
Ara Lanorio	Hospice Philippines
Fatima Lorenzo	Philippine Alliance of Patient Organizations
Kara Alikpala	iCanServe
Teocel Apolona	iCanServe
Haidee Esquivel	iCanServe
Grace Uy	Jose Reyes Memorial Medical Center
Richelle Miranda	National Children's Hospital
Jamine Andea	Philippine Children's Medical Center
Mariae Joy Manalese	Philippine Oncology Nurses Association
Marlon Rabanal	Philippine Oncology Nurses Association
Dr. Djhoanna Aguirre-Pedro	Philippine Society of Hospice and Palliative Medicine
Dr. Chita Matunog	Philippine Society of Medical Oncology
Dr. Tricia Alcasabas	Philippine Society of Pediatric Oncology
Marilou Tupaz	The Ruth Foundation
Prof. Denis Horgan	International Cancer Patient Coalition
Nicola Di Flora	International Cancer Patient Coalition
Dr. Suwarna Ramanathan	National Cancer Society of Malaysia
Mandy Thoo	National Cancer Society of Malaysia
Nancy Peña	Navegacion Pacientes International/ American Cancer Society Beacon Initiative
Marcial Bonto	Quezon City Health Department
Dr. Evelyn Agdon	General Emilio Aguinaldo Memorial Hospital
Ma. Cecilia Paje	Makati Medical Center
Ma. Rosa Fae Cabais	Makati Medical Center
Gaudencio Binwag	Makati Medical Center
Dr. Maricar Sabeniano	Philippine Cancer Society
Romeo Marcaida	Philippine Cancer Society
Dr. Rowena Fatima Galarpe-Pedrajas	Philippine Cancer Society
Jennifer Guinto	Philippine Cancer Society
Jenna Gonzalez	Philippine Cancer Society
Melinda Visoria	Philippine Cancer Society



June 25, 2025, Pre-conference Meeting

NATIONAL PATIENT NAVIGATION STANDARDS AND COMPETENCIES

The final Philippine Cancer Patient Navigation Standards and Competencies were developed through an iterative and participatory process involving literature review, stakeholder consultations, and multi-phase validation. The resulting framework establishes a national reference for the practice of patient navigation in cancer care, applicable across institutions and navigation roles.

The document is structured into three parts. The scope defines patient navigation as a person-centered support process that helps patients, families, and caregivers overcome barriers to timely, affordable, and quality cancer care. It identifies patient navigators as trained personnel—clinical or non-clinical—who facilitate this support across the continuum of care. The objectives articulate the purpose of standardizing practice, including improving quality of care, enabling training and professional development, and supporting monitoring and evaluation.

Five core domains of competency were adopted:

1. Professionalism and Ethics
2. Communication and Interdisciplinary Collaboration
3. Care Coordination and Patient Support
4. System and Organizational Knowledge
5. Advocacy and Equity

Each domain contains multiple specific competencies which define the knowledge, skills, and behaviors expected of patient navigators. The competencies are accompanied by illustrative indicators and are mapped to four levels of proficiency, aligned with the Philippine Department of Health Competency Framework. This structure enables institutions to use the standards for training, assessment, role delineation, and future certification systems.

The resulting list is intended to serve as a recommendatory document for the Department of Health and other stakeholders for the adoption, dissemination, and integration of patient

navigation into national cancer care systems. These standards and competencies are presented in full in Appendix B.

PATIENT NAVIGATION NETWORK

The concept of the Philippine Patient Navigation Network was developed to provide a national community of practice for navigators, program managers, trainers, researchers, and advocates involved in cancer and palliative care. The draft concept note, circulated prior to the pre-conference meeting, was refined through participant feedback and finalized as part of the project outputs.

The Network is envisioned as a platform to foster shared learning, professional development, mentorship, and alignment of navigation practices across care settings. Its objectives include enabling knowledge exchange, supporting evidence-informed practice, promoting peer support, strengthening advocacy, and encouraging innovations in culturally relevant and equitable navigation models.

Membership will be open to navigators and stakeholders across hospital, community, and program levels—including DOH representatives, academic institutions, and civil society partners. Initial activities will include the development of a governance structure, creation of a member directory, identification of key priorities, and rollout of regular learning events and resource sharing. Coordination will be led in the interim by a temporary secretariat, under the guidance of the DOH–ARMMC–PCS project team, with support from a volunteer steering group formed during the pre-conference meeting.

The finalized concept remains recommendatory to the Department of Health and may serve as a foundation for institutionalized mechanisms of support, collaboration, and systems development. The full concept note is presented in Appendix C.

THE 1ST NATIONAL PATIENT NAVIGATION CONFERENCE

The 1st National Patient Navigation Conference was held on June 26–27, 2025 at Casa Ibarra, Coral Way Drive, Pasay City, Metro Manila. This two-day national event marked the culmination of the project on the establishment of patient navigation standards, competencies, and continuing professional development. It brought together 249 participants from government agencies, hospitals, communities, academic institutions, civil society organizations, and international partners, with the shared aim of advancing the institutionalization and integration of patient navigation within the Philippine health system.

The conference featured plenary presentations, technical panel discussions, and opportunities for cross-sectoral learning. Participants reflected on the evolving role of patient navigation in improving access to timely, equitable, and person-centered cancer care, and shared good practices and experiences that can inform future implementation. The event also served as a venue for building relationships among navigators and stakeholders across institutions and regions, laying the groundwork for sustained collaboration and systems improvement.



June 26, 2025, Day 1 host, Dr. Maricar Sabeniano of PCS, sets the tone for a meaningful gathering.



Welcome Message by Mr. El Cid Castillo, Executive Director of the Qualifications and Standards Office of TESDA



Welcome Message by Dr. Imelda Mateo, MCC of ARMMC



Welcome Message by Dr. Denis Horgan, Sec. General of ICPC



Welcome Message by Dr. Corazon Ngelangel, President of the Philippine Cancer Society



Welcome Message by Ms. Mandy Thoo, Deputy Director of Community Engagement of the NCSM



Welcome Message by Ms. Nancy Peña, Founder and Director of NPI

Table 5. Programme of the 1st National Patient Navigation Conference

JUNE 26: DAY 1 CONFERENCE		
TIME	ACTIVITY	RESOURCE PERSON
8:00AM	Registration, Invocation, National Anthem	
9:00AM – 9:10AM	Message from the Secretary of Health	Dr. Teodoro Herbosa Secretary of Health
9:10AM-9:20AM	Message from Amang Rodriguez Memorial Medical Center	Dr. Imelda Mateo Medical Center Chief, ARMMC
9:20AM – 9:30AM	Message from the Philippine Cancer Society	Dr. Corazon Ngelangel President, PCS
9:30AM-9:35AM	Message from International Cancer Patient Coalition	Prof. Denis Horgan Secretary General, ICPC
9:35AM-9:40AM	Message from the National Cancer Society of Malaysia	Mandy Thoo Deputy Director for Community Engagement, NCSM
9:40AM-9:45AM	Message from Navegación de Pacientes International	Nancy Pena Founder and Director, NPI
AM SNACKS		
10:00AM –10:30M	Patient Navigation: The Philippine Background	Romeo Marcaida, RN Executive Action Team, PCS
10:30AM-11:00AM	Patient Navigation: Integration in the Philippine Government Hospitals	Jenna Gonzalez, RN Nurse Navigator, PGH
11:00AM-11:30AM	Patient Navigation: Integration in Cancer-Specific Initiatives, the Cervical Cancer Navigation Experience	Cecilia Llave, MD Board of Trustees, PCS
11:30AM-12:00NN	Patient Navigation: Integration in the Philippine Local Government Units	Susana Amiscua, MD Chief Health Program Officer, Taguig City
12:00NN-1:00PM	LUNCH <i>12:00-12:30</i> <i>Elevating Cancer Care: Lessons from a Global Analysis with a Spotlight on the Philippines</i>	
1:00PM – 1:30PM	The Philippine Cancer Control Landscape	Jaime Galvez-Tan, MD Former Secretary of Health Board of Trustees, PCS
1:30PM – 2:00PM	Patient Navigation: The Malaysia Experience	Suwarna Laxshmi Ramanathan, MD NCSM
2:00PM – 2:30PM	Community Engagement: The Malaysia Experience	Mandy Thoo NCSM
2:30PM – 3:00PM	Patient Navigation: The Latin America Experience	Nancy Pena NPI
PM SNACKS		
3:00PM – 3:30PM	Patient Navigation: The Denmark Experience	Gabry Kuijten, MD Coordinating Physician, AntiCancer Fund My Cancer Navigator
3:30PM – 4:00PM	Patient Navigation: The Europe Experience	Nicola Di Flora ICPC

4:00PM – 4:45PM	Panel Discussion: Patient Navigation Across the Globe	Moderators: Kelly Salvador, MD Board of Trustees, PCS Dennis Santos, MD ARMMC
4:45PM – 5:00PM	Closing Remarks Invitation to Fellowship Night	Gloria R. Cristal-Luna, MD Board of Trustees, PCS
6:00PM	FELLOWSHIP NIGHT & NETWORKING	
6:00-7:00PM	Graduation of Newly Trained Navigators DOH Special Awards	
DINNER & NETWORKING		
JUNE 27: DAY 2 CONFERENCE		
TIME	ACTIVITY	RESOURCE PERSON
8:30AM	Registration	
9:00AM - 10:00AM	Overcoming Barriers: Improving Resource Access [Panel Discussion]	Moderator: Romeo Marcaida, RN - PCS Jayson De Leon, RN - ARMMC Panelists: Director Edwin Morata - DSWD Ethel Lovino - PCSO Lourdes Magno - Kythe Foundation Mary Ann Flores - Taguig City Patient Navigator Dr. Ruth Orillaza-Chi - The Ruth Foundation
10:00AM- 11:00AM	The Role of Navigators in the Interdisciplinary Team [Panel Discussion]	Moderator: Herdee Gloriane Luna, MD - PCS Panelists: Natividad Correos - Cancer survivor Dr. Marvin Mendoza - ARMMC/ NKTi Hazel Jacinto, RPh - Lung Center of the Philippines Richelle Miranda, RN - National Children's Hospital Daisy Manlangit, RSW - Philippine General Hospital Arlene Sabdao, RSW - Jose Reyes Memorial Medical Center
11:00AM- 12:00NN	Navigating Transitions: Community, Hospital, Pediatric, Adult, Curative, Noncurative [Panel Discussion]	Moderator: Maricar R. Sabeniano, MD - PCS Panelists: Reggie Drilon - Cancer survivor Malou Tupaz, RN - The Ruth Foundation Emma Barrameda - ARMMC Margie Calimag, RN - Cagayan Valley Medical Center Dr. Marianne Joy Naria-Maritana - KWAGO
12:00NN	Closing Remarks	Dennis Santos, MD - ARMMC
LUNCH		



Nurse Romeo Marcaida (PCS)



Nurse Jenna Gonzalez (PGH)



Dr. Cecilia Llave (PCS)



Dr. Susana Amiscua (Taguig City)



Dr. Teodoro J. Herbosa (Secretary of Health)



Dr. Jaime Galvez Tan (Former Secretary of Health; PCS)



Dr. Suwarna Laxshmi Ramanathan (NCSM)



Mr. Nicola Di Flora (ICPC)



Patient Navigation Across the Globe L-R: Dr. Dennis Santos (ARMMC), Ms. Royce Berango (DOH-CCD), Ms. Alyanna Riel Panlilio (DOH-CCD), Mr. Nicola Di Flora (ICPC), Ms. Nancy Pena (NPI), Dr. Suwarna Laxshmi Ramanathan (NCSM), Ms. Mandy Thoo (NCSM), Dr. Corazon Ngelangel (PCS) Dr. Kelly Salvador (PCS)



Dr. Gloria Cristal Luna (PCS)



June 26, 2025 Group Photo

The evening of Day 1 closed with a warm and celebratory Fellowship Night, which brought together the growing community of patient navigation advocates and champions. Dr. Jan Aura Laurelle Llevado, Chief of the DOH–Cancer Control Division, delivered a heartfelt message recognizing the progress made toward institutionalizing navigation across the country. A highlight of the event was the graduation ceremony for the 2025 cohort of the DOH–PCS–ARMMC patient navigation training program. Newly trained navigators were awarded certificates of completion, and special awards were given to outstanding institutions and individuals in recognition of their exemplary contributions to patient-centered cancer care.



Dr. Jan Aura Laurelle Llevado (DOH-CCD)



Fellowship Night Group Photo with the Patient Navigation Training 2025 Cohort



Improving Resource Access L-R: Mr Romeo Marcaida (PCS), PCSO Ethel Lovino, Taguig City Mary Ann Flores, Kythe Foundation Lourdes Magno, DSWD Director Wenz Morata, TRF Dr. Ruth Orillaza-Chi, Mr. Jayson De Leon (ARMMC)



Role of Patient Navigators in the Interdisciplinary Team L-R: Dr. Herdee Luna (PCS), Ms. Natividad Correos (Survivor), Dr. Marvin Mendoza (ARMMC, NKT), Ms Hazel Jacinto (LCP), Mr. Richelle Miranda (NCH), Ms. Daisy Manlangit (PGH), Ms. Arlene Sabdao (JRMMC)



Navigating Transitions L-R: Dr. Maricar Sabeniano (PCS), Ms Malou Tupaz (TRF), Ms Reggie Drilon (Survivor), Ms Emma Barrameda (ARMMC), Ms Margie Calimag (CVMC), Dr. Marianne Joy Naria-Maritana (KWAGO)



Dr. Dennis Santos (ARMMC)



June 27, 2025 Group Photo

The conference received positive feedback from participants. The evaluation covered both quantitative ratings and qualitative feedback across various aspects of the conference experience. (see Table 6)

Table 6. General Evaluation of the 1st National Patient Navigation Conference

Criteria	Average Rating
Venue	4.6/5
Food	4.5/5
Accommodation	4.6/5
Scientific Program	4.7/5
Resource Persons	4.7/5
Organizers	4.7/5

Participants particularly appreciated the caliber of speakers, the relevance and clarity of the topics, and the breadth of global and local best practices presented. The panel discussions were often singled out as highlights, providing real-world insights and stimulating interactive exchanges among participants. Many praised the conference as “very informative,” “timely,” and “helpful in strengthening navigation services” in their respective institutions.

Each session was rated based on four criteria: Expertise, Audiovisual Slides, Audience Engagement, and Applicability to Own Practice. All sessions received strong ratings, with most categories averaging between 4.6 and 4.8. The panel discussion on the “Interdisciplinary Team” “Navigating Transitions”, and the lecture on “Patient Navigation: The Philippine Background” received the highest marks for overall relevance and applicability.(see Table 7)

Participants noted that one of the greatest strengths of the conference was the exceptional quality of the speakers and the content delivered. Both local and international experts shared highly relevant insights, which were appreciated for being well-organized, grounded in real-world application, and reflective of current best practices. The inclusion of diverse perspectives from Asia, Europe, and Latin America allowed participants to broaden their understanding of patient navigation strategies across various contexts. The structure of the program facilitated an engaging exchange of ideas, with panel discussions frequently cited as particularly helpful for translating theory into practice. These sessions allowed for dynamic interaction among panelists and attendees, encouraging reflection and generating practical takeaways.

Many participants expressed that the conference created a supportive and inclusive learning environment. They found the sessions to be informative and timely, with topics that addressed the evolving needs of patient navigators. The event also provided valuable networking opportunities, which enabled participants to establish linkages with other navigators and institutions nationwide. Several attendees described the overall program as a success, noting that the conference was well-executed and effectively met its objectives.

Table 7. Evaluation per Session

Topic/Speaker	Expertise	Audiovisual Slides	Audience Engagement	Applicability of Lecture to Own Practice
Patient Navigation: The Philippine Background / Romeo Marcaida	4.8	4.7	4.7	4.8
Patient Navigation: Integration in the Philippine Government Hospitals / Jenna Gonzalez	4.8	4.7	4.7	4.7
Patient Navigation: Integration in Cancer-Specific Initiatives, the Cervical Cancer Navigation Experience / Dr. Cecilia Llave	4.8	4.7	4.7	4.7
Patient Navigation: Integration in the Philippine Local Government Units / Dr. Susana Amsicua	4.8	4.7	4.7	4.7
The Philippine Cancer Control Landscape / Dr. Jaime Galvez Tan	4.7	4.7	4.7	4.7
Patient Navigation: The Malaysia Experience / Dr. Suwarna Ramanathan	4.8	4.7	4.7	4.7
Community Engagement: The Malaysia Experience / Mandy Thoo	4.7	4.7	4.7	4.7
Patient Navigation: The Latin America Experience / Nancy Pena	4.8	4.7	4.7	4.7
Patient Navigation: The Denmark Experience / Dr. Gabry Kuijten	4.7	4.7	4.6	4.7
Patient Navigation: The Europe Experience / Nicola di Flora	4.7	4.7	4.7	4.7
[Panel Discussion] Patient Navigation Across the Globe	4.8	4.7	4.7	4.7
[Panel Discussion] Overcoming Barriers: Improving Resource Access	4.8	4.7	4.7	4.7
[Panel Discussion] The Role of Patient Navigators in the Interdisciplinary Team	4.8	4.7	4.7	4.8
[Panel Discussion] Navigating Transitions: Community, Hospital, Pediatric, Adult, Curative, Non-Curative	4.8	4.7	4.7	4.8

While the overall evaluation was highly favorable, participants also offered constructive suggestions to improve future conferences. One recurring concern was the quality of the sound system, particularly during plenary sessions and audience open forums, which at times affected the clarity of discussion. There were also comments about the venue's air-conditioning, with several participants reporting that the room was too cold and made it difficult to focus. In terms of logistics, some participants recommended that the venue and accommodation be situated in the same location to minimize stress and ensure convenience, especially for those traveling from distant regions such as Mindanao.

Participants also suggested extending the time allocated for open forums and panel discussions to allow more thorough engagement with speakers. Several noted that hearing more examples and experiences from Filipino navigators, particularly those based in hospitals and communities, would strengthen local relevance.

Despite these minor logistical challenges, participants overwhelmingly expressed satisfaction with the conference. A significant number indicated their eagerness to join future iterations of the event, with many calling for the institutionalization of an annual national patient navigation conference. They recognized the conference as a pivotal opportunity not only to deepen their knowledge but also to form new partnerships, share strategies, and collectively shape the future of patient navigation in the country. Many described the experience as both inspiring and practical, highlighting that the topics, speakers, and networking opportunities had a direct impact on their capacity to improve navigation systems in their respective institutions. The consistent expression of gratitude and encouragement from participants affirmed the success of the event and underscored the momentum it has built for the continued advancement of patient navigation in the Philippines.

HEALTH POLICY RECOMMENDATIONS

NATIONAL PATIENT NAVIGATION STANDARDS AND COMPETENCIES

To sustain and institutionalize the outcomes of the project, it is recommended that the Department of Health officially adopt and widely disseminate the National Patient Navigation Standards and Competencies to all relevant stakeholders. The competencies should be further developed to include measurable indicators for each item, enabling performance evaluation and training alignment. Additionally, the structure of the competencies may be refined to reflect the Department of Health Competency Catalog, with clear progression across basic, intermediate, and advanced levels of practice.

A copy of the standards and competencies should be provided to the Technical Education and Skills Development Authority (TESDA) to support the alignment of future patient navigation training programs under its certification and qualification systems. All patient navigation training initiatives should be required to comply with these national competencies and standards, and all institutional practice of navigation must likewise adhere to the defined framework. As a parallel strategy, capacity-building programs and learning activities should be developed to strengthen basic-level competencies and support implementation at the service delivery level.

PATIENT NAVIGATION NETWORK

The establishment of the Philippine Patient Navigation Network (PNN) should be actively supported, beginning with the convening of its initial steering group and the hosting of its first organizational meeting. Membership recruitment must be initiated, targeting a diverse range of practitioners, institutions, and advocates. A communication channel should be created to support coordination, announcements, and resource-sharing among members. The network's vision, mission, values, and initial strategic directions must be co-developed by its members, serving as a foundation for future activities and governance. As the network matures, it can serve as the primary vehicle for advancing research, innovation, advocacy, and collaboration in patient navigation nationwide.

NATIONAL PATIENT NAVIGATION CONFERENCE

The National Patient Navigation Conference should be hosted annually, with evolving themes and program designs that address emerging trends and learning needs. It can serve as a regular venue for continuing professional development, including sessions for advanced knowledge and practical skill-building. As the PNN becomes more established, the responsibility for organizing the conference may be transitioned to the network, allowing for a stronger sense of ownership and peer-led capacity development. The annual conference may also serve as the platform for convening the general assembly of the Patient Navigation Network, reinforcing its role as a national platform for coordination, reflection, and advocacy.

These policy directions, taken together, provide a roadmap for sustaining the gains of the project and enabling the long-term institutionalization of patient navigation within the Philippine health system.

INTERNATIONAL ENGAGEMENT AND RECOGNITION

The conduct of the 1st National Patient Navigation Conference and the broader initiatives under this project have catalyzed international interest in the Philippines' approach to institutionalizing patient navigation. Through the development of contextually grounded standards and competencies, and the national convening of multisectoral stakeholders, the country has emerged as a strong proponent of patient navigation among low- and middle-income countries (LMICs), particularly within the Asia Pacific region.

Following the conference, the Philippine Cancer Society was formally invited to join the Global Alliance for Cancer Patient Navigation, an international coalition of organizations and institutions advancing navigation systems worldwide. This affiliation enables greater alignment of Philippine efforts with global best practices and opens avenues for knowledge exchange, benchmarking, and cross-country collaboration. In addition, the project and conference have been acknowledged by the Union for International Cancer Control (UICC) and the project team was encouraged to contribute to the Navigational Forum of the UICC Connect platform. Furthermore, the *Journal of Oncology Navigation and Survivorship* confirmed publication of a report on the Philippine patient navigation experience in its November 2025 issue, expanding scholarly and practice-based discourse on navigation models

in LMIC contexts. These engagements demonstrate not only the success of the project but also affirm the global relevance of the Philippine experience in advancing patient navigation as a vital strategy for improving cancer care access, coordination, and equity.

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Appendix A: Department Circular No. 2025-0248



Republic of the Philippines
DEPARTMENT OF HEALTH
Office of the Secretary



June 11, 2025

DEPARTMENT CIRCULAR
No. 2025 - 0248

FOR: ALL UNDERSECRETARIES, ASSISTANT SECRETARIES; DIRECTORS OF BUREAUS, DOH-CENTERS FOR HEALTH DEVELOPMENT, SERVICES AND SPECIALTY HOSPITALS, CHIEFS OF DOH-HOSPITALS, MEDICAL CENTERS AND INSTITUTES, DIRECTORS OF TREATMENT AND REHABILITATION CENTERS, AND OTHERS CONCERNED

SUBJECT: First National Patient Navigation Conference of the Department of Health - Disease Prevention and Control Bureau in partnership with the Philippine Cancer Society and Amang Rodriguez Memorial Medical Center on June 26-27, 2025 at the Casa Ibarra, Mall of Asia Complex, Pasay City

The Department of Health - Disease Prevention and Control Bureau in partnership with the Philippine Cancer Society and Amang Rodriguez Memorial Medical Center will be holding its First National Patient Navigation Conference on June 26-27, 2025 at the Casa Ibarra, Mall of Asia Complex, Pasay City.

In accordance with the Department Order No. 2007-0053, attendance to this activity of concerned **DOH Personnel** shall be on:

A. Official Business

- (1) When the DOH employee is a presenter/discussant, facilitator, moderator, or panelist. As such, the registration/enrolment fees, per diems, and traveling and other incidental expenses, shall be borne by the sending office; or
- (2) When attendance/participation to the activity is related to performance of job functions or related to the practice of his/her profession, or the Learning and Development Intervention (LDI) is identified in the employee's Learning and Development Plan (LDP); and
- (3) **Subject to the office's availability of funds.**

- B. Official Time** when the DOH employee (whether presenter/discussant, facilitator, moderator, panelist, or participant) is duly funded through sponsorships by development partners or local partners in health. For participants, the activity should be relevant to the performance of job functions or related to the practice of his/her profession, and the LDI is identified in the employee's LDP.

Additionally, attendees must be authorized by their respective Directors or office heads, through an appropriate Personnel Order.

emr-IV-06-1618

Building 1, San Lazaro Compound, Rizal Avenue, Sta. Cruz, Manila 1003 • Trunk Line 651-7800 local 1113, 1108, 1135
Direct Line: 711-9502; 711-9503 Fax: 743-1829 • URL: <http://www.doh.gov.ph>; e-mail: dohsec@doh.gov.ph

All other transactions shall be in accordance with the following issuances:

- (1) Administrative Order (AO) No. 2021-0007, entitled "Guidelines on the Integrated Learning and Development Management System of the Department of Health (DOH)"; and
- (2) Department Order (DO) No. 2014-0094, entitled "Guidelines on the Allowable Rates of Payment for Human Resource Development Activities."

Attached is the flyer for your ready reference.

Dissemination of the information to all concerned is requested.

By Authority of the Secretary of Health:


KENNETH G. RONQUILLO, MD, MPH, CESO III
Undersecretary of Health
Universal Health Care Policy and Strategy Cluster

Appendix B: National Patient Navigation Standards and Competencies

2025 PHILIPPINE CANCER PATIENT NAVIGATION STANDARDS AND COMPETENCIES

PURPOSE

The **Patient Navigation Standards and Competencies** serve as a foundational guide for patient navigation services across all areas and levels of the Philippine healthcare system. This supports a unified national framework to guide training, supervision, professional development, and advocacy for patient navigation across the country. These standards aim to:

1. **Define the core functions and responsibilities** of patient navigators.
2. **Standardize navigation practices** across healthcare settings.
3. **Provide a foundation for training and capacity-building**, supporting both new and existing navigators in the acquisition of relevant knowledge, skills, and attitudes.
4. **Promote patient-centered, culturally competent, and equitable care**, especially for marginalized and vulnerable populations.
5. **Align navigator roles with national health policies and cancer control programs**, including Republic Act No. 11215 (National Integrated Cancer Control Act).
6. **Strengthen the professional identity and recognition** of patient navigators as essential members of the healthcare workforce.

SCOPE

These standards and competencies apply to all types of Philippine cancer patient navigators including, but not limited to, hospital navigators, community navigators, cancer-specific navigators, Cancer and Supportive-Palliative Medicines Access Program navigators, facility navigators, nurse navigators, peer navigators, and volunteer navigators. These standards apply across roles, setting, and patient needs, ensuring relevance in the practice of the profession regardless of the setting of service-provision.

DOMAIN 1: PROFESSIONALISM AND ETHICS

Definition: Refers to the navigator's commitment to demonstrate integrity, ethical conduct, accountability, and professionalism in alignment with national laws, cultural values, and standards of care

1	Demonstrate compassion, respect, and empathy while upholding the dignity, worth, and unique qualities of every person, with the patient's well-being as the primary commitment and the family recognized as an essential partner in care
2	Demonstrate culturally sensitive and respectful interactions with patients, families, and the healthcare team, honoring diverse backgrounds, identities, and values.
3	Promote and protect patients' and families' rights, privacy, and safety by upholding ethical and legal standards, including confidentiality, informed consent, resolution of conflicts of interest, and compliance with relevant laws and policies such as the Data Privacy Act of 2012.
4	Maintain clear professional boundaries in alignment with education, training, scope of practice, and role as a patient navigator.
5	Recognize and report suspected abuse, neglect, or imminent risk to safety in accordance with institutional policies and national laws to uphold patient protection and professional responsibility.
6	Demonstrate accountability in fulfilling navigator responsibilities to patients, the care team, the profession, and the community.

DOMAIN 2: COMMUNICATION AND INTERDISCIPLINARY COLLABORATION

Definition: Encompasses the ability to communicate clearly and empathetically with patients, families, and the care team while fostering trust, cultural sensitivity, and effective collaboration across disciplines and sectors

1	Adapt health education and patient-facing communication to the individual's language, cultural background, developmental stage, and health literacy level to promote understanding, engagement, and informed participation in care
2	Communicate effectively and empathetically with patients, families, and the interdisciplinary team by using active listening skills, building trust, adapting to literacy and cultural contexts, supporting shared decision-making, and navigating difficult conversations
3	Collaborate with patients, families, caregivers, and the interdisciplinary team in ways that foster mutual respect, cultural humility, ethical integrity, and trust, while keeping the patient at the center of care
4	Facilitate conflict resolution among patients, family members, community partners and members of the interdisciplinary team in a professional and culturally acceptable manner

DOMAIN 3: CARE COORDINATION AND PATIENT SUPPORT

Definition: Focuses on assessing patient and family needs, reducing barriers, supporting empowerment, and ensuring timely, person-centered access to resources and services across the cancer care continuum

1	Conduct distress screening and assess practical, financial, physical, emotional, psychosocial, and spiritual barriers to care. Accurately document findings and ensure timely referral to appropriate support services to promote adherence to the care plan.
2	Coordinate the holistic patient-centered plan of care by defining the navigator's role, advocating for patients' and families' needs, and working with the interdisciplinary team to ensure timely referrals, continuity of care, and follow-up during each episode and transition of care.
3	Build and sustain collaborative relationships with organizational, community, and national partners to expand resource networks and improve access for patients and families experiencing barriers or distress.
4	Understand healthcare costs and financing, and support patients with financial barriers by identifying and referring to appropriate financial and insurance resources
5	Educate and empower patients and families by strengthening their ability to actively participate in and to advocate for their care.
6	Educate and empower patients and families on organizing and managing their personal health records to support autonomy, active participation, and shared decision-making

DOMAIN 4: SYSTEM AND ORGANIZATIONAL KNOWLEDGE

Definition: Involves understanding health systems, organizational structures, policies, and quality processes to effectively navigate services, support program improvement, and enhance care delivery

1	Understand the organization's structure, mission, vision, and strategic priorities.
2	Demonstrate awareness of and responsiveness to the broader healthcare system by staying informed on laws, regulations, payment models, and policies that impact patient care and navigation services
3	Demonstrate digital literacy by effectively using health information systems, documentation tools, and navigation technologies to support care coordination, data reporting, and communication with stakeholders.
4	Contribute to the design, implementation, and evaluation of patient navigation programs by promoting the navigator role and strengthening links across healthcare and community systems
5	Use patient navigation outcomes (e.g. reduced barriers, improved experiences, increased resource access) to support quality improvement initiatives and promote navigation programs that are safe, effective, equitable, and sustainable.

DOMAIN 5: PROFESSIONAL DEVELOPMENT AND COMPETENCE

Definition: Refers to the navigator's responsibility to build, maintain, and enhance their personal knowledge, formal qualifications, and professional capacity through continuous learning, certification, and resilience-building practices

1	Maintain required education, training, licensure, or certification appropriate to the navigator role.
2	Demonstrate foundational knowledge of cancer care, including its terminology, screening, diagnostic, and treatment options, supportive and palliative care, psychosocial and spiritual support, clinical trials, health system operations, and available resources.
3	Demonstrate the ability to access, apply, and integrate evidence-based information into navigation practice. When appropriate, contribute to research using ethical and culturally appropriate methods that support reliable and valid outcomes
4	Demonstrate personal accountability for professional growth by setting learning goals, engaging in regular self-evaluation, integrating feedback, seeking supervision, and staying aligned with professional standards, ethics, and best practices.
5	Recognize and uphold self-care as a professional and ethical responsibility by practicing self-awareness, stress management, healthy coping strategies, and timely use of support systems to sustain resilience and reduce risk of burnout, compassion fatigue, and secondary trauma

DOMAIN 6: ADVOCACY AND EQUITY

Definition: Centers on promoting the rights and voices of patients, families, and communities, while championing health equity, systems improvement, and the patient navigation profession

1	Advocate for the patient navigation profession by promoting its value, articulating its role and responsibilities to patients, healthcare providers, organizational leaders, and the broader community, demonstrating its positive impact on patient experience and outcomes
2	Advocate for laws, policies, and system-level changes that protect and promote the needs of patients, eliminate health disparities, support health equity, and strengthen services and resources within healthcare systems and communities by contributing a navigation perspective to institutional, community, and policy decision-making

Appendix C: National Patient Navigation Network Concept

PHILIPPINE PATIENT NAVIGATION NETWORK

1. Background and Rationale

The institutionalization of patient navigation in Republic Act No. 11215 or the National Integrated Cancer Control Act (NICCA) has led to its increasing prominence in the healthcare landscape—particularly in cancer care. There is now a growing need to standardize practice, establish professional identity, and share best practices across settings. The new initiative to establish unified *Patient Navigation Competencies and Standards* serves as a foundation for this effort, but sustaining quality implementation requires continued collaboration, mentorship, and learning across institutions and service areas.

To this end, we propose the establishment of a **Philippine Patient Navigation Network** as a **National Community of Practice** for navigators, program managers and coordinators, trainers, researchers, and advocates. This network will foster camaraderie, shared learning, professional development, and practice alignment across diverse healthcare settings.

2. Objectives of the Network

The Patient Navigation Network shall aim to:

- 2.1 Serve as a platform for shared learning, knowledge exchange, and problem-solving among navigators and stakeholders
- 2.2 Support professional development through peer support, mentorship, and learning opportunities
- 2.3 Promote evidence-informed practice, including research and knowledge dissemination
- 2.4 Establish a collective voice for navigators in advocacy, policy development, and health systems planning
- 2.5 Encourage innovations in navigation models, community engagement, and culturally relevant care

3. Proposed Membership

Membership will be open to:

- Patient navigators across all care settings (hospital, community, palliative, cancer, etc.)
- Program managers and coordinators
- Institutional navigation leads
- Trainers and educators
- Policy advocates and DOH representatives
- Civil society partners, NGOs, and academic institutions
- Researchers and evaluators working on navigation and cancer/palliative care access

4. Initial Activities

Upon establishment, the network will:

- 4.1** Develop a governance structure
- 4.2** Create a directory of members and organizations involved in navigation
- 4.3** Identify key priorities for the network
- 4.4** Organize and implement regular learning activities, case conferences, or webinars
- 4.5** Develop a shared resource hub or directory
- 4.6** Provide peer feedback and support
- 4.7** Collaborate with existing programs and government initiatives focusing on navigation and patient's equitable access to care

5. Coordination and Secretariat

In its initial phase, the network shall be convened under the guidance of the DOH-ARMMC-PCS project team and a steering group composed of early champions to patient navigation. A temporary secretariat shall be formed from the same or from the established governance structure of the patient navigators. Philippine Cancer Society and other champions of patient navigation shall take turns in housing and being the headquarters of the Philippine Patient Navigation Network and its secretariat.