



Train the Trainer (TTT) SERIES Frequently Asked Questions (FAQ)

For detailed information about any of the following questions, please reach out to us at askthetrainer@scanhealthplan.com

Q. What is the COURSE DESIGN AND INSTRUCTION schedule?

- There will be 2 sessions every month on a selected Friday. Session topics are included in the TTT Series course catalog and calendar.
- There will be a morning session and an afternoon session
 - Morning sessions take place from 9-11 am
 - Afternoon sessions take place from 1:30-3:30 pm
- Each training session will run approximately 2 hours
- Registration and courses will be via Zoom
- There will be limited space for attendance (maximum of 15 people per session)

Q. How do I register for a session?

- The Zoom registration link for each session will be included in the TTT Series course catalog and calendar. Simply click on the session you would like to attend and then register through Zoom.

Q. Who would benefit from attending a Train the Trainer Session?

- All staff members who are responsible for training or who provide instruction to their groups regarding current issues or continuing education materials.

Q. What's in it for me?

- After attending one of the TTT sessions, you will receive the following educational materials: slide deck presentation, instructor notes, tip sheets, activity guidelines, worksheets and more. These materials will allow you the flexibility to train your staff at convenient times without having to wait to schedule a training with our trainers.

Q. What will be the FORMAT/TOPICS COVERED at each session/course?

- Each session we will cover:
 - Course materials
 - Teaching techniques and learning options
 - Materials regarding activities, poll questions and quizzes
 - Documents requested by SCAN
 - Incentives: Gift card and raffle entry

Q. What types of TRAINING EVALUATIONS will we be required to complete and return?

- There will be a post-course evaluation which will address your overall experience with the TTT Series and how you plan to implement the training into your office culture. This evaluation will be sent to you via email after you have attended the course.

Q. If we need assistance with training or with the course materials, will there be a way to contact SCAN?

- You will be able to contact SCAN for a 30 to 40-minute consult on how to teach a specific course. For example, how to design a course for a 15-minute meeting, customization of materials, on-site evaluations, mock trainings, observe site/group training sessions, etc.



Q. How do we notify SCAN that we have trained our staff members and are implementing the training received at TTT?

- You will receive a TTT Implementation Worksheet which you will complete after training a specific course. You may include one session or several sessions taught on one worksheet to notify us of your training.
- The Worksheet will include number of sessions taught, format used to teach and the names and positions of those staff members who attended the training.

Q. Will there be any follow-up after we attend a course?

- Yes! On a quarterly basis, SCAN trainers will set up a **Touch Base Reminder** meeting to check in with those members who attended the courses. Here is where the group will be encouraged, via open forum discussions, to share their experiences regarding the implementation of training at their facilities. At these meetings, we will include:
 - Collection of TTT Implementation Worksheets, if they have not already been returned to SCAN.
 - Quarterly Raffle Draw in which the winner must be present at the meeting in order to win the prize.

Q. What type of equipment or technology are we required to have to do our own on-site training?

- Make sure that your on-site trainers have access to computers and video capabilities so that they can use our materials for training.

Q. What is the gift card policy for Train the Trainer?

- An attendee will **receive a \$10 gift card for every 2 courses** completed. Please note that an attendee may take courses/sessions more than once but will only get compensated for each different course topic taken.
- In addition to gift cards, **one raffle ticket** will be given to each attendee for each session attended. The raffle draw will occur at the end of each quarter at the Touch Base Meeting. A winner must be present at the meeting in order to win the raffle prize.

Gift EXAMPLE: Suzy Que, Education Coordinator, from Happy Valley Medical Group takes:

- ✓ Care Coordination and Access to Care in February
 - ✓ Care Coordination and Improving Health Outcomes in June
 - ✓ She attends Care Coordination in June for more information – not eligible for Gift Card but still entered into Raffle.
 - ✓ Total Incentives: \$10 for 2 courses taken (attended 3 different courses)
 - ✓ Raffle ticket draws = 4 tickets for 4 sessions attended
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- With regards to your medical staff members who are trained at your facilities by your in-house trainer(s), the medical staff will **NOT receive gift cards or raffle prize incentives** from SCAN. Incentives must be handled by each individual group.