

# 2023 Improving Health Outcomes Workshop



SCAN's Office Staff Training is conducting 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:

- Improved clinical patient outcomes.
- Effective communication between providers and their patients.
- Improved patient adherence to treatment plans.
- Improved patient safety practices.

## OFFICE STAFF COURSES:

- Maintaining Physical Health and Pain Management
- Reducing the Risk of Falls
- Discussing Difficult Topics: UI and Mental Health

## PROVIDER COURSE:

- Promoting Healthy Aging & Improving Performance on the Health Outcomes Survey

## WORKSHOP PARTICIPATION INCENTIVE

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### OST WORKSHOP PARTICIPATION INCENTIVE

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

- **\$30 gift card** for the **completion of all 3 courses**
- **\$40 gift card** for the **completion of all 3 courses + completion of our survey**, which will be sent out at the beginning of June
- Gift cards will be sent out 4-6 weeks after the last week of the workshop, when all surveys have been received
- Must be present for at least 40 minutes of each course to qualify for the incentive

### PROVIDER INCENTIVE

- Physicians who attend the Provider course **will receive 1 CME credit** *if they have patients who are SCAN members.*



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

If your office plans to take the course as a group (with one device), please have your office manager reach out to [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com) and further instruction will be provided.

## OFFICE STAFF COURSES

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

### Maintaining Physical Health and Pain Management

*Discover the importance of life-long physical activity and how it maintains and improves a patient's overall health and well-being.*

[Tuesday, April 25](#)  
[Thursday, May 4](#)  
[Wednesday, May 10](#)  
[Monday, May 22](#)

### Reducing the Risk of Falls

*Explores all aspects of fall prevention, including how to identify patients at risk for falling and best practices for preventing falls.*

[Wednesday, April 26](#)  
[Tuesday, May 2](#)  
[Thursday, May 11](#)  
[Tuesday, May 23](#)

### Discussing Difficult Topics: UI and Mental Health

*Unlock the difficulties in discussing the topics of Urinary Incontinence (UI) and Mental Health Issues with your patients.*

[Thursday, April 27](#)  
[Wednesday, May 3](#)  
[Tuesday, May 9](#)  
[Thursday, June 1](#)

## PROVIDER COURSES

Session times vary, please see details below.

### Promoting Healthy Aging & Improving Performance on the Health Outcomes Survey

*Understand the structure of the HOS metrics and strategies to drive better performance and deliver quality care.*

[Wednesday, May 24: 12:30–1:30pm](#)  
[Friday, June 16: 10:00–11:00am](#)