

NAVIGATOR ROLE DESCRIPTION

September 23 to 26, 2024

The Accreditation Canada survey involves a team of surveyors who visit various sites within the Winnipeg Regional Health Authority to assess the region's compliance with Accreditation standards. During the visit, surveyors conduct tracers to explore both clinical processes and administrative activities. To facilitate the tracer process, a Navigator is required to accompany each surveyor and to address needs identified by the surveyor during the tracer.

Two Navigators per Surveyor are required – a Primary Navigator and a Secondary Navigator to provide back-up if needed. Navigator names, contact numbers, and meeting place are to be added to the 2024 Navigator Sign Up document.

Roles and Responsibilities of the Navigator:

- Welcome the Surveyor upon arrival at the site at the designated meeting place.
- Be present on site and available to the Surveyor in person during their visit to assist, provide guidance and directions, and facilitate as needed. The Navigator should also be available by phone while with the Surveyor.
- Support the surveyor, help answer general questions about the workings within the region/program/site and know who to connect with in the site/program/service area to guide the surveyor to the appropriate units/location/people during the tracer.
 - The Navigator is **not** expected to be a content expert or to provide all the answers to the surveyor's questions; rather they act as a guide so the Surveyor can be directed to the appropriate location, staff member, or client during the tracer.
- During the tracers, Surveyors may ask about strategic and operational plans, policies and procedures, response to previous Accreditation Canada recommendations/unmet criteria. The Navigator should be aware of the location of such documents (or able to locate the appropriate staff who are) and how to access them – documents should be in the regular/usual location within the organization (business as usual).
- Provide access to computerized documents or to direct a knowledgeable staff member to do so.
- Work closely with Accreditation Site/Program/Community Area Leads to coordinate/schedule additional meetings/site visits as requested by the Surveyor. Surveyors may need to adjust the next day's site/program schedule to enable follow-up on specific tracer activities.
- Assist in arranging a meal (lunch) and transportation (i.e. taxi) for the Surveyor at the end of the tracer, if requested.
- Immediately after the visit, complete and submit the Post Site Visit Feedback form.

Thank you for supporting our Accreditation visit!