



HEALTHCARE NAVIGATOR SERVICES

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Facilitate access to health care systems and preventative care

2

Gain entry to VA/ community health care services

3

Communicate with Veteran and healthcare team about health appointments

4

Support in identifying health care needs

5

Identify/reduce barriers to care

6

Provide health information on smoking cessation, diabetes management, exercise, etc.



ABOUT

BACKGROUND

Health care navigator programs have been used by VA to assist Veterans with specific health care needs such as cancer or other chronic illnesses. According to a study in 2018, 63% of SSVF veterans live with a disabling condition. Navigator programs have been successful at decreasing no-show rates and increasing health screenings in healthcare systems. Health care navigators are effective at improving access to preventative care.

ENROLLED HOUSEHOLD & CONSENT TO SERVICES

Veteran and their household members must be enrolled in the Supportive Services for Veteran Families (SSVF) program. Program participants have the option to utilize healthcare navigation services during any point of enrollment with their voluntary consent.

ASSESSMENT & SERVICES

The Health Care Navigator will conduct a screening to assess the participant's needs or barriers to care. Then, the Health Care Navigator and participant will collaborate to create a client-driven health care navigation plan to address needs brought up in screening.

