

SCAN Health Plan

OST - Train the Trainer Award Program

2017 - 2018 Program Description

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Introduction

As part of SCAN Health Plan's ongoing efforts to develop and improve quality-based initiatives, SCAN is offering an Office Staff Training (OST) Implementation Reward. The goal of the program is to reward participating Provider Partners who demonstrate excellence in implementing and/or enhancing their office staff training programs, which aligns with SCAN's commitment to improving the member experience.

Eligibility

To be eligible for the OST Implementation Reward, Provider Partners must:

- Attend SCAN's Train the Trainer Conference on September 27, 2017.
- Identify an OST Implementation Champion within their organization.
- Submit the Program Verification Form to SCAN by the established timeline.
- Have an authorized representative sign and return the signature and acceptance page at the end of this program description to SCAN.

Program Description

The OST Implementation Reward is offered to eligible Provider Partners and is based on their ability to rapidly and effectively deploy SCAN's Office Staff Training courses within their organizations.

To support Provider Partners in this effort, SCAN will offer ongoing support in developing and implementing an OST program within each organization.

Provider Partner performance will be measured by a matrix scorecard (see Appendix A).

The top 5 performing Provider Partners will be eligible to receive up to \$5,000 to support ongoing Office Staff Training activities in 2018 and beyond.

Role and Responsibilities

Provider Partner – OST Implementation Champion

- Will serve as the main point of contact for the Implementation Program
- Will be accountable for planning and deploying SCAN's Office Staff Training courses within their organization
- Will be accountable for submitting all required documentation to SCAN

SCAN

- Will offer ongoing support to participating Provider Partners via a SCAN Advisor

- Will provide tools, materials, and education for a successful training implementation via Train the Trainer Conference

Program Timeline

Date	Description
September 27, 2017	Train the Trainer Conference (Required)
October 4, 2017	Signed Agreement due to SCAN (Required)
September 28, 2017 – January 31, 2018	Measurement Period
September 28, 2017 – January 31, 2018	Provider Partner/SCAN Advisory Meetings (Optional)
October 27, 2017	OST Implementation Champion identified (Required)
February 14, 2018	Program Verification Form due to SCAN (Required)
February 14, 2018 – February 28, 2018	Evaluation Period
March 2018	Reward Payout

Reward

The top 5 performing Provider Partners will be eligible to receive up to \$5,000 to support ongoing Office Staff Training activities in 2018 and beyond.

Rewards are calculated based on a point system. The Scorecard is used to determine how many points the Provider Partner is awarded. Total points will determine top 5 provider partners and reward dollars.

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Scorecard Matrix

Criteria	Needs Development (5 Points)	Well Placed (10 points)	Outstanding (25 points)	TOTAL POINTS
Level of Innovation <i>Level of effort, time, and resources used to implement training</i>	Limited implementation plan developed (e.g., team developed, project team meetings scheduled/completed, initiated training plan)	Moderate implementation plan developed (e.g., project team has met, implementation plan has been partially executed)	Complete implementation plan developed (e.g. has 2018 training calendar)	
Reach <i>Number of Trainings Delivered</i>	Completed 1 – 3 trainings	Completed 4 - 6 trainings	Completed 7+ trainings	
Participation <i>Total number of attendees per course*</i>	<50 attendees	50 – 99 attendees	100+ attendees	
Documentation <i>Attendance Sheets</i>	Submit at least 50% of attendance sheets for all complete trainings to SCAN	Submit 100% of attendance sheets for all completed trainings to SCAN by 2/14/17	100% of attendance sheets submitted to SCAN within 7 days of each training	
Feedback <i>Participant Surveys</i>	Submit at least 50% of all participant surveys to SCAN	Submit 100% of all participant surveys to SCAN by 2/14/17	100% of participant surveys submitted to SCAN within 7 days of each training	

Signature and Acceptance Page

By signing below, you acknowledge that you they have read, understand, and agree to all the terms and conditions of this agreement.

On behalf of [REDACTED]:

Name and Title

Signature

Date