

# Welcome

Train the Trainer Conference  
March 12, 2019





# SCAN Health Plan's Company Values

- We do right by our members and clients
- We take pride in what we do
- We push beyond our boundaries
- We express ourselves
- We are agents of change

# Goals and Outcomes

## Goals

- ▶ Provide the materials, skills and techniques necessary to engage and train staff in interacting with senior patients
- ▶ Demonstrate methodologies to stimulate critical thinking and creativity
- ▶ Model the behaviors and attitudes essential in working with seniors.



## Outcomes

- ▶ OST trainers will be able to:
  - ▶ Deliver and facilitate SCAN OST courses to their staff
  - ▶ Incorporate training into performance metrics
  - ▶ Develop and improve team engagement
  - ▶ Demonstrate the communication skills needed to deliver training effectively
  - ▶ Identify and implement a variety of education techniques and methodologies.



# Agenda

8:15 am – 8:45 am	Breakfast/Registration	
8:45 am – 8:50 am	Opening Remarks *Pre-conference raffle*	Alex Legaspi Manager, Network Quality
8:50 am – 9:05 am	Guest Speaker	Magda Lenartowicz, MD Associate Medical Director
9:05 am – 9:55 am	Workshop: Health Outcomes Survey	Robi Hellman, RN, MSN, CNS Director, Health Care Services Education and Training
9:55 am – 10:05 am	Break *Raffle*	
10:05 am – 10:45 am	Workshop: Health Outcomes Survey	
10:45 am – 11:45 am	Guest Panel	Desert Oasis Health Care PrimeCare/ NAMM California HealthCare Partners IPA
11:45 pm – 12:30 pm	Lunch *Raffle*	
12:30 pm – 2:00 pm	Presentation: Health Literacy	Renee McNally Health Care Services Trainer
2:00 pm – 2:15 pm	Break *Raffle*	
2:15 pm – 3:15 pm	Activity: Action Planning	Mike Wallace Health Care Informatics 5-Star Trainer
3:15 pm – 3:30 pm	Closing remarks *Final raffle*	Riaz Ali Chief Marketing Office



# Housekeeping

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▶ Wi-Fi

- Network: Centre
- Password: realflowers

▶ Restrooms

▶ Out of respect for those around you, please be sure your cell phone is on quiet or vibrate

▶ For your convenience, all conference materials are available online. Please refer to the link below:

<https://scanhealthplan.com/providers/train-the-trainer>

▶ Post Conference Survey

# Office Staff Training Team

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Jenny Gonzales-Kongpien    Project Manager, 5 Star

Ngoc Vu    Project Coordinator

Robi Hellman    Director, Health Care Services  
Education and Training

Renee McNally    Health Care Services Trainer

Mike Wallace    Health Care Informatics 5-Star Trainer

# Pre-Conference Raffle

## ▶ WINNER ANNOUNCEMENT







# Magda Lenartowicz, M.D.

Associate Medical Director







# Improving Health Outcomes Workshop

# ICE BREAKER





# Learning Objectives

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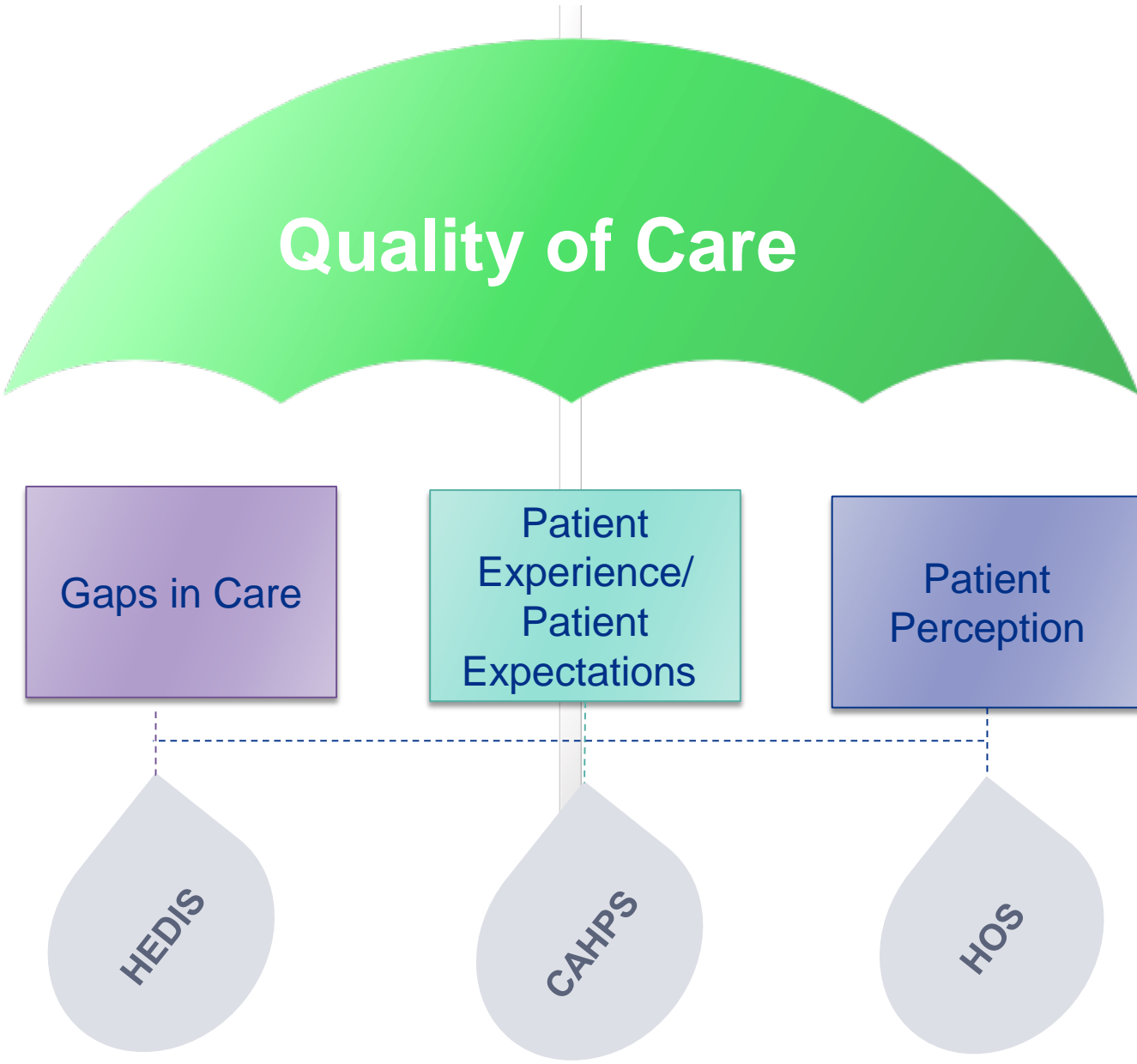
Participants will be able to:

- ▶ Communicate with patients about their gaps in care and outcomes.
- ▶ Impact patient health outcomes.
- ▶ Discuss challenges/barriers to patient access to care.
- ▶ Describe how HEDIS measures, HOS and CAHPS surveys impact patient health outcomes.



## Definitions to Remember

Term	Definition
HEDIS – Healthcare Effectiveness Data and Information Set	One of health care’s most widely used performance improvement tools
CAHPS – Consumer Assessment of Healthcare and Provider Systems	Annual survey given to patients about aspects of quality, such as provider communications skills and ease of health care services
HOS – Health Outcomes Survey	Patient-reported outcomes measure used in Medicare managed care. Gathers valid, reliable and clinically meaningful health status data





# Cross-Walking Patient's Health

**PATIENT  
ACTIVATION**

**PROVIDER  
RELATIONSHIP**



**MENTAL HEALTH**

**PHYSICAL HEALTH**

**ACCESS TO CARE**

Screen

Assess

Intervene

Follow Up



## CASE STUDY: Meet Charlotte

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# CASE STUDY: Health History and Symptoms

## 4 Strokes

- Hypertension
- High cholesterol

## Osteoarthritis

- Right knee weakened
- Refused knee replacement
- Carpal tunnel in both wrists

## 2 falls in 12 months

- Walks with shuffled gait

## GI bleed

- 2 week hospitalization
- Contracted pneumonia in hospital

## Hemoglobin is 8.0

- Slight shortness of breath

## Severe bruising

- On all 4 extremities

## Overactive bladder

- Severe constipation

# CASE STUDY: Medications

- ▶ Prescriptions for:
  - Cholesterol
  - Anticoagulant
  - Anti-hypertensive
  - Anti-hypertensive
  - Anti-infective against UTI
  - Overactive bladder
- ▶ Quarterly steroid shots to both wrists and right knee

- ▶ Over the Counter:
  - Tylenol - pain reliever
    - Refuses to take anything stronger
  - Constipation products
    - Daily combination of Miralax, Senna, Senocot, Magnesium citrate and/or probiotics



# CASE STUDY: Physical Condition

<b>Personal Care</b>	<b>Daily Living</b>	<b>Mobility</b>	<b>Hearing and Vision</b>
<ul style="list-style-type: none"><li>• Needs stand-by shower assistance</li><li>• Has shower chair, but doesn't like it</li><li>• Requires help putting on socks and shoes</li></ul>	<ul style="list-style-type: none"><li>• Used to host dinners/parties</li><li>• Can only do minimal cooking</li><li>• Does not have upper body strength to carry heavy items</li><li>• Family installed fireman's lockbox for emergencies with DPOA and 5 Wishes</li></ul>	<ul style="list-style-type: none"><li>• Used a cane until recent hospitalization</li><li>• Now reluctantly uses walker</li><li>• In-home physical therapy with prescribed daily exercises</li></ul>	<ul style="list-style-type: none"><li>• Often can't hear phone when it rings</li><li>• Wears aids but doesn't like them</li><li>• Blind in left eye</li><li>• Limited vision in right eye</li><li>• Wears glasses</li></ul>

# CASE STUDY: Social Environment

## Family

- Married 67 years; widowed for 6 years
  - Traveled with husband every year on long road trips
- 6 children, 15 grandchildren, 6 great-grandchildren
  - All live out of state, except 1 son
- Has few living family members and friends within the same age
- 90 lb labrador retriever (walked by a dog-walking service)

## Physical Status

- Does not drive
- Has a companion 4 days a week
  - ADL assistance, some laundry and cleaning, shopping, doctor appointments

# CASE STUDY: Hobbies

- ▶ “Olympic-level” shopping
  - ▶ Reading the newspaper and large-print books daily
  - ▶ Playing bridge three times a week at a senior center
    - Driven there by her 75-year-old friend
  - ▶ Talking on the phone
    - Although she can’t always hear the conversation
  - ▶ Watching favorite old movies on TV
    - So much so she has memorized the dialogue





# Cross-Walking Patient's Health

**PATIENT  
ACTIVATION**

**PROVIDER  
RELATIONSHIP**



**MENTAL HEALTH**

**PHYSICAL HEALTH**

**ACCESS TO CARE**

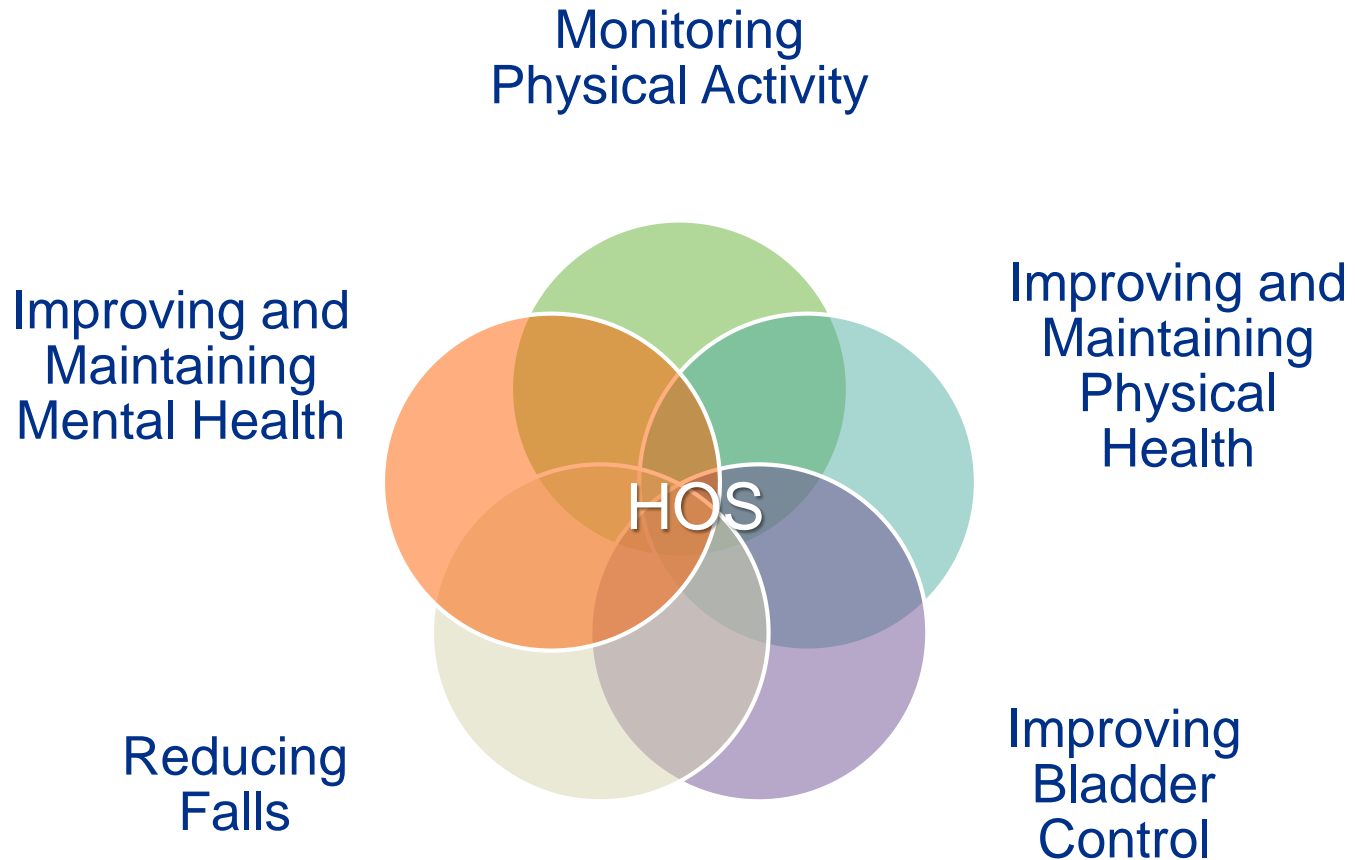
Screen

Assess

Intervene

Follow Up

# HOS Survey







# HOS - Monitoring Physical Activity

<b>Measure Description</b>	Percent of senior health plan patients who discussed exercise with their doctor and were advised to start, increase, or maintain their physical activity during the year.
<b>Metric</b>	The percentage of sampled Medicare patients 65 years of age or older (denominator) who had a doctor's visit in the past 12 months and who received advice to start, increase or maintain their level exercise or physical activity (numerator).
<b>Question 1</b>	In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.
<b>Question 2</b>	In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.



# HOS - Monitoring Physical Activity

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**Challenges**

1

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2

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3

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# HOS - Monitoring Physical Activity

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**Solutions**

1

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2

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3

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# HOS - Monitoring Physical Activity

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**Level Setting  
Expectations**

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# HOS - Monitoring Physical Activity

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## Challenges

1

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2

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3

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## Solutions

1

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2

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3

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## Level Setting Expectations

# Activity

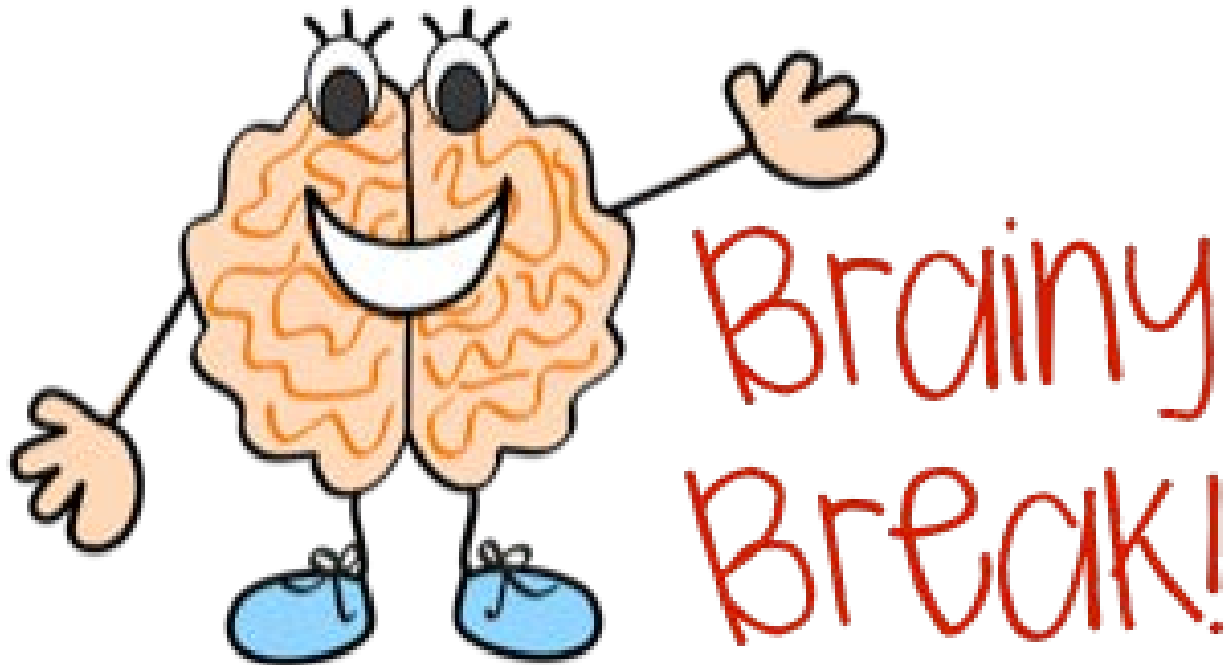


# Raffle





# BREAK TIME



# Let's Make a Deal!





# Report Back

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Top 3 challenges  
for each measure  
based on  
“patient focus”

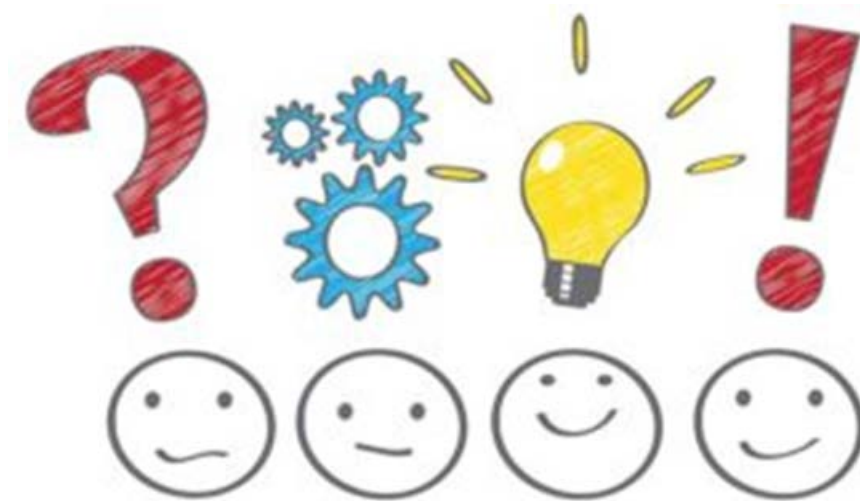
Top 3 solutions/  
recommendations  
for each measure  
based on  
“patient focus”

How do we  
level-set patient  
expectations on  
their health?



# Report Back





THOUGHTS?

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# Guest Panel



# Desert Oasis Healthcare

Catherine Brandon, Manager, Credentialing

Jennifer Ingersoll, Director, Quality Measure Performance





*We Are*  
**DESERT**  **OASIS**  
HEALTHCARE

Your Health. Your Life. Our Passion.



Welcome to...  
**DESERT OASIS HEALTHCARE**

As a member of the desert community for over 35 years, Desert Oasis Healthcare is dedicated to the health and well-being of our neighbors throughout the Coachella Valley.



## Our Heritage

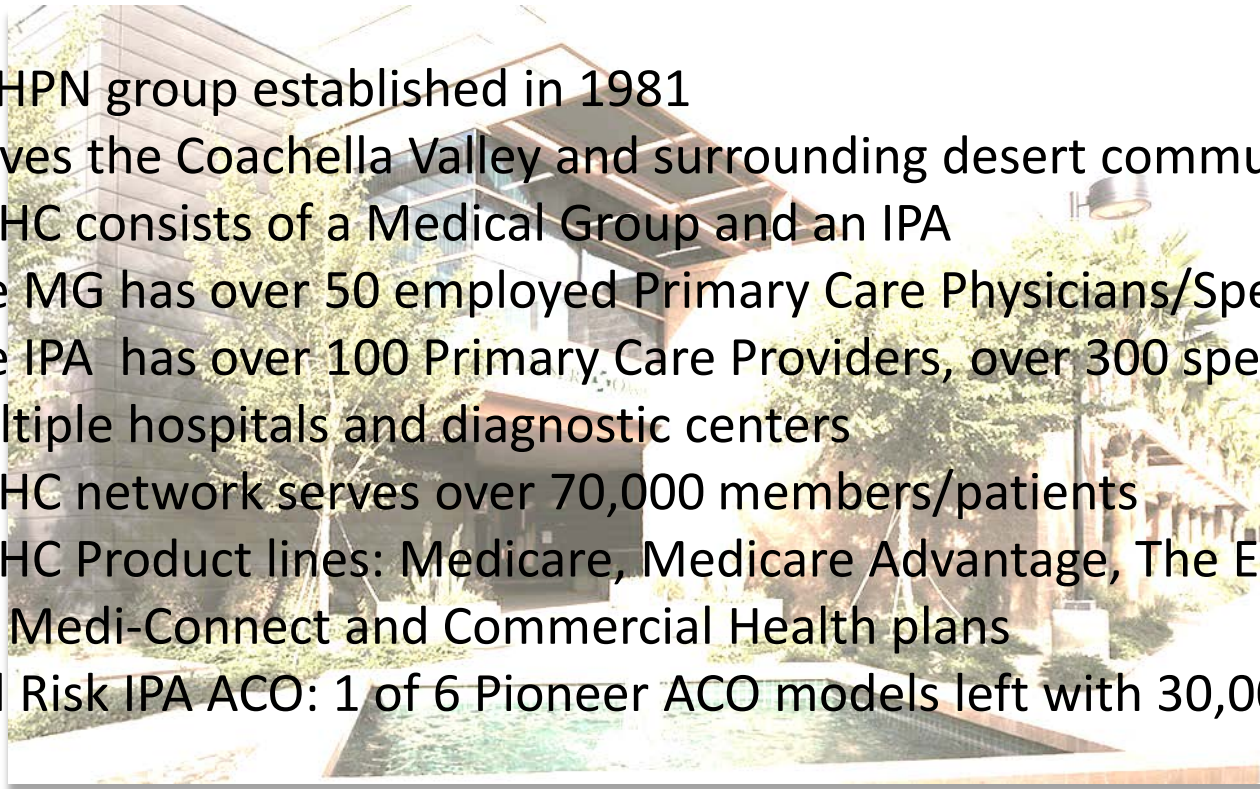
Your Health in Good Hands

- Consists of 9 medical groups in CA
- Serving over 700,000 members; making it one of the largest healthcare organizations in the US
- In addition, HPN also has healthcare organizations in New York, Arizona and possible expansion into Colorado



# Desert Oasis Healthcare

- 1<sup>st</sup> HPN group established in 1981
- Serves the Coachella Valley and surrounding desert communities
- DOHC consists of a Medical Group and an IPA
- The MG has over 50 employed Primary Care Physicians/Specialist
- The IPA has over 100 Primary Care Providers, over 300 specialists, multiple hospitals and diagnostic centers
- DOHC network serves over 70,000 members/patients
- DOHC Product lines: Medicare, Medicare Advantage, The Exchange, Cal Medi-Connect and Commercial Health plans
- Full Risk IPA ACO: 1 of 6 Pioneer ACO models left with 30,000 Lives



# Our Why: 2014 Survey Results

	A	B	C	D	E	F	G	H
	Overall	Overall	Overall	Patient-			Helpful	
	Rating of	PCP	Specialist	Doctor	Patient	Coordination	Office	Health
	Care	Rating	Rating	Interactions	Access	of Care	Staff	Promotion
Desert Oasis Healthcare	57.1%	65.0%	62.2%	71.0%	47.7%	54.6%	66.7%	55.4%
90th Percentile	72.0%	79.0%	79.4%	82.4%	61.9%	67.0%	75.5%	69.2%
Statewide Average	64.6%	71.0%	70.4%	78.0%	54.8%	59.4%	69.1%	62.2%

Desert Oasis Healthcare	
Reported Item	Rating
Overall Rating of Health Care	2
Patient-Doctor Interactions	2
Patient Access	2
Coordination of Care	2
Helpful Office Staff	2
Health Promotion	1

Room for  
Improvement!



# Service Excellence/WOW KICK OFF!

- Motivate Staff – **Weaving a Culture of WOW!**
- Frontline staff developed our **9 Service Excellence Standards**
- **Language of Caring** was adapted to help communicate our caring and support our Service Excellence Standards.





## 9 Service Excellence Standards

- Create a personalized, memorable experience
- Make a positive impression
- Follow up and fulfill my promises
- Show respect for everyone
- Be a team player
- Treat others as they want to be treated
- Communicate effectively
- Demonstrate a positive attitude
- Provide a fond farewell





## Language of Caring Medical Group Staff: Program Highlights

1. Heart-Head-Heart
2. The Practice of Presence
3. Acknowledging Feelings
4. Showing Caring Nonverbally
5. Explaining Positive Intent
6. The Blameless Apology
7. The Gift of Appreciation
8. Say It Again with HEART
9. Language of Caring: From Good to GREAT



## SCAN Office Staff Training for IPA Staff: Program Highlights

- **CLEAR & HEAT** (Comparable to Language of Caring)
- **HOS and CAHPS Survey Measures**





## OST offered in both MG and IPA Practices

- Senior Sensitivity
- Access
- Medication Adherence
- Falls
- Bladder Incontinence





# Barriers Along the Way

- Handling different types of audience members
- Captivate your audience



Cue BINGO

	B	I	N	G	O
Triple Aim	Heritage Provider Network	Academic Reputation Zone	2007	Heineke	Local
Standards	Five Star	Chamunski Sagal MBE FACM	Mission Statement	Employee FAC	
Maggie Deering Riv	Open Enrollment	Free!	Leadership of Care	Aligning for the Stars	
IRA	HMO	Teresa Prokopowicz Ph.D	Access	Employee Health	
Department: Oncology	Mark Grant	Kay Egan	Employee Success Program	Lorenz	Buyer



- **Staff Buy-In**
  - Themed presentations/activities
  - Wall of WOW
  - Service Excellence Standards are 1/3 of annual employee evaluation

- **Engaging Patients/Employees**
  - Books/Canvas
  - Lemonade Social
  - Patient Experience Day with giveaway





## Measuring the Patient Experience:

### Medical Group

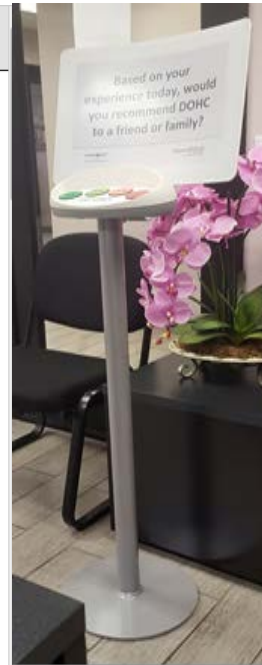
- Surveys to patients regarding satisfaction with their provider
- WOW Cards
- Happy or Not

### IPA

- Surveys to patients regarding satisfaction with their provider
- During Provider/IPA Office Staff Training Survey attendees



# Measuring the Patient Experience: Happy or Not/ WOW Cards



**DESERT OASIS Family Hospice Care**  
 Your Health. Your Life. Our Passion. *Comfort • Care • Compassion*

**Did we WOW you?**  
 Tell us about your experience:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

May we contact you to discuss your experience further?  
 Yes  No

Your Name \_\_\_\_\_  
 Your Phone Number ( ) \_\_\_\_\_ - \_\_\_\_\_  
 Your Email Address: \_\_\_\_\_

---

**Thank you for taking time ...**

... to comment/recognize an employee and/or process at Desert Oasis Healthcare/Family Hospice Care that WOW'd you. If you receive a survey, please take a moment to remember this experience and give your feedback. The surveys you receive are extremely important to the doctors and staff of Desert Oasis Healthcare/Family Hospice Care.

Please feel free to call DOHC at anytime.  
 Patient Help Line: 1 (760) 969-6555

Visit us at [www.myDOHC.com](http://www.myDOHC.com) and see how we are "Weaving a culture of WOW" just for you!

Desert Oasis Healthcare & Family Hospice Care  
 Weaving a culture of WOW



Began our Weaving  
a Culture of WOW  
Initiative at  
★★



Increased Social  
Media scores  
Increased Employee  
Satisfaction scores



Completed Phase 1  
of Language of  
Caring Increased  
Overall Patient  
Experience from  
★★ to ★★★★★



Completed Phase 2  
of the Language of  
Caring Increased  
Overall Patient  
Experience from  
★★★★ to ★★★★★



**AIMING FOR  
THE STARS:**  
Target: A  
★★★★★  
Patient Experience!

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# HealthCare Partners IPA

Denise Gatewood, Manager, Regional IPA Operations



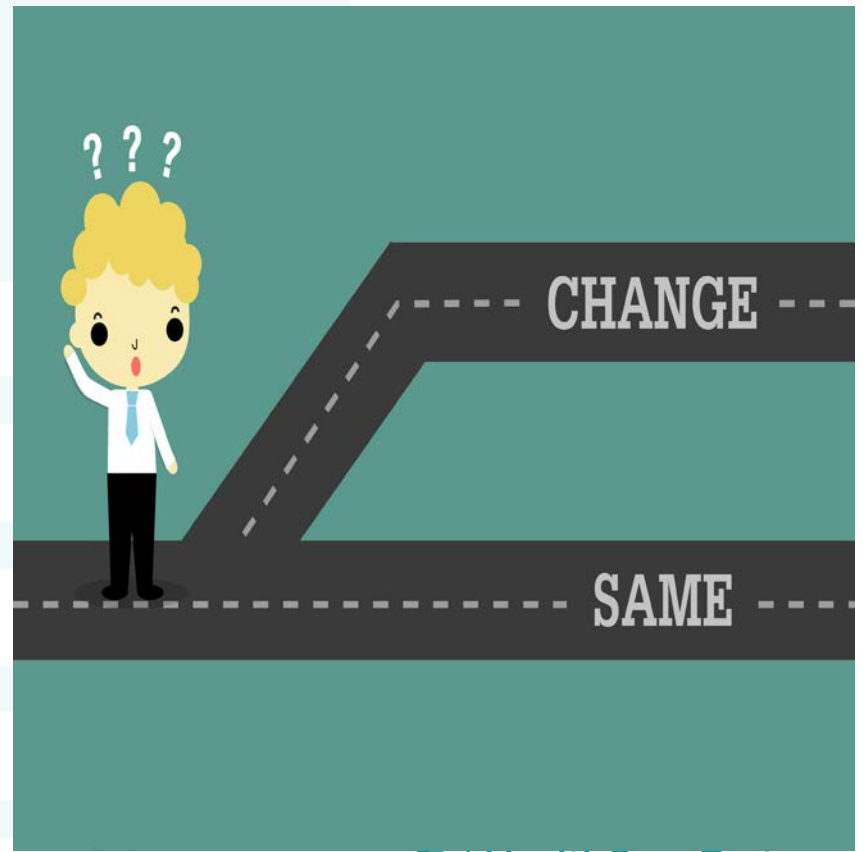


# Patient Experience



# Implementation

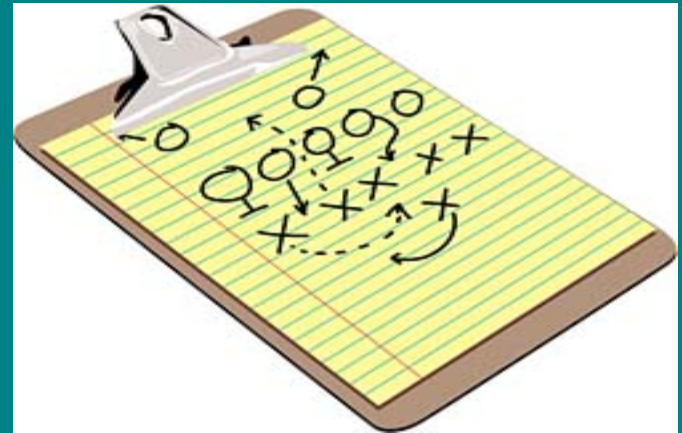
- **Behavior Change**
- Identify your audience; customize trainings
- Implement models for feedback
- Keep it simple





# Core Processes to Improve Patient Experience

- Shared Agenda
- Patient Rounding
- Physician and Staff Communication Models



# Shared Agenda - Customized Patient Care

Benefits for the patient, clinician and staff:

- **SIMPLE** but effective tool
- **INDIVIDUALIZES** the patient encounter
- Identifies patient needs **EARLY** in the visit
- Improves **EFFICIENCY** for the clinician and staff
- Manages patient **PRIORITIES**
- Enhances patient **EXPERIENCE**
- Builds patient **TRUST** and **CONFIDENCE** in the clinician



# Rounding – Improving Patient Satisfaction

## Lessons from Inpatient Nurse Hourly Rounding



Across 14 hospitals improved satisfaction by 12% points<sup>1</sup>

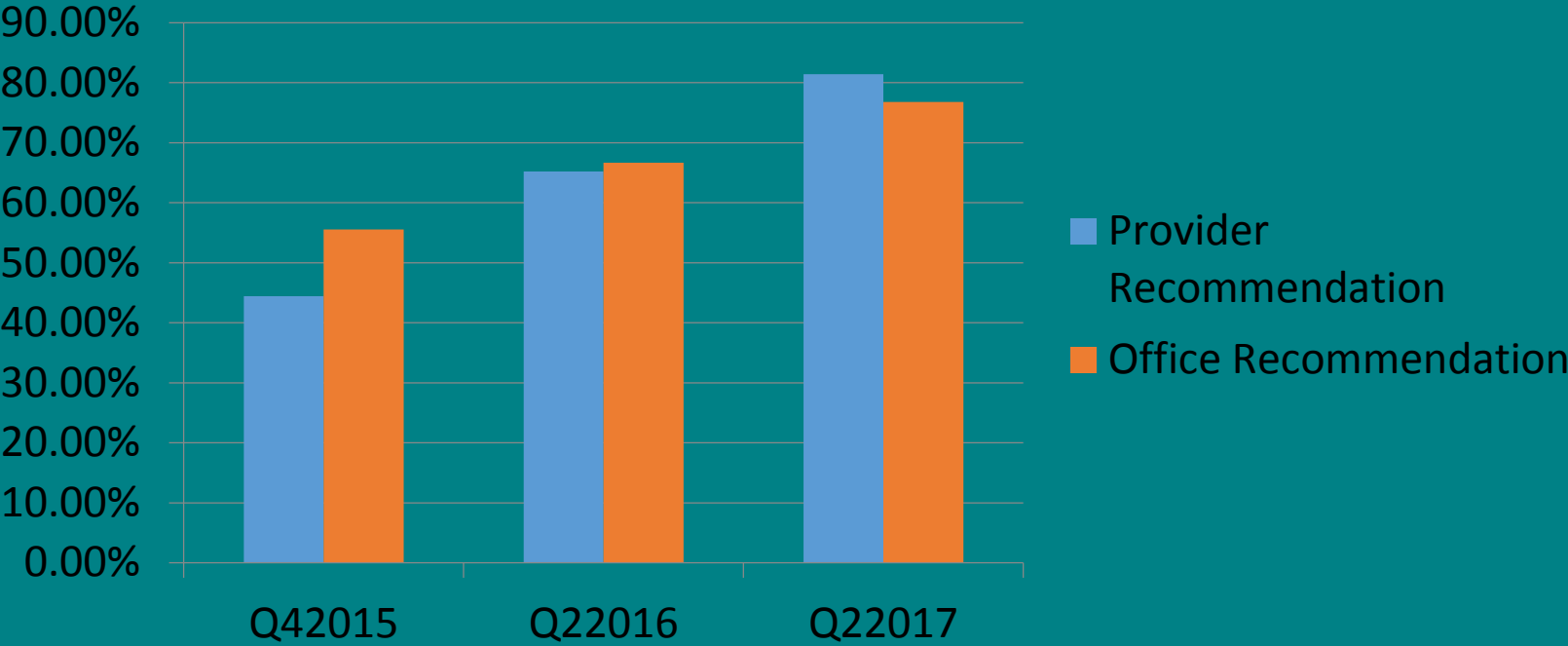
Large community hospital increased satisfaction by 48% and likelihood to recommend by 25%<sup>2</sup>

## Early Application to Med Groups

Percentile Rank For One Medical Group<sup>3</sup>



# Case Study





# NAMM California | PrimeCare

Courtney Nim, QI Coordinator, Quality Improvement



## Who We Are

North American Medical Management California, Inc., part of OptumCare®, (NAMM California) develops and manages provider networks. NAMM California clients represent a network of 600+ primary care physicians and 2,000+ specialists.

**NAMM** *California*  
Part of OptumCare®

# Organizational Priorities - Member Experience Team

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- Multi-Department Team consisting of Quality, Provider Services, Customer Service, Marketing, IT, UM, Network Operations, CMO
- Goal to provide resources and initiatives to providers, provider offices and members focused on promoting, improving and sustaining a positive member experience that will ultimately lead to improved member satisfaction scores, member retention, clinical outcomes, efficiency and physician personal satisfaction.
- Review end-to-end process to improve net promoter score+
- Alignment of provider/vendor incentive plans with quality

# New Resources & Initiatives

# Fall Prevention Diet & Exercise Access

GUIDE TO  
BETTER HEALTH:  
Fit for Life

WE CARE ABOUT YOUR  
WELL-BEING AND SAFETY

PrimeCare  
Part of OptumCare®



Please take a moment to complete this questionnaire.

As a thank you, you will receive a safety tip pamphlet for preventing falls & a pair of non-skid socks, which are great for nighttime wear & preventing slides on smooth surfaces.

Make exercise & physical a part of your daily life. It your ability to get around every day.



## ACCESS STANDARDS

NAMM California  
Part of OptumCare®



Call back

Urgent patient call:  
Must respond within  
30 minutes



After hours

Emergency instructions, how to reach provider for urgent needs and that he/she will return calls within 30 minutes



Preventative exams

Within 30 days



Telephone

- Assistance from a live person
  - ⇒ Within 45 seconds
  - Answer non-urgent inquiries
    - ⇒ Within 1 business day



Waiting time

No more than 15 minutes to be seen by primary care doctor from appointment time



Urgent appointments

- No prior authorization required
  - ⇒ 48 hours (2 days)
- Prior authorization required
  - ⇒ 96 hours (4 days)



Standard/Routine Appointments

- Primary care doctor
  - ⇒ 10 days
- Specialist
  - ⇒ 15 days

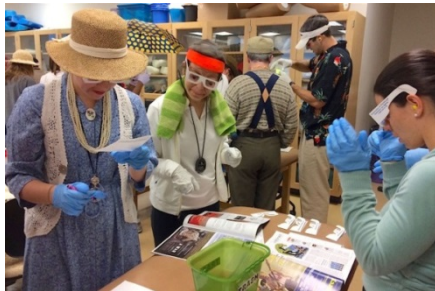




# Trainings



## Free Online CME Training



## Senior Sensitivity Training



## On-Site Training with Office Staff



## Access & Flow Training



## Office Staff Webinars

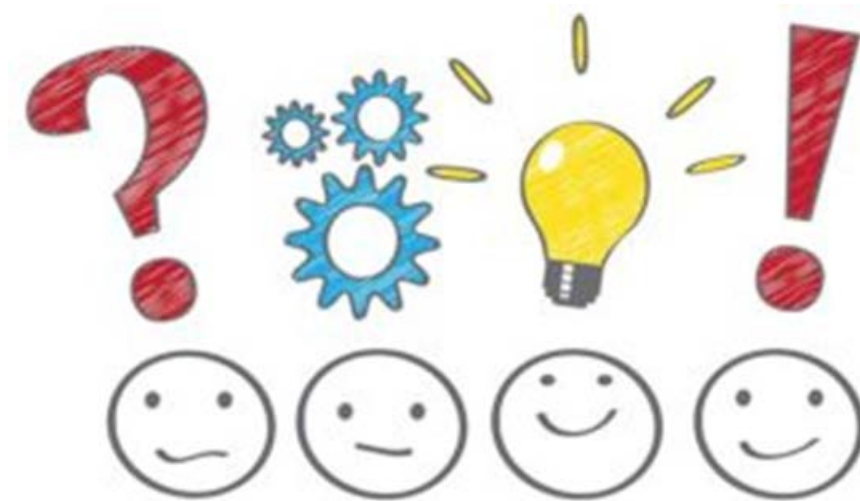


## Physician Leadership Training

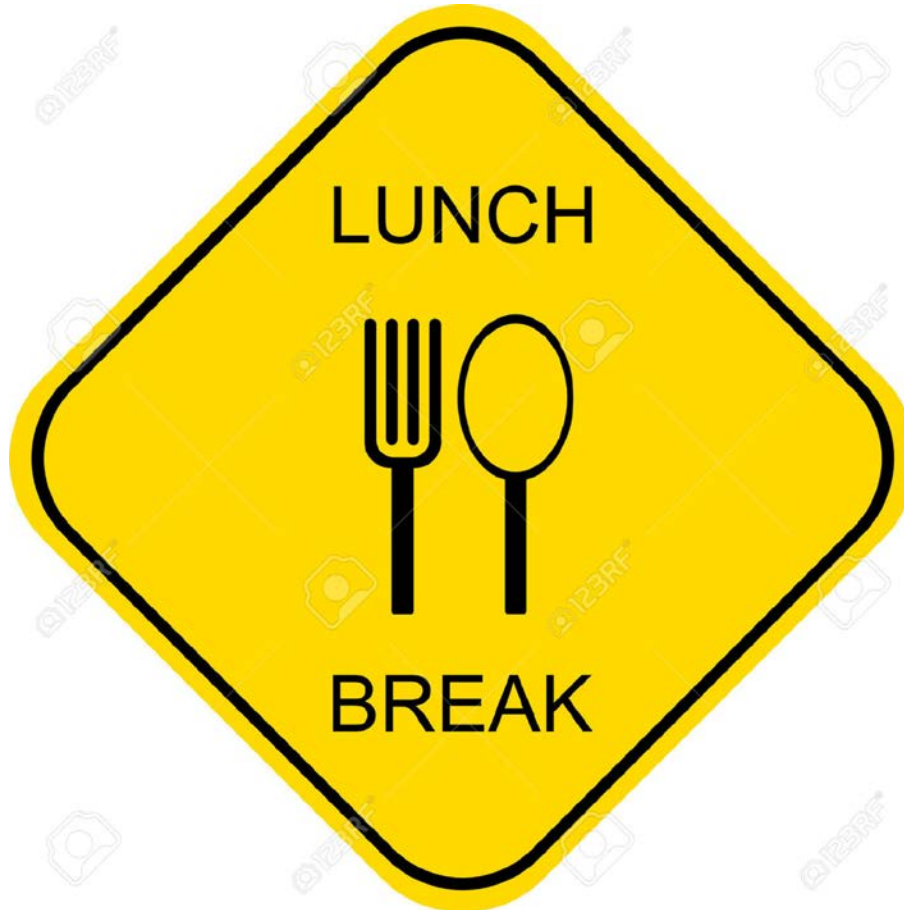
# Challenges

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- Measuring Impact
- Overall support and buy-in
- Engagement of providers/Competing priorities
- Reinforce training / maintenance



# Q & A





# Welcome Back

Office Staff Training - Train the Trainer

March 12, 2019

# Raffle



# ICE BREAKER





“The single biggest problem in communication is the illusion that it has taken place.”

George Bernard Shaw



# Health Literacy





# Program Objectives

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Participants will be able to:

- ▶ Communicate clearly and effectively with patients.
- ▶ Explain the concept of health literacy.
- ▶ Describe the impact of low/limited health literacy.
- ▶ Identify ways to assess patients to better understand medical information





# U.S. Adult Literacy Rates

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- ▶ 32 million U.S. adults cannot read
- ▶ 50 percent of adults in U.S. read below an eighth-grade level
- ▶ 19 percent of high school graduates cannot read
- ▶ 15 percent of adults in the U.S. have reading disorders
- ▶ 46 percent of adults in the U.S. cannot understand prescription bottle labels



## Definitions

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Term	Definition
Basic (Functional) Literacy	The ability to read, write, speak and compute and solve problems at a basic level
Health Literacy	The ability to obtain, process and understand basic health information and services needed to make appropriate health decisions

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# Health Literacy Statistics

## Older adults find it harder to:

- Use print materials – **71%**
- Use documents, such as forms or charts – **80%**
- Interpret numbers and do calculations – **68%**

## Some groups have lower literacy on average:

- Men
- People who don't speak English as a first language
- Adults over 65
- Medicare and Medi-Cal recipients

# Adults in California without Basic Literacy Skills

- ▶ 23% of CA population (26,0929,840) is lacking basic prose literacy skills

County	Population	Percentage
Los Angeles	7,206,479	33
Fresno	596,940	27
Orange	2,191,819	26
San Diego	2,144,799	21
San Bernardino	1,296,585	20
Riverside	1,280,162	20
Alameda	1,100,269	19
San Francisco	629,606	18
Santa Clara	1,263,883	16
Ventura	580,222	16
San Mateo	539,763	15
Sacramento	975,882	13
Contra Costa	751,262	12

Red text denotes SCAN counties eligible for Medi-Cal.



## A Below-Basic Reader's View

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GNINAE LC – Ot erussa hgih ecnamrofrep,  
yllacidoirep naelc eht epat sdaeh dna natspac revenehw  
uoy eciton na noitalumucca fo tsud dna nworb-der edixo  
selcitrapp. Esu a nottoc baws denetsiom htiw lyporposi  
lohocla. Eb erus on lohocla sehcuot eht rebbur strap, sa  
ti sdnnet ot yrd dna yllautneve kcarc eht rebbur. Esu a  
pmad tholc ro egnops ot naelc eht tenibac. A dlim paos,  
ekil gnihsawhsid tnegreted, lliw pleh evomer esaerg ro lio.





## What It Looks Like

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GNINAELC – Ot erussa hgih ecnamrofrep, yllacidoirep naelc eht epat sdaeh dna natspac revenehw uoy eciton na noitalumucca fo tsud dna nworb-der edixo selcitrapp. Esu a nottoc baws denetsiom htiw lyporposi lohocla. Eb erus on lohocla sehcuot eht rebbur strap, sa ti sdnet ot yrd dna yllautneve kcarc eht rebbur. Esu a pmad tholc ro egnops ot naelc eht tenibac. A dlim paos, ekil gnihsawhsid tnegreted, Iliw pleh evomer esaerg ro lio.



# The Challenges

## Patient

### Paperwork

- Most difficult challenge for many patients

### Poor Communication

- Language barriers
- Confusing medical terminology

### Embarrassment

- Prevents patients from:
- Seeking information
  - Obtaining access to care

## Provider

### Awareness

- Providers are more aware of language issues than health literacy obstacles

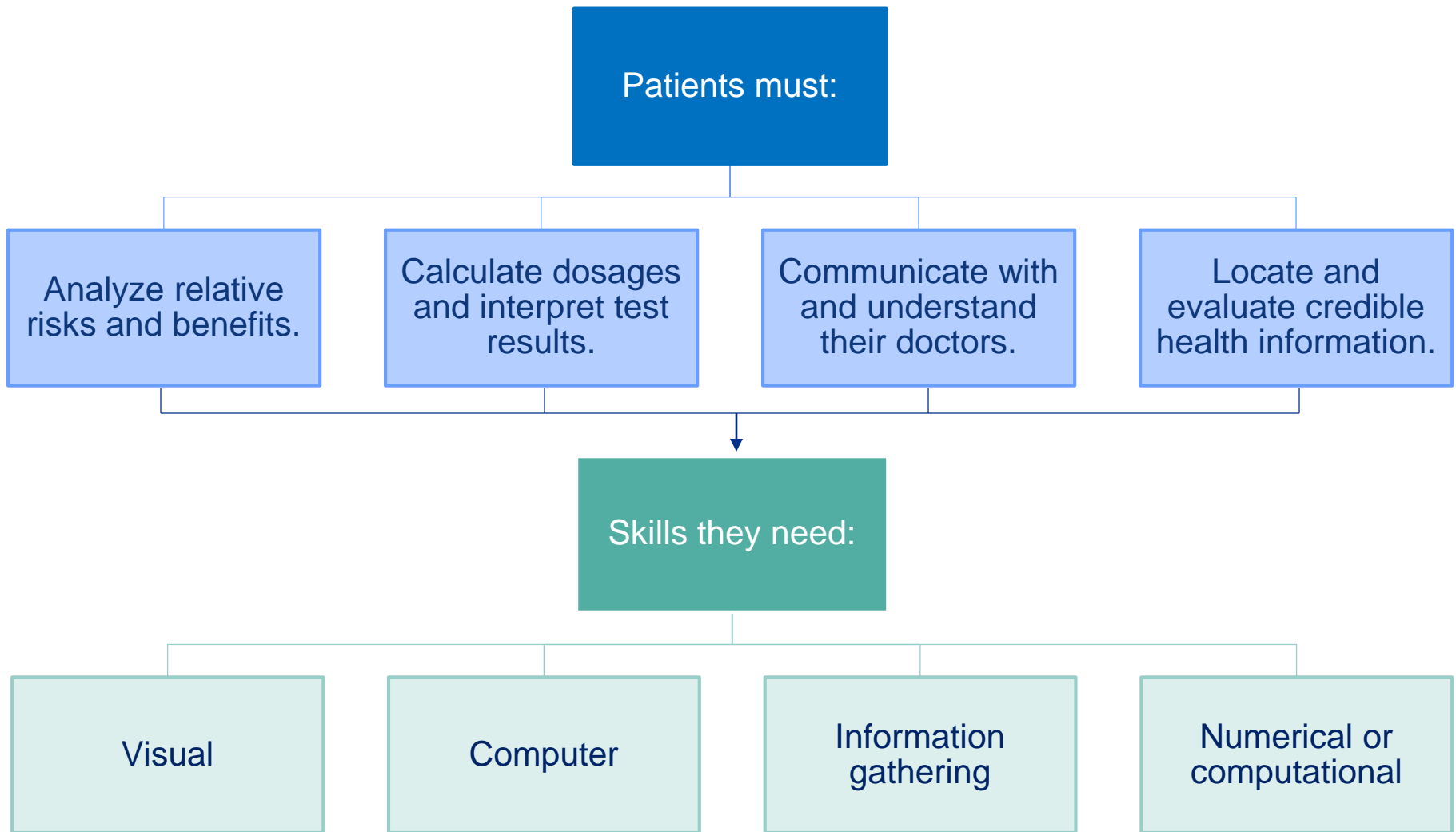
### Awareness Without Training

- Providers aware of issues often aren't trained to deal with them
- Can lead to medical errors

### Poor Communication

- Medical jargon, language barriers prevent shared decision making

# Patients Need Complex Health Literacy Skills





# Stigmas and Shame

What are you seeing?



# Stigmas and Shame

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**Feeling not smart enough**

**Fear of failure**

**Embarrassment and paralysis**

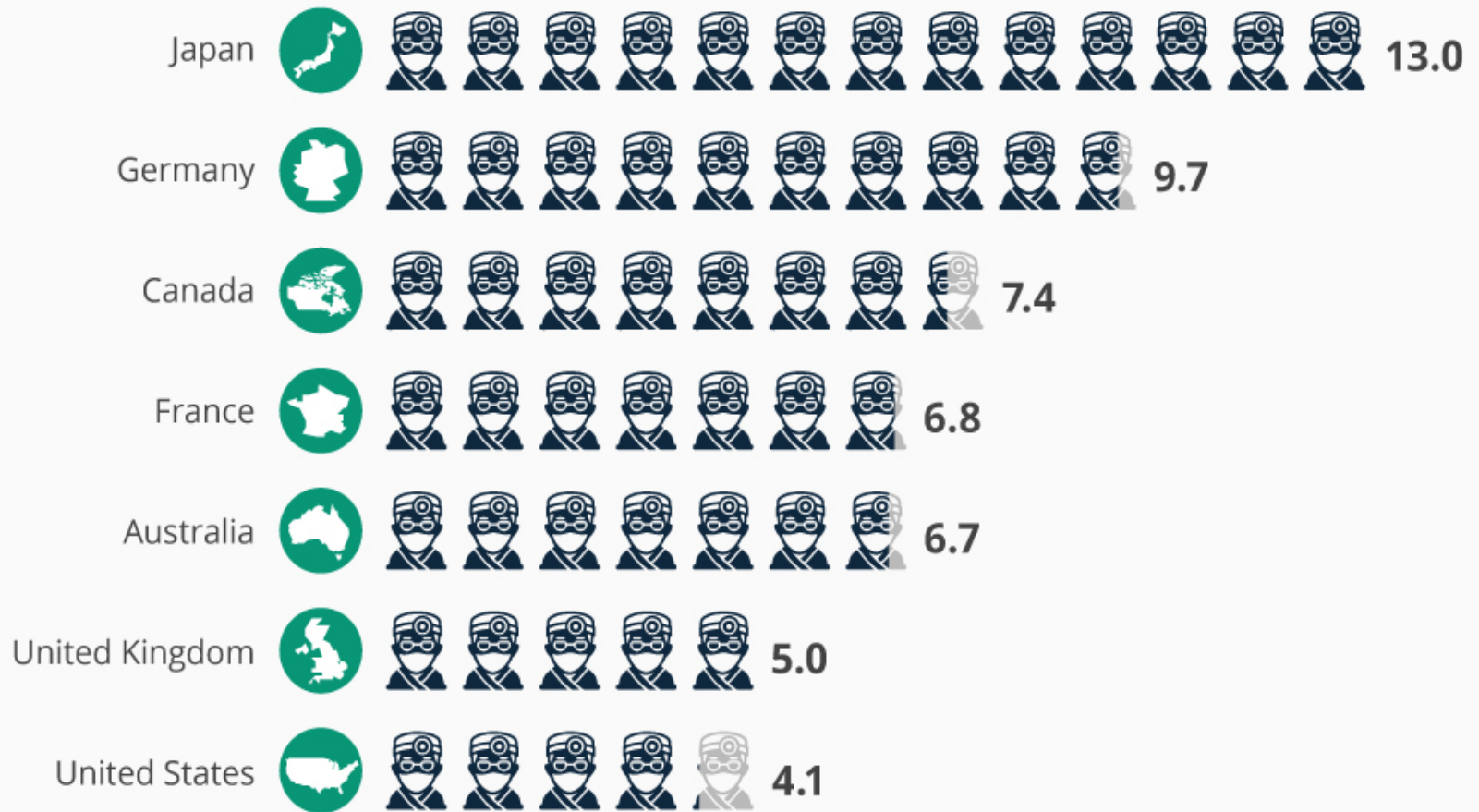
**Best kept secret from family,  
friends and coworkers**

## **Common excuses:**

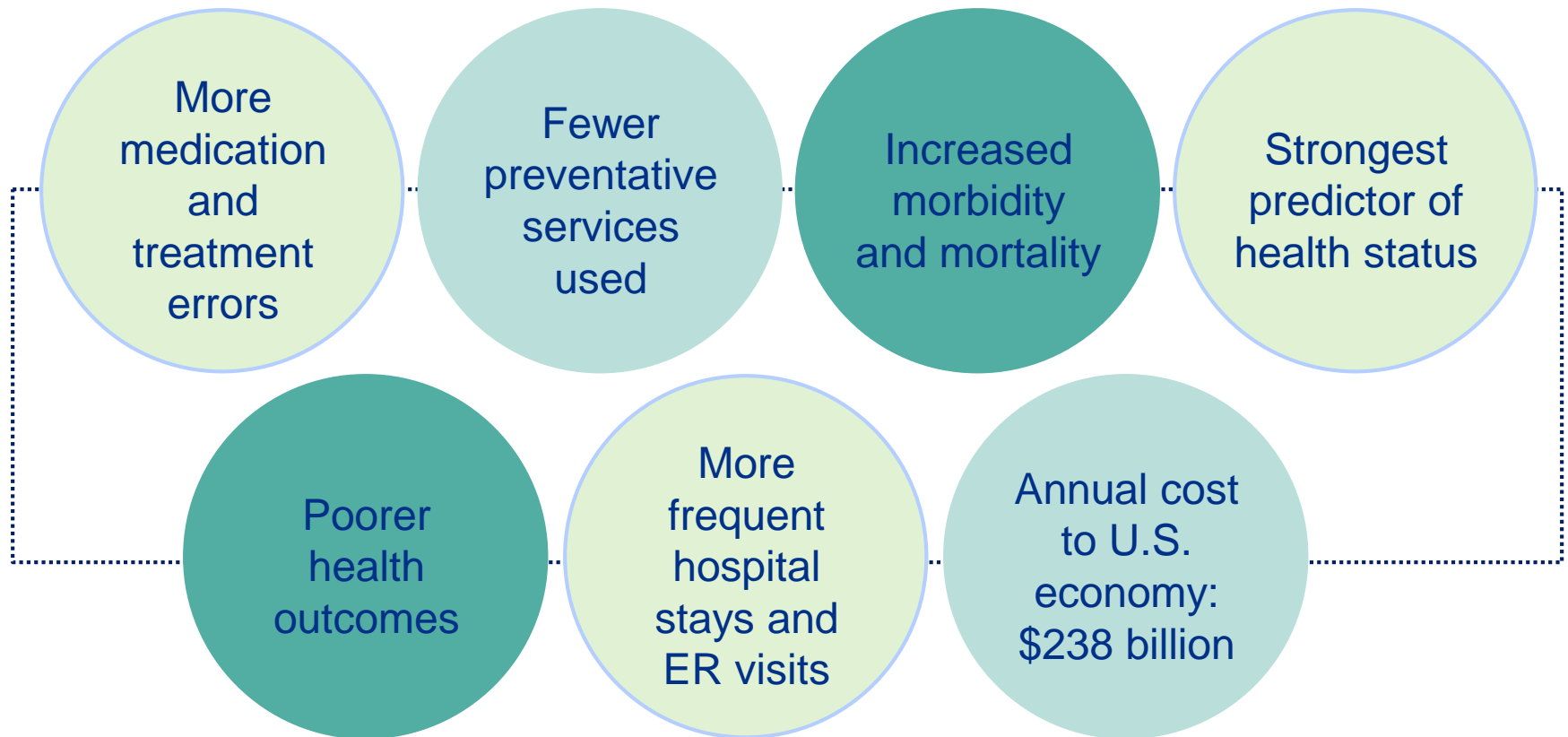
- I forgot my glasses.
- I'll read it at home.
- I want to show it to my spouse.

# A World of Difference

Annual average doctor visits per person in selected countries



# Impact of Limited Health Literacy



# Steps to Improve Health Literacy







# Choose Your Words Carefully

## What We Say

- Medication
- Originate
- Adverse
- Immunization
- At this point in time
- In the event of
- On a daily basis
- Each and every one
- Close proximity

## What We Should Say

- Drug, pill, medicine
- Start, begin
- Bad
- Shot
- Now, today
- When
- Daily, everyday
- Each, all, everyone
- Near, close

# Activity





“Kindness is the language which the deaf can hear and the blind can see.”

Mark Twain

# Age and Understanding

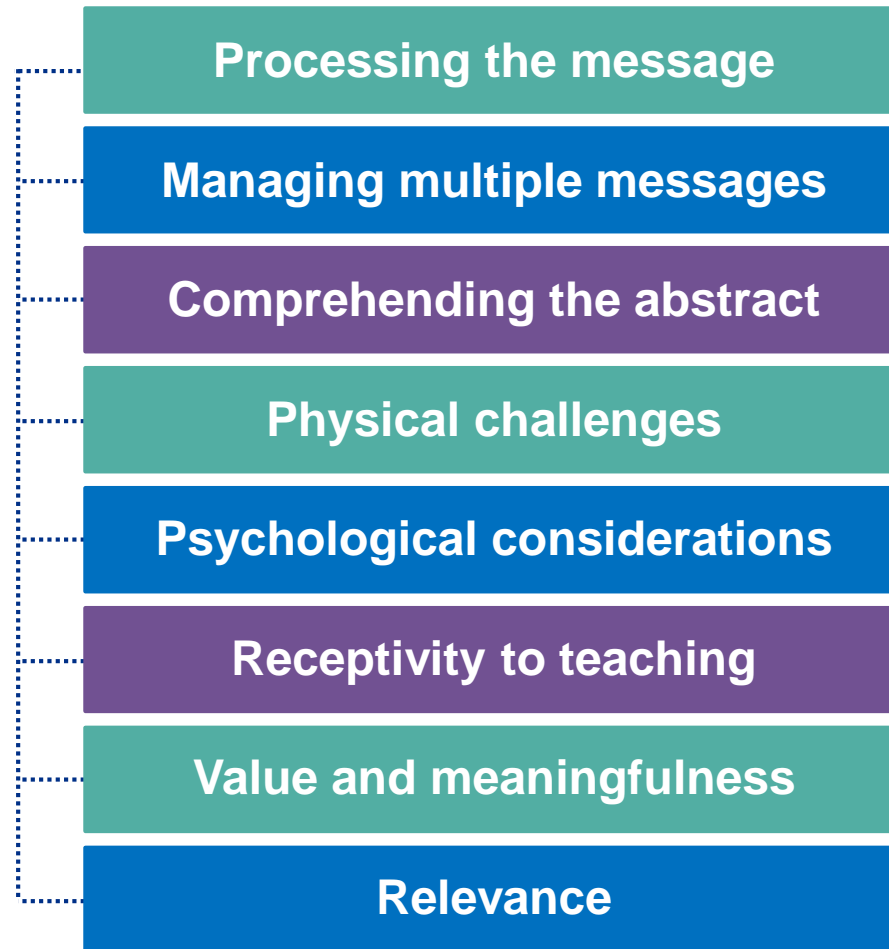


“I never understand what the doctor says when I’m in his office. It’s like he’s speaking another language. I try to follow what he’s saying, but he talks too fast and uses words that mean nothing to me. I don’t want him to think I’m stupid...I’m not stupid. I may be old and slow, but I’m not stupid.”



# Assessing the Elderly Learner Challenges

# Assessing the Elderly Learner





# Clear Communication Is...

...using familiar concepts, words, numbers and images presented in ways that make sense to the people who need the information

## Plain Writing Act of 2010

- Plain writing is clear, concise, well-organized and follows other best practices appropriate to the subject and intended audience.
- CMS requirement (eighth-grade)
- DHCS requirement (sixth-grade)

## Clear Communication Index

- Everyday words for public health communication



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# Assisting the Elderly Learner Solutions



# What We Can Do

## Outreach Strategies

- Innovative multimedia methods
- Peer educators

## Educate

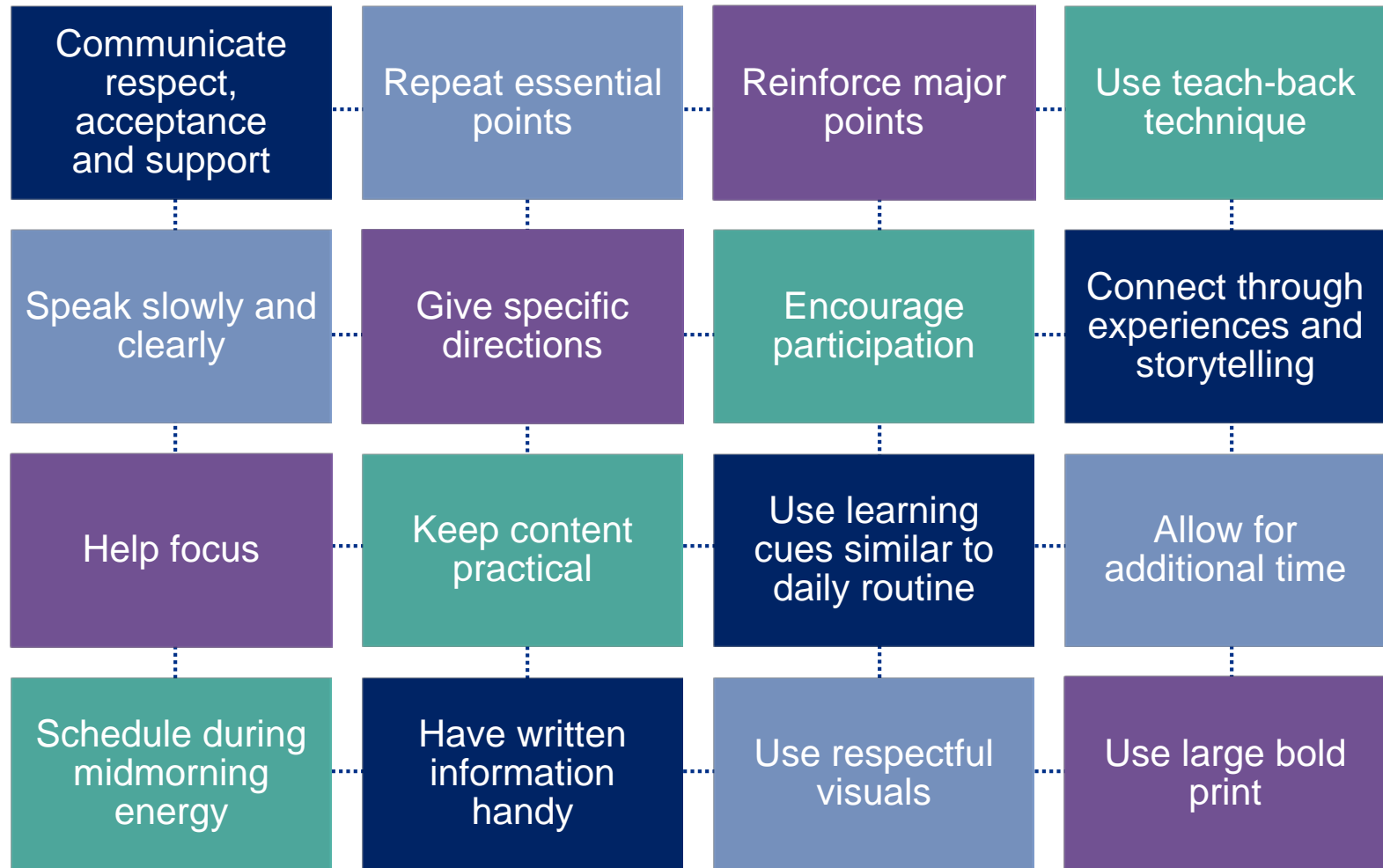
- Health literacy trainings
- Adult health literacy education

## Coaching

- Speak and write in “living room” language
- Use teach-back techniques
- Do the math
- Help our members prepare



# Educating the Older Patient



# Preparing for a Doctor's Visit

Encourage members to:

- ✓ Make a list of questions.
- ✓ Bring an updated list of all medications.
- ✓ Bring copies of recent test results or reports.
- ✓ Ask family or a friend to go along to help if needed.
- ✓ Report all symptoms and concerns.
- ✓ Ask the doctor to repeat instructions at the end of the visit
- ✓ Fill out the SCAN "My Doctor's Visit" form available on the SCAN website.
- ✓ Use SCAN Interpreter Services if English is not the member's preferred language.





# Adult Health Literacy Education

## Los Angeles Library Programs

- ▶ Adult literacy—Free one-on-one tutor, minimum of six months
- ▶ Limited English Proficiency—Self-guided
- ▶ Walk-In Tutoring
- ▶ Spanish Literacy

## Riverside Library Program


- ▶ One-on-One Literacy Tutoring
- ▶ English as a Second Language (ESL)

## San Bernardino Program

- ▶ Adult Basic Education (ABE)
- ▶ ESL

## Orange County Programs (OC Read)

- ▶ Walk-in Tutoring
- ▶ Adult Basic Literacy Education
- ▶ Orange Literacy—ABE and ESL



Many locations include  
computer and  
technology skills  
courses!

# Effect of Improved Health Literacy

## The Missing Aim



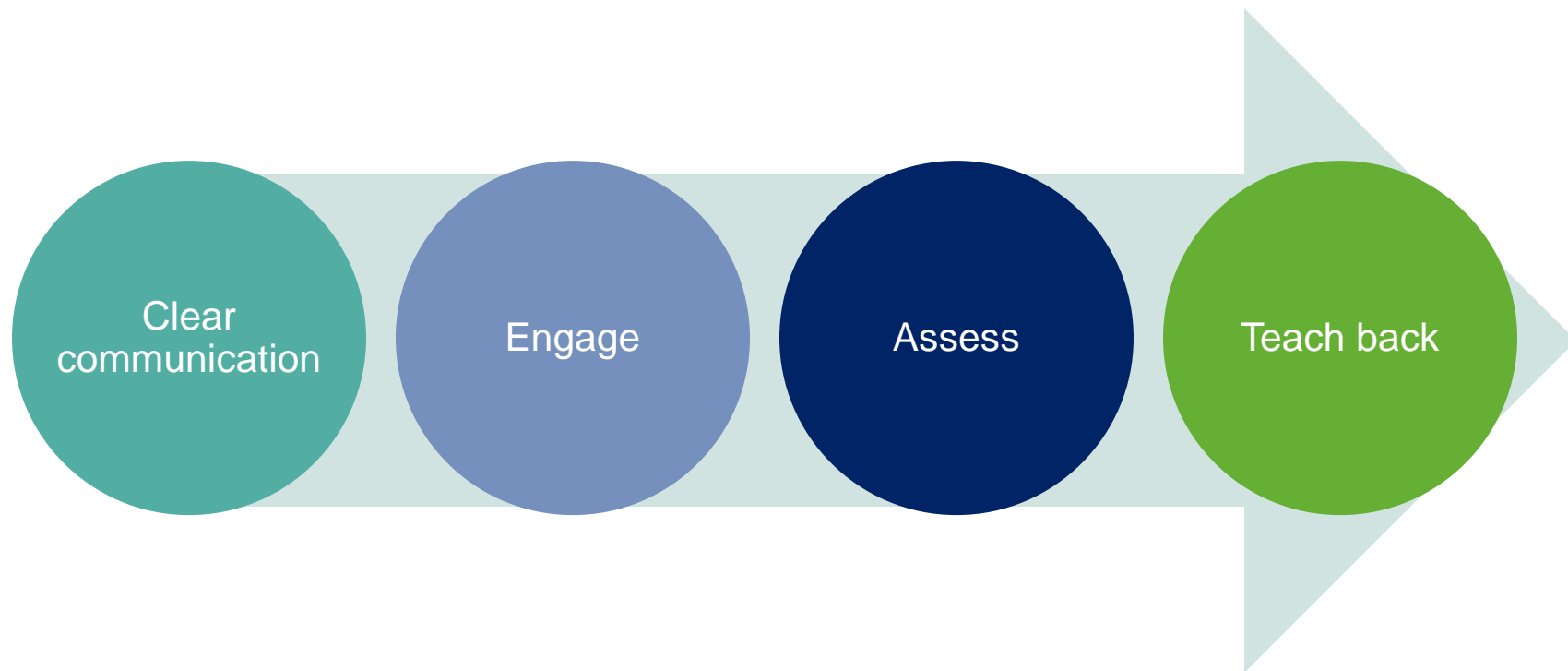
Adapted from graphic by Cardiac Interventions Today

# Activity



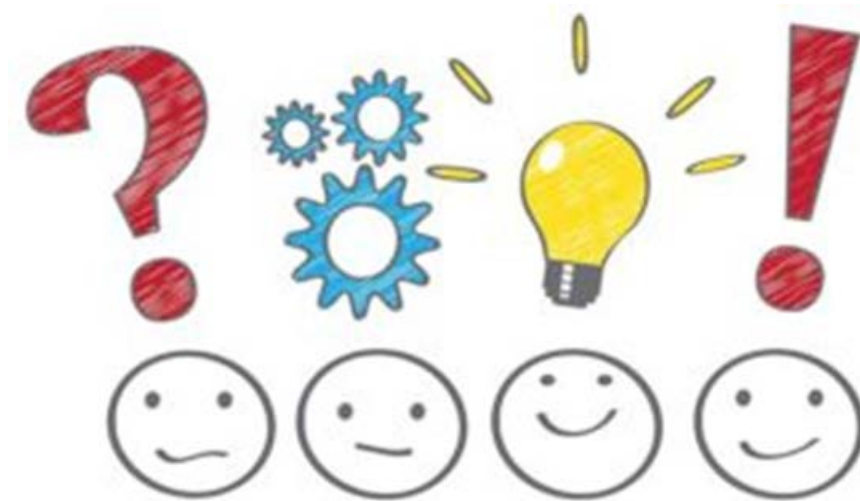


# Summary



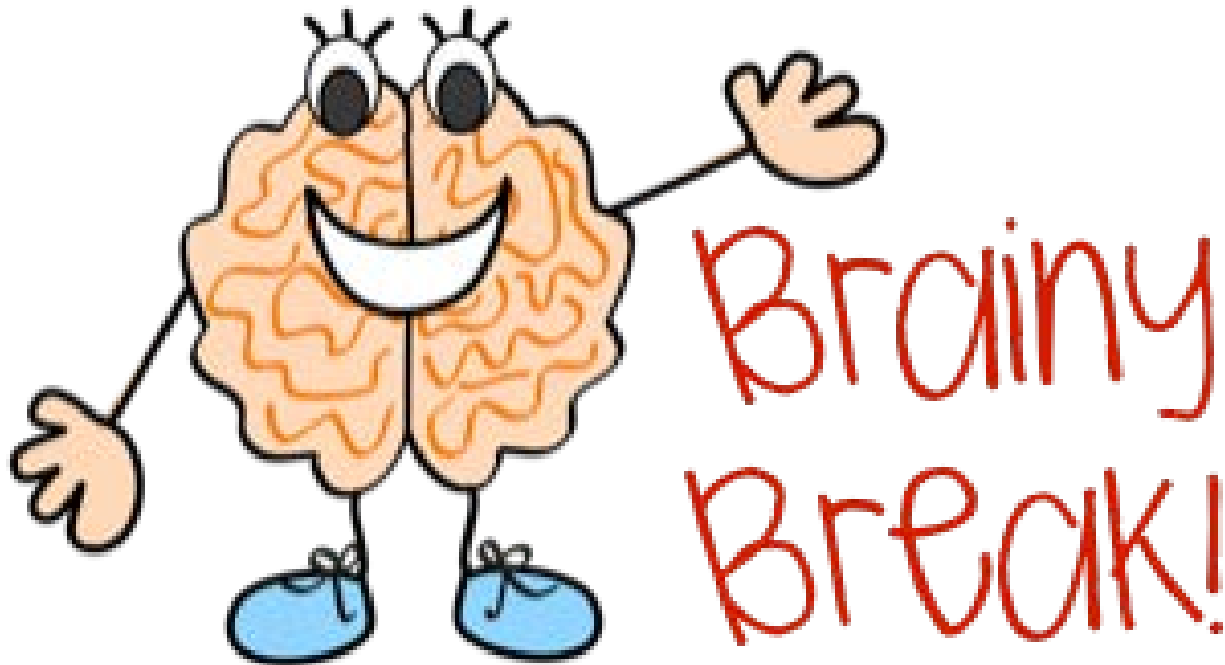






THOUGHTS?

# BREAK TIME



# Raffle





# ICE BREAKER





# Action Planning and S.M.A.R.T. Goal Development





# Before You Start Planning...

## AIM Statement

- SMART Goal of what needs to be accomplished in a specific period of time

## Target population

- Office Staff Professionals
- Processes within the office
- Patients (any type of chronic condition or quality measure that needs improvement)

## Creating your team

Identify direct and indirect stakeholders

- Decision makers
- Early adopters
- Subject matter experts

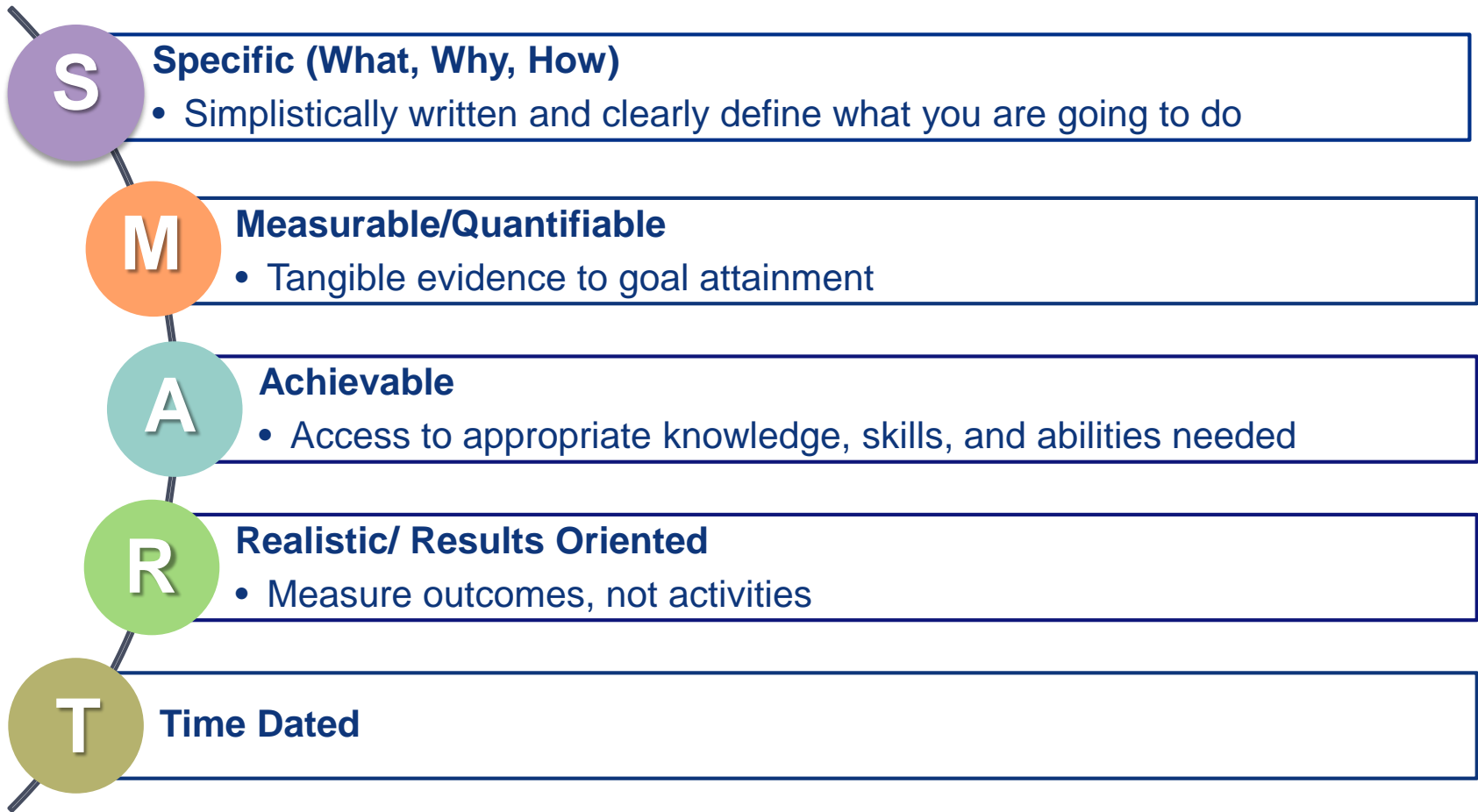
# Statement of Innovation



- ▶ Develop 2 SMART goals
  - Can realistically be implemented in the next 6 months



# Elements of S.M.A.R.T. Goals



# S.M.A.R.T. Example #1

Develop a training plan to improve staff knowledge and understanding of key health outcomes, as evidenced by staff verbally describing Health Outcome Survey (HOS) questions and related measures by the end of September 2019.

S	M	A	R	T
<ul style="list-style-type: none"><li>• <b>What:</b> Develop a training plan</li><li>• <b>Why:</b> Improve staff knowledge</li><li>• <b>How:</b> Training, coaching, and workshops</li></ul>	<ul style="list-style-type: none"><li>• Staff are able to verbally describe the HOS questions and related survey measures</li></ul>	<ul style="list-style-type: none"><li>• Every two week training sessions / workshops until all staff demonstrate competency</li></ul>	<ul style="list-style-type: none"><li>• Based on staff availability, hold training session/ workshops every 2 weeks</li><li>• Will complete training by 9/2019</li></ul>	<ul style="list-style-type: none"><li>• Staff will be trained by September 2019</li></ul>

## S.M.A.R.T. Example #2

All educators at the IPA groups will be trained and able to deliver the New Patient Onboarding course, by September 2019.

**S**

- **What:** IPA educators will be trained
- **Why:** To ensure patients get onboarded successfully in all IPA groups
- **How:** Instructor led training, coaching and demonstration

**M**

- Educators can demonstrate delivery of course

**A**

- Educators training the IPA groups have the skill set to perform this task

**R**

- All educator positions are fully staffed and ready for training implementation

**T**

- By September 2019

# Implementation

## Commitment from Leadership

Identify stakeholders

## Resources

Personnel, time, financial, supplies

## Barriers

Staff availability, patient scheduling, time

Data Accessibility

## Overcoming Barriers

Utilize technology, plan ahead, ensure follow through

How do we measure success?





# Assessment and Measurement

How do you measure success?

Training attendance

Demonstrated process changes

Use of tools, checklist, etc.

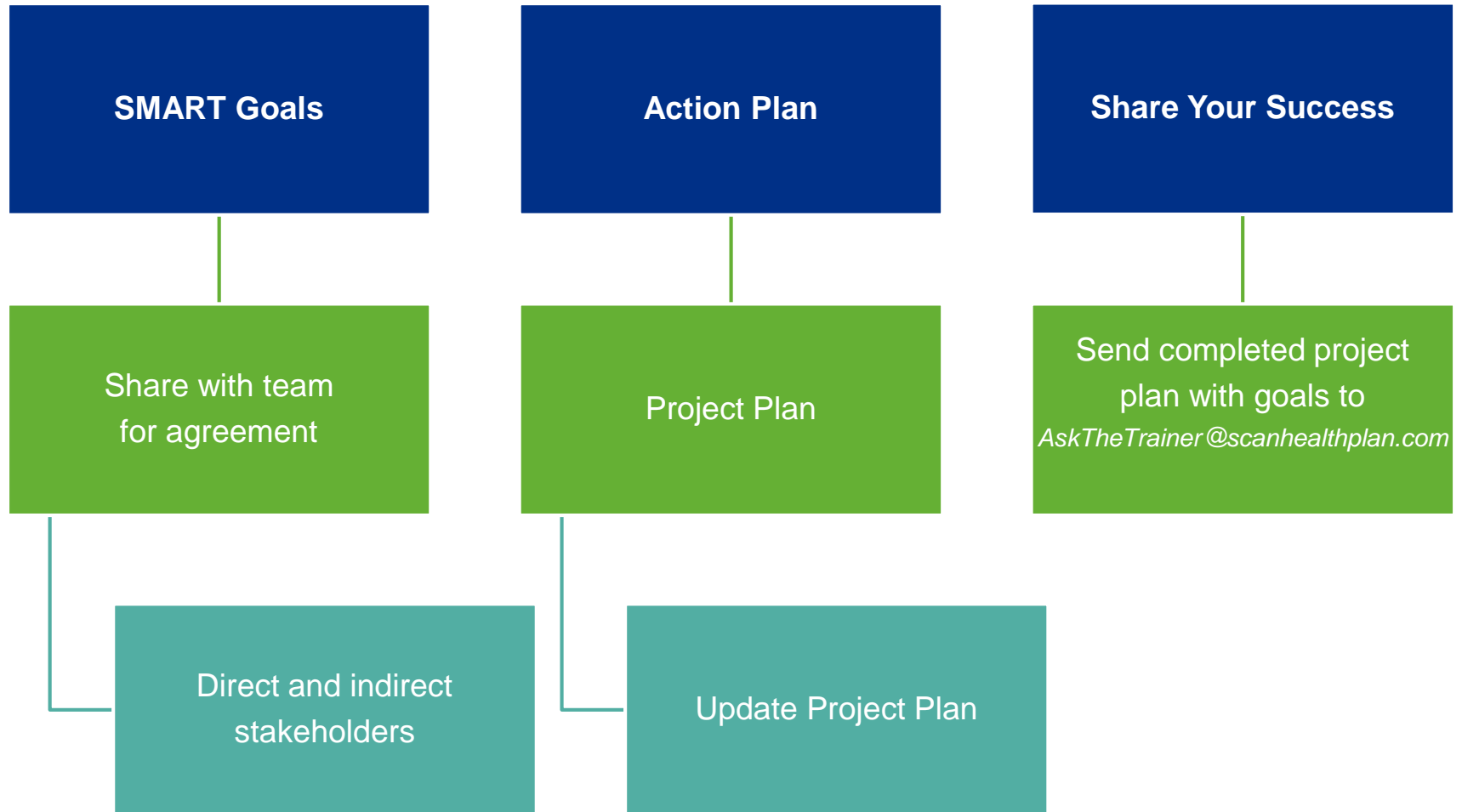
# S.M.A.R.T Goal Exercise



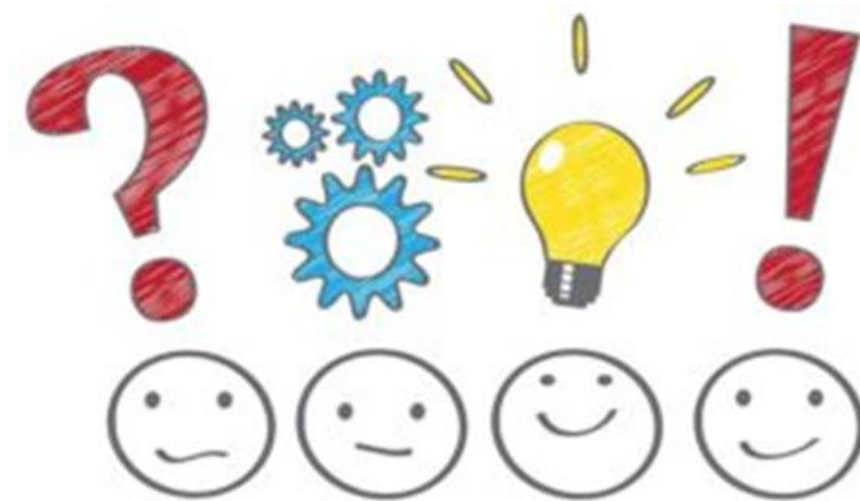
# Report Back



# Post Conference







THOUGHTS?



**Riaz Ali**  
Chief Marketing Executive



# Grand Prize Raffle



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- Where to find conference materials
  - <https://scanhealthplan.com/providers/train-the-trainer>
  - Email will be sent with links to conference materials
- QR codes and web links for post conference survey

## Questions?

Email us at [AsktheTrainer@scanhealthplan.com](mailto:AsktheTrainer@scanhealthplan.com)