

“ 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 quarterly.
- Each session is an hour and 15 minutes.
- 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 session attended along with completion of the post course survey

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
Basic Manners and Etiquette	Includes an instructor-led video presentation covering simple customer service behaviors to increase patient satisfaction. Also incorporates best practices in phone and email etiquette. <i>(Formerly called C.L.E.A.R.)</i>	CAHPS
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>	CAHPS
Onboarding New Patients and Staff	Uncovers ways to incorporate best practices for onboarding patients and improving satisfaction in your office.	CAHPS
Falls	Explores all aspects of fall prevention, including how to identify patients at risk for falling and best practices for preventing falls.	HOS
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
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.	5-STAR QUALITY
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.	5-STAR QUALITY & CAHPS
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.	5-STAR QUALITY & CAHPS

CAHPS (Consumer Assessment of Healthcare Providers and Systems Survey)

HOS (Medicare Health Outcomes Survey)



2023 TRAIN THE TRAINER COURSE CALENDAR

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

Courses are all 1 hour and 15 minutes.

- **1st Course:** 9:00 am to 10:15 am
- **2nd Course:** 10:45 am to 12:00 pm
- **3rd Course:** 2:00 pm to 3:15 pm

	MARCH 31	JUNE 15	SEPTEMBER 8	DECEMBER 1
COURSE 1 9:00–10:15 am	<u>Improving Health Outcomes</u>	<u>Art of Communication</u>	<u>Care Coordination (CAHPS)</u>	<u>Transition of Care</u>
COURSE 2 10:45–12:00 pm	<u>Basic Manners & Etiquette</u> <i>(Formally known as C.L.E.A.R.)</i>	<u>5 Star Measures</u>	<u>Onboarding New Patients and Staff</u>	<u>Care Coordination (CAHPS)</u>
COURSE 3 2:00–3:15 pm	<u>Managing the Challenging Patient</u> <i>(Formally known as H.E.A.T.)</i>	<u>Falls</u>	<u>Access to Care</u>	<u>Improving Medication Adherence</u>