

# Creating a Positive Patient Experience

Fall 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.

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

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

Questions? Email [quality@lacare.org](mailto:quality@lacare.org).



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# Training Schedule

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

<b>For Managers and Staff</b>
<p><i>A Better Care Experience with AIM</i>  <a href="#">October 12<sup>th</sup> 12:00 p.m. – 1:00 p.m.</a></p>
<p><i>Managing Access and Flow <b>*NEW Topic*</b></i>  <a href="#">October 21<sup>st</sup> 12:00 p.m. – 1:00 p.m.</a> OR  <a href="#">November 23<sup>rd</sup> 12:00 p.m. – 1:00 p.m.</a></p>
<p><i>Managing for Telephone Service Excellence</i>  <a href="#">December 7<sup>th</sup> 12:00 p.m. – 1:00 p.m.</a></p>
<p><i>Handling Patient Complaints with HEART</i>  <a href="#">December 16<sup>th</sup> 12:00 p.m. — 1:00 p.m.</a></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](http://www.lacare.org/QI-webinars)

# Training Descriptions



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## Provider Topics:

**Leading to a Positive Patient Experience: Effective Clinician-Patient Communication** – 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: It's About Time** – 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.

**When You and the Patient Disagree: Negotiating** – 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.

**“Take the Darn Shot!” Motivating Patients Towards Positive Health Behaviors** – 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. Includes strategies to improve vaccination acceptability.

**A Model to Manage Challenging Situations with Patients: Pandemic Edition** – 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.

**Thriving in a Busy Practice: Strategies to Avoid Burnout** – 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.

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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 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

**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



## *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 Fall 2021 sessions?*

If you attended either of the previous training series, the Fall sessions can serve as a valuable refresher of successful strategies and will provide update pandemic-specific scenarios. We have also added a new manager/staff topic 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 the “Leading to a Positive Patient 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 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](mailto:quality@lacare.org).

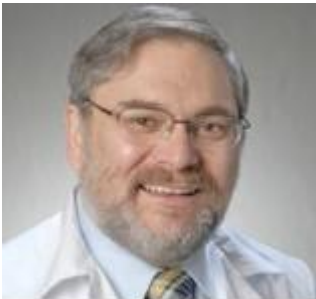
# Meet the Training Team



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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.



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## 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, 101<sup>st</sup> Airborne Division.