



## OFFICE STAFF TRAINING COURSE CATALOG

# Improving Senior Care Through Better Interactions



At SCAN Health Plan<sup>®</sup>, our mission is keeping seniors healthy and independent. We do that, in part, by recognizing that seniors have different needs, including how their healthcare is delivered.

Our Office Staff Training (OST) offers a range of courses that can help you and your staff better interact with older adult patients. We provide simple techniques for engaging with older patients that can lead to higher patient satisfaction and better health outcomes. Classes can be taken one at a time or combined into lengthier sessions.

If you're new to OST, our Trading Ages course on page 2 is a great starting point. Trading Ages immerses participants in seniors' physical experiences, giving first-hand knowledge of just a few of the daily challenges these patients face.



For questions or to schedule a training, contact us at:

 [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com)  855-SCAN-OST (855-722-6678)

# COURSE OFFERINGS

Approximate course time does not include set up, meal time, closing remarks, etc.

## CORE COURSES

*We recommend participants complete these classes prior to taking elective courses.*

COURSE	DESCRIPTION	LENGTH
<i>Impacts overall 5-Star quality performance</i>		
<b>Trading Ages: Walking in Older Patients' Shoes</b> <i>This course is a prerequisite for taking the other courses in this catalog.</i> <b>Limit:</b> 50 attendees per session	Interactive course providing understanding of how age-related changes affect behavior and attitude and the skills to improve communication with senior patients.	60+ minutes
<i>Impacts CAHPS<sup>1</sup></i>		
<b>Access to Care</b>	Focuses on the patient experience by illustrating barriers to accessing healthcare and assistance.	60 minutes
<b>Care Coordination</b>	Explains the difference between patient experience and patient satisfaction, how patient experience impacts healthcare and solutions that promote positive patient experiences.	60 minutes
<b>C.L.E.A.R.: Providing 5-Star Service</b>	Instructor-led video presentation covering simple behaviors to increase patient satisfaction. <i>A copy of the video is available upon request.</i>	30 minutes
<b>H.E.A.T.: Maintaining Quality in Difficult Situations</b>	Step-by-step methods for interacting with challenging patients.	30-45 minutes
<b>New Patient Onboarding: Welcoming New Senior Patients</b>	Uncovers ways to incorporate best practices for onboarding patients and improving satisfaction in your office.	60 minutes
<i>Impacts HOS<sup>2</sup></i>		
<b>Improving Health Outcomes</b>	Designed to provide tools and techniques for asking the right questions to help patients achieve better health outcomes. <i>Additional workshops available; please contact us to schedule.</i>	60+ minutes
<i>Impacts medication adherence</i>		
<b>Improving Medication Adherence</b>	Develop the skills necessary to assess patient medication adherence and discover solutions to improve adherence.	60 minutes

<sup>1</sup> Consumer Assessment of Healthcare Providers and Systems survey

<sup>2</sup> Health Outcomes Survey

“Every office should receive this training so that we can help our older patients!”

– Office Staff Training participant

## ELECTIVE COURSES

COURSE	DESCRIPTION	LENGTH
<i>Impacts overall 5-Star quality performance</i>		
<b>Health Literacy</b>	An introduction to health literacy covering the challenges patients have with understanding their healthcare.	60 minutes
<i>Impacts HOS<sup>2</sup></i>		
<b>Depression</b> <i>Prerequisite: Improving Health Outcomes</i>	Discover the causes and impact depression has on seniors, ways to recognize depressed patients and strategies to help.	60 minutes
<b>Falls</b> <i>Prerequisite: Improving Health Outcomes</i>	Explores all aspects of fall prevention, including how to identify patients at risk for falling and best practices for preventing falls.	60 minutes
<b>Urinary Incontinence (UI)</b> <i>Prerequisite: Improving Health Outcomes</i>	Provides understanding into the causes and types of UI, strategies to help patients overcome UI stigma and remedies to assist UI patients.	60 minutes
<i>Impacts plan all-cause readmissions, medication reconciliation post-discharge, hospitalizations for potentially preventable complications</i>		
<b>Hospitalization</b>	Uses 5-Star best practices for assisting senior patients and their caretakers with self-management of their chronic diseases.	60 minutes
<b>Motivational Interviewing Workshop</b>	Introduces guiding principles, strategies and skills for incorporating motivational interviewing techniques into patient-centered health. <i>Please contact us to discuss workshop structure.</i>	120+ minutes
<b>Preventing Opioid Overuse</b>	Learn effective strategies to promote safe opioid prescribing and prevent opioid abuse.	60 minutes

# ABOUT OFFICE STAFF TRAINING

## Who Should Attend

Front office, back office, nursing staff and physicians will benefit from the training.

## Where

Choose how you want training offered to your staff:

- A SCAN OST instructor will come to your office for in-person training.
- We also offer webinar-based trainings on select courses. Please call or email for more information.
- Our Train the Trainer option allows you to have members of your staff trained to present the course to your staff. This enables your practice to train as needed on an ongoing basis.
- SCAN hosts one-day conferences throughout the year (invitation with details are sent via email).

## When

You decide when it's best for your site to have the training. Course durations are approximate and can be modified to fit your staff's schedules.

## What Participants Receive

- Valuable information and skills that can be used in daily interactions with senior patients
- A \$15 Target gift card for each course completed (pending your organization's policy)
- Complimentary lunch provided upon request

## Cost

All courses are provided at no cost.

“This training was great! It really helped me to remember how to treat our seniors in our office.”

– Office Staff Training participant

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✉ [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com)

☎ 855-SCAN-OST (855-722-6678)

### We're available to develop the following with you and your team:

- Full-day training schedule
- Yearlong training plans
- Tailored training paths
- Corresponding physician training

For answers to our most frequently asked questions, please see the OST FAQ handout included in this packet.

