

# 2024 Patient Experience Workshop

Hosted by SCAN's Office Staff Training (OST)

## Courses included:

*Care Coordination*

*Access to Care*

*Customer Service*



Open to all groups and offices  
affiliated with SCAN

SCAN's Office Staff Training is providing a workshop that emphasizes the importance of high value care that patients seek and receive. Your office staff can improve the ways that patients receive support through:

- Effective care coordination
- Higher-quality ratings
- Focuses on barriers to accessing care and how the office staff can assist
- Positive senior patient experience
- Improving the patient's perception of customer service, patient satisfaction, benefits, and overall quality.

Course schedule and incentive details on the following page





# 2024 Patient Experience Workshop

Please click on the dates of the courses you would like to attend and follow the link to register via Zoom.

**All sessions are from 12:00pm to 1:00pm PST**

If your office cannot make this time work, please reach out to [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com) to schedule an alternative time.

## Care Coordination

Explains the difference between patient experience and patient satisfaction, how patient experience impacts healthcare, and solutions that promote positive patient outcomes.

Tues, January 16th  
Thurs, January 25th  
Wed, January 31st  
Tues, February 13th  
Thurs, February 29th

## Access to Care

Focuses on the patient experience by illustrating barriers to accessing healthcare and assistance.

Wed, January 17th  
Tues, January 23rd  
Thurs, February 1st  
Wed, February 14th  
Tues, February 27th

## Customer Service

C.L.E.A.R. Instructor-led video presentation covering simple behaviors to increase patient satisfaction.  
H.E.A.T. Step-by-step methods for interacting with challenging patients.

Thurs, January 18th  
Wed, January 24th  
Tues, January 30th  
Thurs, February 15th  
Wed, February 28th

## OST Workshop Participation Incentive:

In order to receive a gift card, you must complete one of each course listed above. The compensation is as follows:

- \$40 gift card for the completion of all 3 courses
- \$50 gift card for the completion of all 3 courses + **completion of our survey**, which will be sent out at the beginning of March
- Gift cards will be sent out at the end of March, when all surveys have been received
- Must be present for at least 40 minutes of each course to qualify for the incentive

**Please reach out to [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com) if you have any questions**

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