



Creating a Positive Patient Experience

Spring/Summer 2022

Online Training Series

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.

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.

Training Schedule

For Providers	
<i>Thriving in a Busy Practice: Strategies to Avoid Burnout</i> Thursday, June 2nd 12:00 p.m. – 1:00 p.m.	<i>A Model to Manage Challenging Situations with Patients: Pandemic Edition</i> Thursday, June 16th 5:00 p.m. – 6:00 p.m.
<i>Efficient and Effective Office Visits: It's About Time</i> Thursday, June 23rd 12:00 p.m. – 1:00 p.m.	<i>"Take the Darn Shot!" Motivating Patients Towards Positive Health Behaviors</i> Tuesday, June 28th 5:00 p.m. – 6:00 p.m.

For Managers and Staff
<i>Managing for Telephone Service Excellence</i> Wednesday, May 25th 12:00 p.m. – 1:00 p.m.
<i>Handling Patient Complaints with H.E.A.R.T.</i> Tuesday, May 31st 12:00 p.m. – 1:00 p.m.
<i>A Better Care Experience with A.I.M.</i> Tuesday, June 7th 12:00 p.m. – 1:00 p.m.
<i>Managing Access and Flow</i> Tuesday, June 21st 12:00 p.m. – 1:00 p.m.

Sessions may go over the allocated time to respond to questions.

Register at www.lacare.org/QI-webinars

Training Descriptions

Provider Topics:

Thriving in a Busy Practice: Strategies to Avoid Burnout

Evidence shows that "burnout" is increasing among health care staff. The consequences of burnout affect quality, staffing, and most importantly threaten the health of health care clinicians and the workplace. This program provides proven strategies in helping clinicians identify when they are at risk for burnout and strategies to help decrease burnout on the job. The strategies are based on recognizing what you can control and what you can't - and accepting what you can't control and optimizing those things that you can control.

A Model to Manage Challenging Situations with Patients: Pandemic Edition

This program provides insight to managing common challenging situations presented by the patient. Attendees will learn strategies to deal with common patient encounter challenges, including late patients, angry patients, patients with multiple complaints, and patients with challenging personality disorders. Includes conflicts around COVID-19 and COVID misinformation.

Efficient and Effective Office Visits: It's About Time

Attendees will learn 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.

"Take the Darn Shot!" Motivating Patients Towards Positive Health Behaviors

Attendees will learn 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 using a "coaching" rather than "directing" style. Includes strategies to improve vaccination acceptability.

Training Descriptions

Manager and Staff Topics:

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 H.E.A.R.T.

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.

A Better Care Experience with A.I.M.

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 Access and Flow

Managers and staff members will:

- **Examine the changing face of patient satisfaction**
 - Understanding the importance of CAHPS
 - Recognizing the realization of Triple AIM
 - The important role receptionists and schedulers play
- **Scheduling to Improve Access**
 - Virtual visits
 - Scheduling errors
 - Cancellation management
 - Unfilled slots
- **Managing Patient Flow**
 - Redefining the visit
 - Preparing for the visit
 - Setting expectations upon arrival

FAQs

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 a previous trainings series. Should I register for the Spring/Summer 2022 sessions?

If you attended any of the previous training series, the Spring/Summer sessions can serve as a valuable refresher of successful strategies and will provide updated pandemic-specific scenarios.

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.

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 2022, based upon the success of this series. If you have scheduling requests, please contact us. We are also open to scheduling custom sessions for large provider audiences.

Who do I contact with questions?

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

Meet the Training Team

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.

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.