OFFICE STAFF TRAINING (OST) Frequently Asked Questions (FAQ)

For detailed information about any of the following questions, please reach out to us at
askthetrainer@scanhealthplan.com

Q. Where will the training take place?
- The training has traditionally taken place at office locations but we now offer live webinars, pre-recorded webinars and self-paced courses. Logistics for training courses that include interactive elements must be organized prior to scheduling the event.

Q. Can these trainings be incorporated into an existing staff meeting?
- Yes, we would be happy to fit our training into your existing meeting agenda. We also would like to offer you the flexibility to train your staff with your own in-house trainers by having them attend our **Train the Trainer Series.**

Q. My office has fewer than 10 staff members; will you be able to provide training to our office?
- We can make accommodations based on the volume of SCAN Health Plan membership at your site.

Q. When are you available to train?
- Training availability is dependent on the availability of our trainers and existing scheduled trainings. Typically, we provide trainings Tuesday through Thursday during the lunch hour. However, if you have a preferred day and time, please contact us and we will do our best to accommodate your schedule.

Q. How does the CLEAR/HEAT course work in comparison to the other OST courses?
- CLEAR/HEAT are two individual topics; however, since they are only 30 minutes each, we have combined them into one 60-minute course. These topics are usually taught in tandem.
- If you wish to use only one topic from this course at a time, your group will need to request or notify the OST team prior to the training.

Q. Where do we find access to SCANs prerecorded training videos?
- Our prerecorded training videos can be found on SCANs OST webpage
  https://www.scanhealthplan.com/providers/office-staff-training

Q. Why is Trading Ages different from all other training courses?
- Trading Ages is SCAN's signature training and sets the foundation for the subsequent OST courses by providing attendees the appropriate background information needed to understand older adults. This training is intended to provide valuable insight into the senior patient experience and the obstacles they face as older adults.

Q. I would like to schedule Training Ages but can only provide 45 minutes for the training session. Will this be an issue?

- This is a highly-interactive training that gives attendees the ability to experience various senior conditions, such as hearing loss, vision loss and physical disability. By reducing the training time, the interactive elements and a portion of the presentation will be removed, resulting in valuable messaging within the presentation being lost. For the benefit of your staff, we request that you provide the requested amount of time for this training course.

Q. May we receive a copy of a PowerPoint presentation?

- To request a copy of a presentation, please email us at askthetrainer@scanhealthplan.com

Q. What is SCAN's Evaluation Program?

- For each in-person or live webinar course, we offer a *Follow-Up Evaluation Program*. This program entails 2 surveys regarding best practices. One presented on the day of the training and the second is sent 3 months following the training date.
- Participants who fill out both surveys will receive a gift card from Scan Health Plan
- The goal of this program is to see that best practices are being implemented following the training.
- Pre-recorded webinars and self-paced courses are not eligible for the *Follow-Up Evaluation Program*. These courses are provided as extra resources in which a participant may do on their own time.

Q. What kind of technical support will we need in order to participate in the training?

- For onsite courses, the following items are necessary:
    - Tables, chairs, projector or TV with a video graphics array (or VGA) connector, screen or blank wall.
    - The trainer will bring a laptop with the presentation. If you do not have a projector and/or an area to project, our trainer can bring a projector and portable screen.
- For webinar courses, the following are necessary:
    - All staff members must have access to a computer screen so that the PowerPoint presentations can be seen by all who will be participating/attending.
    - Access to Zoom or GoToMeeting Webinars.