



Train the Trainer Conference Agenda

Wednesday, September 27, 2017

8:00 am – 8:20 am	Breakfast/Registration
8:20 am – 8:30 am	Opening Remarks Michelle Fujii, MHA Manager, Medicare Star Quality <i>*Pre-conference raffle*</i>
8:30 am – 8:40 am	Office Staff Training Program Background Donna Sutton, MBA Director, Medicare Star Quality
8:40 am – 8:50 am	Executive Keynote Speaker Terence Offenberger, MD, MBA Vice President, CA Medical Director
8:50 am – 9:00 am	Activity
9:00 am – 10:00 am	Presentation: Engaging the Adult Learner Robi Hellman, RN, MSN, CNS Director, Health Care Services Education and Training Renee McNally Health Care Services Trainer
10:00 am – 10:20 am	Break
10:20 am – 11:30 am	Presentation: Welcoming New Senior Patients Training Renee McNally
11:30 am – 12:00 pm	Presentation: Training insights/Methods/Key Characteristics/Engagement Robi Hellman Renee McNally
12:00 pm – 12:45 pm	Lunch <i>*Raffle*</i>
12:45 pm – 1:15 pm	Learning Activity
1:15 pm – 2:00 pm	Presentation: C.L.E.A.R. Training Nancy Schwartz, RN, MBA Medicare Star Quality Trainer
2:00 pm – 2:15 pm	Break <i>*Raffle*</i>
2:15 pm – 3:00 pm	Presentation: H.E.A.T. Training Nancy Schwartz
3:00 pm – 3:45 pm	Activity
3:45 pm – 4:00 pm	Closing remarks/OST Reward Program Michelle Fujii <i>*Final raffle*</i>