

Creating a Positive Patient Experience



L.A. Care
HEALTH PLAN®

For All of L.A.

Online Training Series

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



SullivanLuallin
Group

Training will include sessions for providers, managers, and staff to establish a culture of patient-centered care and exceptional service, motivating team members to go the "extra step." Effective techniques and toolkits will be shared in order to manage for the care experience.

For Providers	
<p><u>CLEAR Strategies for a Great Care Experience</u> (highly recommended overview course) October 6th 5:00 p.m. – 7:00 p.m. OR October 16th 11:30 a.m. – 1:30 p.m.</p>	<p><u>Win-Win Negotiation of Challenging Patient Expectations</u> October 20th 5:00 p.m. – 6:00 p.m. OR October 30th 11:30 a.m. – 12:30 p.m.</p>
<p><u>Motivating Patients Towards Positive Health Behaviors</u> November 5th 11:30 a.m. – 12:30 p.m.</p>	<p><u>Maximizing Video and Telephone Visit Effectiveness</u> November 10th 5:00 p.m. – 6:00 p.m. OR November 19th 11:30 a.m. – 12:30 p.m.</p>
<p><u>Managing an Efficient and Effective Patient Encounter</u> December 2nd 11:30 a.m. – 12:30 p.m.</p>	<p><u>How to Succeed with Challenging Situations with Patients</u> December 11th 11:30 a.m. – 12:30 p.m. OR December 15th 5:00 p.m. – 6:00 p.m.</p>

For some sessions, multiple timeslots will be available to accommodate different schedules.

For Managers and Staff
<p><u>Managing for Telephone Service Excellence During COVID-19</u> October 21st 11:30 a.m. – 12:30 p.m. OR November 12th 11:30 a.m. – 12:30 p.m.</p>
<p><u>Handling Patient Complaints with HEART</u> December 3rd 11:30 a.m. – 12:30 p.m. OR December 17th 11:30 a.m. – 12:30 p.m.</p>



Trainings Offered

For All of L.A.

Provider Topics:

1. [CLEAR Strategies for a Great Care Experience](#) – The foundational program that explains effective and efficient clinician patient communication using the CLEAR model: Connect, Listen, Empathize, Ask, Reconnect, a highly successful model for supporting clinicians in enhancing patient and clinician satisfaction. The concepts and strategies in this program make this our most popular single program to help improve the care experience. In addition, this program provides the foundation upon which our other programs are built.
2. [Win-Win Negotiation of Challenging Patient Expectations](#) – Clinicians are often presented with requests by patients for medication, referral, procedures, time off work, that are not aligned with standard medical practice. This program provides a successful approach to aligning patient expectations with clinician expectations, in aiming for a win-win encounter. At the same time, it teaches the role of saying “no” and setting boundaries that support clinician integrity.
3. [Motivating Patients Towards Positive Health Behaviors](#) – Clinicians are seldom taught how to motivate patients to change to healthy behavior, even though, it is an important aspect of every patient encounter. Based on the concepts of “Motivational Interviewing”, this program provides proven steps to motivate patients using a “coaching” rather than “directing” style.
4. [Maximizing Telephone and Video Visit Effectiveness](#) – As a result of the COVID-19 pandemic, telephone and video visits are becoming a significant part of clinician practice. Although many of the care experience skills used during an in person visit still apply, telehealth visits require additional skills to result in positive outcomes. This program highlights those communication skills.
5. [Managing an Efficient and Effective Patient Encounter](#) – This program provides a framework for a medical encounter that facilitates an efficient and effective visit. It includes many time saving tips from preparing for the visit, through to the visit end, including skills that favorably impress the patient with the time the clinician spends with them.
6. [How to Succeed with Challenging Situations with Patients](#) – This program provides a “how to” to deal with challenging clinician-patient interpersonal situations that often disrupt the effectiveness of the clinician. Included in this program are many challenging situations such as patient anger, late patients, drug seeking patients, patients with a “laundry list” of complaints, patients who are disrespectful to staff and clinician. The program stresses an empathetic approach to the patient in these situations joined with cautious limit setting.



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Manager and Staff Topics:

1. Managing for Telephone Service Excellence During COVID-19 – 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. Basic tools to help manage and engage teams without overtaxing busy schedules will be provided.
2. Handling Patient Complaints with HEART – Managers and staff members can expect to:
 - **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

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.

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 “CLEAR 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.

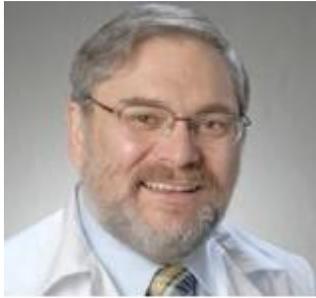
I can’t make the scheduled sessions. Will more trainings be scheduled?

We hope to offer additional trainings in 2021, based upon the success of this series.

Meet the Consulting 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.