

Provider Resources & Trainings

October 2021



TRAINING



Please take time to review the free resources and trainings we have available this month.

Resources

❖ MCSHP

- [Palliative Care](#)- You will find valuable information to assist you in caring for palliative patients and support in offering guidance to those caring for them throughout their disease process.

Care guidance is also available for the following disease specific populations:

- Congestive Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Advanced Cancer
- Liver Disease

❖ HealthNet

- **KRAMS**- Downloadable educational pages to support patient care during/after office visits (patient education) [Visit website here](#)

❖ LA Care

- [Palliative Care Referral & Screening Tool](#) form is available for download
- Smile California – Medi-Cal Dental Program – [Provider Toolkit](#)

Training/On-Demand Webinar

❖ Palliative Care (On-Demand [Free Webinar](#))

Assessing the Impact of COVID-19 on the Palliative Care Field, While Moving Forward
Center to Advance Palliative Care

Provider Information is online at:

<https://www.memorialcaresselecthealthplan.org/providerresources>



L.A. Care
HEALTH PLAN®

For All of L.A.

Training Schedule

For Providers	
<p><i>Leading to a Positive Patient Experience: Effective Clinician-Patient Communication</i> Highly recommended overview course October 6th 12:00 p.m. – 1:00 p.m.</p>	<p><i>Efficient and Effective Office Visits: It's About Time</i> October 14th 12:00 p.m. – 1:00 p.m.</p>
<p><i>When You and the Patient Disagree: Negotiating</i> November 4th 12:00 p.m. – 1:00 p.m. OR November 10th 5:00 p.m. – 6:00 p.m.</p>	<p><i>"Take the Darn Shot!" Motivating Patients Towards Positive Health Behaviors</i> November 16th 12:00 p.m. – 1:00 p.m. OR November 18th 12:00 p.m. – 1:00 p.m.</p>
<p><i>A Model to Manage Challenging Situations with Patients: Pandemic Edition</i> December 2nd 12:00 p.m. – 1:00 p.m.</p>	<p><i>Thriving in a Busy Practice: Strategies to Avoid Burnout</i> December 9th 5:00 p.m. – 6:00 p.m. OR December 14th 12:00 p.m. – 1:00 p.m.</p>

For Managers and Staff
<p><i>A Better Care Experience with AIM</i> October 12th 12:00 p.m. – 1:00 p.m.</p>
<p><i>Managing Access and Flow *NEW Topic*</i> October 21st 12:00 p.m. – 1:00 p.m. OR November 23rd 12:00 p.m. – 1:00 p.m.</p>
<p><i>Managing for Telephone Service Excellence</i> December 7th 12:00 p.m. – 1:00 p.m.</p>
<p><i>Handling Patient Complaints with HEART</i> December 16th 12:00 p.m. — 1:00 p.m.</p>

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