

Provider Resources & Trainings

June 2021



TRAINING



Provider & Office Staff Resources

Please take time to review the resources we have available for this month as well as on our website.

Resources

[Alcohol & Drug Abuse Training Resources](#)

[Feeling Pandemic Burnout?- Mental Health for Healthcare Staff](#)

Additional resources on our website:

[MCSHP Provider Resources](#)

[MCSHP Health Education Campaigns](#)

Trainings (See fliers attached)

Lead Poisoning Prevention in Children

Click date to register [June 16th 12:00- 1:30 p.m.](#)

Handling Patient Complaints with HEART

Click date to register [June 9th 12:00 p.m. – 1:00 p.m.](#) or [June 22nd 12:00 p.m. – 1:00 p.m.](#)

Addressing HPV Hesitancy in A Clinical Setting

Click date to register [June 16th 12:00- 1:00 p.m.](#)

Feeling Pandemic Burnout?

Mental Health Resources for Healthcare Workers

Feeling overwhelmed or burnout is a state of exhaustion, both mentally and physically. Stress that triggers burnout can come from a number of sources, but for healthcare workers it can be related to the pandemic.

Signs of burnout can include:

- Exhaustion and fatigue without much relief
- Lashing out at others
- Headaches and muscle pains
- Changes in how you eat or sleep
- A feeling of being helpless or trapped
- Feeling detached
- Low motivation, increased apathy and procrastination
- Withdrawal from responsibilities and loved ones



Recognize the symptoms of stress you may be experiencing and seek help.

MemorialCare Select Health Plan is here to remind you of the many resources that are available to you to help you care for your mental health.

- SilverCloud: a clinically proven online platform with programs that build resilience and give you the skills to manage stress and sleep issues. **To learn more and sign up, click [here](#).**
- Virtual Support Groups: There are several support groups formed covering a variety of topics. All groups are free and are virtual. For more information and to register, **visit [here](#).**

Need Additional Support?

Visit [here](#) to view more mental health resources.

MCSHP.org



MemorialCare
Select Health Plan

You are invited!



Medi-Cal Managed Care
L.A. Care

Lead poisoning prevention in children

Please select from our two available dates:

Wednesday, May 19, 2021

Wednesday, June 16, 2021

Time: noon to 1:30 p.m. PT

Location: WebEx call



Register by clicking this link or QR code: <https://qrgo.page.link/Zvs7M>

Attendance at either of these events awards
One unit of continuing medical education (CME)

Guest speaker: **Jean Woo, M.D., MPH, MBA**. Dr. Woo has been a practicing pediatrician for over 20 years, and holds a Master's in Public Health from the University of California, Berkeley, School of Public Health. Currently, she is a Public Health Medical Officer at the Childhood Lead Poisoning Prevention Branch at the California Department of Public Health.

Objectives:

1. Describe regulations and anticipatory guidance for preventing childhood lead exposure.
2. Describe the risk factors, clinical effects, and management of childhood lead exposure.
3. Describe interventions provided by the State of California and local Childhood Lead Poisoning Prevention Programs.
4. Discuss different risk factors for lead exposure.
5. Describe recommendations to reduce or prevent childhood lead poisoning, including nutritional recommendations.



<https://providers.anthem.com/ca>

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ACAPEC-2833-21 April 2021

Creating a Positive Patient Experience

Spring 2021
Online Training Series



L.A. Care
HEALTH PLAN®

For All of L.A.



SullivanLuallin
Group

L.A. Care Health Plan is offering a customer service and patient experience training program provided by SullivanLuallin Group as part of the Plan's commitment to improve member experience.

The webinar series will include sessions for providers, managers, and staff to establish a culture of patient-centered care and exceptional service.

For those who attended the 2020 series, we have added **four new topics** to the series.

The **full training schedule** can be found on the following page.

[Register here](#) or at
www.lacare.org/QI-webinars

Questions? Email quality@lacare.org.



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Training Schedule

For Providers	
<i>Strategies for a Great Care Experience</i> *Highly recommended overview course* <u>April 6th 5:00 p.m. – 6:00 p.m.</u> OR <u>April 14th 12:00 p.m. – 1:00 p.m.</u>	<i>Efficient and Effective Office Visits</i> <u>April 20th 12:00 p.m. – 1:00 p.m.</u>
<i>Educating to Be Understood</i> *NEW Topic* <u>April 23rd 12:00 p.m. – 1:00 p.m.</u>	<i>Negotiating with Patients</i> <u>May 4th 12:00 p.m. – 1:00 p.m.</u> OR <u>May 11th 5:00 p.m. – 6:00 p.m.</u>
<i>Motivating Behavior Change</i> <u>May 21st 12:00 p.m. – 1:00 p.m.</u>	<i>Setting Limits with Patients</i> *NEW Topic* <u>May 27th 5:00 p.m. – 6:00 p.m.</u> OR <u>June 1st 12:00 p.m. – 1:00 p.m.</u>
<i>Challenging Situations with Patients</i> <u>June 8th 5:00 p.m. – 6:00 p.m.</u> OR <u>June 18th 12:00 p.m. – 1:00 p.m.</u>	<i>Thriving in a Busy Practice</i> *NEW Topic* <u>June 24th 12:00 p.m. – 1:00 p.m.</u>

For Managers and Staff
<i>A Better Care Experience with AIM</i> *NEW Topic* <u>April 9th 12:00 p.m. – 1:00 p.m.</u> OR <u>April 29th 12:00 p.m. – 1:00 p.m.</u>
<i>Managing for Telephone Service Excellence</i> <u>May 7th 12:00 p.m. – 1:00 p.m.</u> OR <u>May 18th 12:00 p.m. – 1:00 p.m.</u>
<i>Handling Patient Complaints with HEART</i> <u>June 9th 12:00 p.m. – 1:00 p.m.</u> OR <u>June 22nd 12:00 p.m. – 1:00 p.m.</u>

For some sessions, multiple timeslots will be available to accommodate different schedules. Sessions may go over the allocated time to respond to questions.

Register at www.lacare.org/QI-webinars

Training Descriptions



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Provider Topics:

Strategies for a Great Care Experience – the foundational program that explains the main drivers of a positive patient care experience and provides strategies for each of these drivers: connection, active listening, empathy, educating, and ending on a note of partnership and hope.

Efficient and Effective Office Visits – strategies to maximize the flow of a patient encounter, including controlling the encounter agenda and using summarization and signposting to positively limit the time for an encounter, while accepting the reality that time limitations are a part of all health care work.

Educating to Be Understood and Improve Adherence – addresses the challenge of communicating in an emotional and time limited environment. Strategies are provided to maximize the efficiency of communicating the clinical diagnosis and treatment plan to patients. Special emphasis is on educating to improve adherence to treatment regimens.

Negotiating with Patients – a negotiation model to align differing patient and clinician expectations. It provides help with dealing with unrealistic patient expectations and requests, a common challenge in practice.

Motivating Behavior Change in Patients – new strategies on how to approach patient motivation to change behaviors. It explains the role of emotion in most decision making and how to use that to improve outcomes.

Setting Limits and “Saying No,” While Maintaining a Positive Patient Relationship – strategies for limit setting for unwelcomed patient requests and “inappropriate” behavior. Learning how to say “no” as positively as possible and how to deescalate conflict situations with patients.

How to Succeed with Challenging Situations with Patients – strategies to deal with common patient encounter challenges, including late patients, angry patients, patients with multiple complaints, and patients with challenging personality disorders.

Thriving in a Busy Practice – strategies to deal with stress and frustration in the health care work place, and skills to avoid burn out. It focuses on acceptance of work realities and changing what you can change while developing strategies to cope with what you cannot.

Training Descriptions



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Manager and Staff Topics:

A Better Care Experience with AIM – Managers and staff members will learn how to:

- **ASSESS:** Evaluating the Patient Experience. Learn why assessing the care experience is vital.
- **IMPROVE:** Gain effective techniques to improve patient engagement. Learn tips and techniques to address key drivers of patient engagement.
- **MANAGE:** Action Plans for long-term success. Learn how the C.L.E.A.R. service protocols help manage staff toward higher patient satisfaction and engagement.

Managing for Telephone Service Excellence – In this session managers will learn how to coach and motivate staff to understand the importance of proper telephone etiquette and how to use the CLEAR protocol for telephone communication. Tools to help manage and engage teams without overtaxing busy schedules will be provided.

Handling Patient Complaints with HEART – Managers and staff members will:

- **ADOPT** powerful strategies that result in employees who are fully engaged, proud of the organization, and passionate about the work they do for patients.
- **LEARN** how to manage for the C.L.E.A.R. and H.E.A.R.T. service “protocols” taught in the staff workshop to ensure consistent, outstanding service in every department.
- **GAIN** proven techniques for rewarding top-performers and coaching low-performers.
- **APPLY** useful, practical tools for monitoring staff member performance between surveys.
- **CREATE** a useful Action Plan for reaching goals and ensuring team success.

FAQs



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Who should attend these trainings?

Anyone with patient interaction will find relevant content in this series! The sessions are designed for specific audiences like providers and managers, but are open to all. We also encourage IPAs/MSO staff who work with providers and/or patients to attend.

I attended the trainings in 2020. Should I register for the 2021 sessions?

If you attended the previous training series, the spring sessions can serve as a valuable refresher of successful strategies. We have also added four new topics to the series.

Some sessions have multiple dates – should I attend both?

Some sessions will be offered more than once to accommodate different schedules – you only need to attend one session per topic.

Do I have to attend each topic?

You are free to attend as many sessions that are interesting to you. There is no required attendance, however we strongly encourage providers to attend one of the “Strategies for a Great Care Experience” sessions as an introduction to the series.

Why should I attend these sessions?

With an industry-wide shift toward clinical excellence and value-based payment, patient satisfaction is more important than ever. If you’re wondering how to improve your patient survey results while empowering and motivating your patients, this training series is for you.

What should I do to prepare for the trainings?

Come with questions and an open mind! We also suggest that you begin logging in about 5 minutes prior to the training start time. Some trainings utilize videos as a learning tool – please enable your computer audio (not phone) to view these.

I can't make the scheduled sessions. Will more trainings be scheduled?

We hope to offer additional trainings in 2021, based upon the success of this series. If you have scheduling requests, please contact us.

Who do I contact with questions?

Email any questions about the trainings to quality@lacare.org.

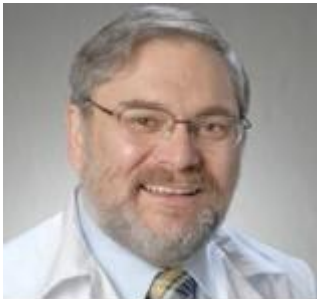
Meet the Consulting Team



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Andrew Golden, M.D.



A leader in the field of physician-patient communication, Dr. Golden has dedicated much of his extensive career to educating physicians on how to make the most of their interactions with patients. Dr. Golden is a graduate of the University of Rochester School of Medicine where he completed his M.D. and a residency in family medicine. Dr. Golden joined Kaiser Permanente (KP) in 1978 where he worked until his retirement in 2015. During his time at KP, Dr. Golden served in many senior roles including Education Chairman, Chief of Family Practice and Director of Service Quality. Over the last 15 years, Dr. Golden has been responsible for developing curriculum and delivering communication skills training to thousands of KP physicians in southern California which has resulted in outstanding year-on-year communication performance scores.



SullivanLuallin
Group

Thomas P. Jeffrey



Tom currently serves as President of SLG and has been part of the organization for over a decade. Tom presently oversees all sales and marketing aspects of SLG's survey and assessment resources. These include patient, insider and referring physician satisfaction surveys, peer-to-peer surveys, client satisfaction surveys, and mystery patient shopping.

Prior to assuming the role of President, Tom served as Director of the Survey Division. In this role Tom also worked closely with the information technology division to design SLG's powerful data collection and reporting tools. During the past decade Tom has become a trusted advisor to many of SLG's largest clients through his successful implementation of patient measurement programs leading to operational transformation. Tom has an undergraduate degree in economics and a master's degree in public health. Tom honorably served four years in the United States Army, 101st Airborne Division.

Provider Webinars 2021

Date	(PST)	Topic	Continuing Education
February 17	12-1PM	Telehealth	CME/CE
March 17	12-1PM	Prevention – Cancer screenings during COVID	CME/CE
★ May 19	12-1PM	Diabetes- Cardio (statins) – COVID	CME/CE
June 16	12-1PM	Building confidence in vaccination	CME/CE
August 18	12-1:30PM	HEDIS Best Practices and Update	CME/CE
October 20	12-1PM	Implicit Bias	CME/CE

Participants are sent an email with a link to register prior to the conference. The calendar and topics above are subject to changes which would be announced in the invitation or during prior webinars. CE and CME credit available for attendees.

To be added to the webinar's email list, please send a request to CQI_Medicare@healthnet.com