

Transform Primary Care through Practice Coaching

5-part virtual training

- Highly interactive, skills-based training
- Based on the 10 Building Blocks of High Performing Primary Care
- Equips participants with the tools & skills necessary to engage and support transforming practices
- Each session will focus on two building blocks
- Includes pre-training readiness assessment

[Register here](#) by May 22

Cost: \$1650 per person. Group discounts available.

CEUs available: please see p.3 for details.



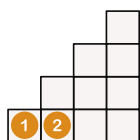
Training Schedule

- 1 Wed, 6/5: 8:30am-1:00pm PT
Engaged Leadership & Data-Driven Improvement
- 2 Wed, 6/12: 8:30am-1:00pm PT
Empanelment & Team-Based Care
- 3 Wed, 6/26: 8:30am-1:00pm PT
Patient-Team Partnership & Population Management
- 4 Wed, 7/10: 8:30am-1:00pm PT
Continuity of Care & Prompt Access to Care
- 5 Wed, 7/17: 8:30am-1:00pm PT
Comprehensiveness and Care Coordination & Template of the Future

See next page for details

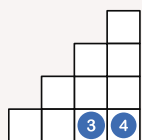
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Session Details



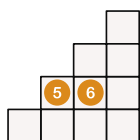
Session 1: Engaged Leadership & Data-Driven Improvement

- BB1, Engaged Leadership: Delve into how to understand and harness people's motivation when supporting and walking alongside or leading practices through change.
- BB2, Data-Driven Improvement: Discover how to identify metrics and use data in a way that catalyzes action, including how to engage front line staff and create feedback loops to build energy for practice improvement activities.



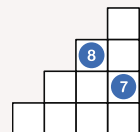
Session 2: Empanelment & Team-Based Care

- BB3, Empanelment: Explore not only the rationale for empanelment and how to start the process, but also how to make it work through transitions, such as turnover of team members, re-balancing over-empaneled clinicians, or engaging a "shadow panel."
- BB4, Team-Based Care: Consider the potential of new team roles and discuss how to build a vibrant and dynamic team with each member contributing to the fullest of their training and skills.



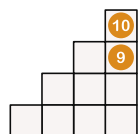
Session 3: Patient-Team Partnership & Population Management

- BB5, Patient-Team Partnership: Uncover health coaching skills that allow us to effectively partner with patients on their care. Also, engage patients as experts to help guide practice improvement.
- BB6, Population Management: Explore the seismic shift of moving toward population health and describe three levels of intervention. Also, review how to design and support population health in practices and employ a health equity lens.



Session 4: Continuity of Care & Prompt Access to Care

- BB7, Continuity of Care: Consider how practices seek to balance these needs and discuss how the dramatic shifts of the pandemic have brought to the forefront remote access to care, including an explosion of patient messaging.
- BB8, Prompt Access to Care: Discuss both classic approaches to improving access as well as emerging multi-modal approaches. Examine the infrastructure that must be in place to not only achieve but to sustain access over time.



Session 5: Comprehensiveness and Care Coordination & Template of the Future

- BB9, Comprehensiveness & Care Coordination: Look at a spectrum of strategies for enhancing comprehensive care (bringing care within the walls of primary care) and care coordination (more effectively bridging to care outside the walls of primary care).
- BB10, Template of the Future: Consider the vision of a "template of the future" while exploring the strategies that practices are using to support those programs across the spectrum of payment models.

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Learning Objectives

After completing this training, learners will be able to:

1. Describe the 10 Building Blocks of High Performing Care
2. Assess and harness people's motivation when supporting or leading practices through change
3. Use metrics and data in a way that catalyzes action
4. Explain rationale for empanelment and how to start the process
5. Describe the potential of new team roles and how to build a vibrant and dynamic team
6. Identify levels of patient team partnership and tools to effectively partner with patients
7. Describe the levels of population management and closing care gaps
8. Explain the importance of continuity for the patient and care team experience
9. Define access and three measures for tracking access
10. Describe the landscape of care integration strategies
11. Describe nontraditional encounter types and how they can be used to maximize the patient and care team experience

Speakers

Christia Bactista, LCSW, Innovation Specialist-Integrated Behavioral Health, CareOregon

Niki Bannister, MPH, MS, Innovation Specialist-Primary Care, CareOregon

Richard Ceballos, BA, Trainer & Communications Coordinator, CEPC

LaToya Davenport, Advanced Graduate Student, MS, Innovation Specialist-Medicare, CareOregon

Antho Diep Rosas, MD Candidate, UCSF School of Medicine

Ayana Graham, BS, LSSGB, Innovation Specialist-Primary Care, CareOregon

Lexy Kliewer, LCSW, Clinical Innovation Manager, CareOregon

Marianna Kong, MD, Physician Practice Transformation Specialist & Primary Care Provider, CEPC

Patricia Mejía, Program Manager for Practice Coaching and Training, CEPC

Katie Snow, LCSW, Innovation Specialist-Primary Care, CareOregon

Beth Sommers, MPH, Director, Innovation & Improvement, CareOregon

Syrett Torres, PsyD, Innovation Specialist-Integrated Behavioral Health, CareOregon

Rachel Willard-Grace, MPH, Director of the Center for Excellence in Primary Care, CEPC

CEUs

This course meets the qualifications for **19 contact hours of continuing education credit for nurses as required by the California Board of Registered Nursing**, Provider # CPE 13741. Bay Area, North & Central Coast AIDS Education & Training is approved by the California Association of Marriage and Family Therapists (CAMFT) to sponsor continuing education for LMFTs, LCSWs, LPCCs, and/or LEPs. Bay Area, North & Central Coast AIDS Education & Training maintains responsibility for this program/course and its content. This course meets the qualifications for **19 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs** as required by the California Board of Behavioral Sciences, Provider # 133640. Any activities within the program that do not have instructional time are not offered for continuing education credit. Course completion certificates will be awarded upon completion of course evaluations. Documentation must be retained by the Participant for a period of four years after the conclusion of this program.