



SCAN Health Plan® Office Staff Training Train the Trainer Conference

Sept. 27, 2017



G10456-3

Purpose

The purpose of the OST Train the Trainer program is to train SCAN provider partners in core competencies necessary in working with older adults. These core competencies include customer focus, compliance, communication, team work, problem solving, quality and patient outcomes.

Goals

- Provide the materials, skills and techniques necessary to engage and train staff in interacting with senior patients.
- Demonstrate methodologies to stimulate critical thinking and creativity.
- Model the behaviors and attitudes essential in working with seniors.

Outcomes

OST trainers will be able to:

- Deliver and facilitate SCAN OST courses to their staff.
- Incorporate training into performance metrics.
- Develop and improve team engagement.
- Demonstrate the communication skills needed to deliver training effectively.
- Identify and implement a variety of education techniques and methodologies.

Instructor Guidelines

- Pre-training responsibilities:
 - Identify staff to be trained.
 - Schedule appropriate time and location for training.
 - Review training materials.
 - Test all computer and audio/visual equipment.
 - Prepare discussion questions and prompts.

- Trainer responsibilities:
 - Arrive early to set up classroom.
 - Test all computer and audio/visual equipment.
 - Distribute any materials and handouts needed for the course.
 - Deliver and facilitate training:
 - Instruct staff to sign in.
 - Start with an ice breaker.
 - Deliver training.
 - Encourage questions and facilitate discussions.
- Closing responsibilities: Encourage staff to identify at least two to three changes or best practices that they intend to implement in their offices.
- Follow-up measures: Identify how to follow up with attendees regarding content and best practices learned during the training.

Best Practices

Each OST course provides best practices in communicating and working with seniors and assisting them in navigating through the complexities of the healthcare system. Best practices will illustrate how to improve performance on quality measures in your offices.

SCAN's expectations:

- Follow the OST guidelines.
- Deliver trainings as written; do not alter slide decks without permission.
- Incorporate personal stories, case studies and examples of situations in your offices and with your staff.
- Follow up with staff to facilitate and encourage continued engagement with the content. Example: "Based on the training you received, what are you doing differently when you first encounter a patient upon arrival to your office?"
- Send participant surveys and training attendance sheets to askthetrainer@scanhealthplan.com. These materials should be sent within one week of training.
- Contact SCAN at askthetrainer@scanhealthplan.com should you have questions or comments.
- Please note that a SCAN representative may attend a training session on a quarterly basis to evaluate the performance and needs of the provider and his/her staff members.