



“ Every office should receive this training so that we can help our older patients. ”

– Office Staff Training participant

OFFICE STAFF TRAINING COURSE CATALOG

Improving Senior Care Through Better Interactions

At SCAN Health Plan®, our mission is keeping seniors healthy and independent. We do that, in part, by recognizing that seniors have different needs, including how their healthcare is delivered.

Our Office Staff Training (OST) offers a range of courses that can help you and your staff better interact with older adult patients. We provide simple techniques for engaging with older patients that can lead to higher patient satisfaction and better health outcomes. Classes can be taken one at a time or combined into lengthier sessions.

If you're new to OST, our Trading Ages course is a great starting point. It immerses participants in seniors' physical experiences, giving first-hand knowledge of just a few of the daily challenges these patients face. Trading Ages is offered virtually and in-person.

TRAIN THE TRAINER SERIES

Our Train the Trainer (TTT) Series is an additional format that allows your group's trainers to learn and present the course to your staff. This enables your practice to train as needed on an ongoing basis. Please reach out to askthetrainer@scanhealthplan.com for the TTT Series course catalog.



ABOUT OFFICE STAFF TRAINING

“ This training was great!
It really helped me to
remember how to treat
our seniors in our office. ”

– Office Staff Training participant

Who Should Attend

Front office, back office, and nursing staff.

When

You decide when it's best for your site to have the training. Course durations are approximate and can be modified to fit your staff's schedules.

Cost - All courses are provided at no cost.

Where

Choose how you want training offered to your staff:

- Trainings are offered live via Zoom webinar. Special requests for in-person trainings may be accommodated depending on attendance size and location.
- We also offer pre-recorded trainings. Please contact askthetrainer@scanhealthplan.com for more information.

Follow-Up Evaluation Program

- Put your new skills to work and let us know how you're implementing what you've learned.
- Complete two surveys from the in-person or live webinar trainings you attend and receive **a gift card from SCAN.**
- First survey will be presented at the completion of the training and the second survey will be emailed one month later.



For questions or to schedule a training, contact us at:

 askthetrainer@scanhealthplan.com

We're available to develop the following with you and your team:

- Full-day training schedule
- Year-long training plans
- Tailored training paths
- Corresponding physician training

Course Offerings

SESSION TOPICS	DESCRIPTION	LIVE WEBINAR	PRE-RECORDED
<i>Impacts Overall 5 Star Performance</i>			
Trading Ages	Interactive course providing understanding of how age-related changes affect behavior and attitude and the skills to improve communication with senior patients.	60 mins	<i>Unavailable</i>
Health Literacy	An introduction to health literacy covering the challenges patients have with understanding their healthcare.	60 mins	35 mins
Motivational Interviewing	Introduces guiding principles, strategies and skills for incorporating motivational interviewing techniques into patient-centered health.	60 mins (2 sessions)	<i>Unavailable</i>
5 Star Measures	Based on encounters, chart reviews, surveys and administrative data from providers and health plans the focus is on how patients feel about their care and how it is being delivered—their perception of quality.	60 mins	<i>Unavailable</i>
Art of Communication	To be a competent communicator, there are many skills that must be developed to interact with patient conflicts and issues. This course will review verbal and non-verbal behaviors, root cause analysis (The 5 Whys), and critical thinking skills.	60 mins	<i>Unavailable</i>
Diabetes	This course provides an overview of diabetes and how to assist the patient with the management of their medication, lifestyle, and nutrition.	60 mins	<i>Unavailable</i>
<i>Impacts HOS¹</i>			
Improving Health Outcomes	Designed to provide tools and techniques for asking the right questions to help patients achieve better health outcomes.	60 mins	30 mins
Falls	Explores all aspects of fall prevention, including how to identify patients at risk for falling and best practices for preventing falls.	60 mins	<i>Unavailable</i>

¹ Health Outcomes Survey

OFFICE STAFF TRAINING COURSE CATALOG

(Course Offerings Continued)

SESSION TOPICS	DESCRIPTION	LIVE WEBINAR	PRE-RECORDED
<i>Impacts Medication Adherence</i>			
Improving Medication Adherence	Develop the skills necessary to assess patient medication adherence and discover solutions to improve adherence.	60 mins	50 mins
<i>Impacts CAHPS²</i>			
Access to Care	Focuses on the patient experience by illustrating barriers to accessing healthcare and assistance.	60 mins	35 mins
Care Coordination	Explains the difference between patient experience and patient satisfaction, how patient experience impacts healthcare and solutions that promote positive patient experiences.	60 mins	25 mins
Basic Manners and Etiquette	Instructor-led video presentation covering simple behaviors to increase patient satisfaction. Also incorporates best practices in phone and email etiquette. <i>(Formerly called C.L.E.A.R.)</i>	60 mins	30 mins
Managing the Challenging Patient	Step by step methods/techniques to excel in customer service when dealing with challenging patients and difficult situations. <i>(Formerly called H.E.A.T.)</i>	60 mins	20 mins
New Patient Onboarding	Uncovers ways to incorporate best practices for onboarding patients and improving satisfaction in your office.	60 mins	30 mins
Patient-Centered Care	Provides an overview of care that is respectful of, and responsive to, individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions. This approach requires a true partnership between individuals and their healthcare.	60 mins	<i>Unavailable</i>
Transition of Care	Assesses the key points of health care that a patient must go through as they transition to home after being discharged from an inpatient facility.	60 mins	<i>Unavailable</i>

² Consumer Assessment of Healthcare Providers and Systems survey

OFFICE STAFF TRAINING COURSE CATALOG

(Course Offerings Continued)

SESSION TOPICS	DESCRIPTION	LIVE WEBINAR	PRE-RECORDED
Provider Service Representative (PSR) Training	3 Part Series which will empower PSRs to better communicate and interact with office staff. The attendees will receive the basic skills necessary to assess patient issues within the office settings; discuss the Healthcare Effectiveness Data and Information Set (HEDIS) measures and the importance of screening; and empower office staff regarding Consumer Assessment of Healthcare Providers and Systems (CAHPS) and the Health Outcome Survey (HOS). With a focus on patient-centered care, this course outlines 5-Star best practices that can positively impact the senior patient experience, thus leading to higher overall quality ratings.	50 mins <i>(per session)</i>	<i>Unavailable</i>

Impacts CAHPS²

² Consumer Assessment of Healthcare Providers and Systems survey





2023 OPEN OFFICE STAFF TRAINING

SCAN is offering Open OST Trainings.

These trainings are available for all groups and offices affiliated with SCAN.

To register, please click and follow the link on the title of the session you would like to attend.

All courses 12–1 pm.

APRIL 25	APRIL 26	APRIL 27	MAY 2	MAY 3	MAY 4
<u>Maintaining Physical Health and Pain Management*</u>	<u>Reducing the Risk of Falls*</u>	<u>Discussing Difficult Topics: UI and Mental Health*</u>	<u>Reducing the Risk of Falls*</u>	<u>Discussing Difficult Topics: UI and Mental Health*</u>	<u>Maintaining Physical Health and Pain Management*</u>
MAY 5	MAY 9	MAY 10	MAY 11	MAY 18	MAY 22
<u>Access to Care</u>	<u>Discussing Difficult Topics: UI and Mental Health*</u>	<u>Maintaining Physical Health and Pain Management*</u>	<u>Reducing the Risk of Falls*</u>	<u>Patient Centered Care</u>	<u>Maintaining Physical Health and Pain Management*</u>
MAY 23	JUNE 1	JUNE 13	JUNE 21	JULY 13	JULY 25
<u>Reducing the Risk of Falls*</u>	<u>Discussing Difficult Topics: UI and Mental Health*</u>	<u>Transition of Care</u>	<u>Improving Medication Adherence</u>	<u>Basic Manners & Etiquette</u> <i>(Formerly known as C.L.E.A.R.)</i>	<u>Managing the Challenging Patient</u> <i>(Formerly known as (H.E.A.T.))</i>
AUGUST 9	AUGUST 25	SEPTEMBER 13	SEPTEMBER 28	OCTOBER 10	OCTOBER 25
<u>New Patient Onboarding</u>	<u>Access to Care</u>	<u>Care Coordination</u>	<u>Art of Communication</u>	<u>New Patient Onboarding</u>	<u>Patient Centered Care</u>
NOVEMBER 3	NOVEMBER 14				
<u>Care Coordination</u>	<u>Access to Care</u>				

* Workshop courses are included in our Improving Health Outcomes Workshop from April 25 - June 1. Please reach out to Askthetrainer@scanhealthplan.com for more details.