

“ Tell me and I forget.
Teach me and I
remember. Involve
me and I learn. ”

– Benjamin Franklin

TRAIN THE TRAINER SERIES CATALOG

Improving Senior Care Through Office Staff Training

This series will highlight optimal approaches to amplify patient satisfaction and health outcomes with insights on identifying 5-Star measures as they relate to access to care, care coordination, new patient onboarding and other important topics.

The goal of this series is to provide your trainers with the ability to train and educate your staff to meet the ever changing needs of your patients. During each session, you will receive tools, techniques, and resources, designed to give you the flexibility to engage your staff throughout the year at your own pace.

Who Should Attend

Managers, trainers, and staff members responsible for training or providing instruction to their groups on current issues or continuing education materials.

When

- Sessions will be offered on Fridays once a month.
- An additional day may be scheduled based on level of interest in the course.
- Each session is approximately 2 hours in length.
 - Morning: 9:00–11:00 a.m.
 - Afternoon: 1:30–3:30 p.m.
- Join both sessions or choose just one.
- Calendar dates and session topics are attached.

Where

These TTT series will be offered online through Zoom. For group participation we ask that you have your camera on, if available.

What Participants Receive

- Valuable information and skills that can be used to train your staff who interact daily with senior patients.
- Course materials will include presentation slides, tip sheets, educational references and activities to share with your staff.
- **\$10 gift card** rewarded for every two courses completed.

Cost - All courses are provided at no cost.

Course Descriptions

SESSION TOPICS	DESCRIPTION	IMPACTS
Access to Care	Focuses on the patient experience by illustrating barriers to accessing healthcare and assistance.	CAHPS
Care Coordination	Explains the difference between patient experience and patient satisfaction, how patient experience impacts healthcare and solutions that promote positive patient outcomes.	CAHPS
C.L.E.A.R.: Providing 5-Star Service	C.L.E.A.R. Instructor-led video presentation covering simple behaviors to increase patient satisfaction.	CAHPS
H.E.A.T.: Maintaining Quality in Difficult Situations	H.E.A.T. Step-by-step methods for interacting with challenging patients.	CAHPS
New Patient Onboarding: Welcoming New Senior Patients	Uncovers ways to incorporate best practices for onboarding patients and improving satisfaction in your office.	CAHPS
Improving Health Outcomes	Designed to provide tools and techniques for asking the right questions to help patients achieve better health outcomes.	HOS
Improving Medication Adherence	Develop the skills necessary to assess patient medication adherence and discover solutions to improve adherence.	MED ADHERENCE
Health Literacy	An introduction to health literacy covering the challenges patients have with understanding their healthcare.	5-STAR QUALITY
Diabetes	Provides understanding of diabetes, the complications, and what overall lifestyle management plans can assist patients.	HEDIS
Patient-Centered Care	New course content to be available by Q4	
Transition of Care	New course content to be available by Q4	

CAHPS (Consumer Assessment of Healthcare Providers and Systems Survey)

HOS (Medicare Health Outcomes Survey)

SCAN Health Plan is a Medicare Advantage organization with a Medicare contract.

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2021 TRAIN THE TRAINER COURSE CALENDAR

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

Morning Session
9:00–11:00 am

Afternoon Session
1:30–3:30 pm

FEBRUARY 19	MARCH 12	APRIL 16	MAY 7	JUNE 18	JULY 16
Care Coordination	Care Coordination	New Patient Onboarding	Care Coordination	Care Coordination	New Patient Onboarding
Access to Care	Improving Health Outcomes (HOS)	CLEAR/HEAT	Access to Care	Improving Health Outcomes (HOS)	CLEAR/HEAT

AUGUST 13	SEPTEMBER 17	OCTOBER 15	NOVEMBER 5	DECEMBER 3
Care Coordination	Access to Care	Improving Health Outcomes (HOS)	New Patient Onboarding	CLEAR/HEAT
Health Literacy	Improving Medication Adherence	Diabetes	Patient Centered Care	Transition of Care

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