



Practice Improvement 2015 Training Calendar

In collaboration with:

SullivanLuallin Group



Month	Focus	Training & Description	Trainers
February	Customer Service	YOU Make the Difference! (2/2/15 & 2/3/15) (2 hours ea.) (~50 capacity ea.) Communicate the importance of Service Protocols and the scripts that make them come alive. Address service recovery in a lively manner that gives staff confidence to handle challenges with an emphasis on positive motivation and respect for professionalism.	Barbara Khozam
		Managing for Service Excellence (2/2/15 & 2/3/15) (4 hours ea.) (~50 capacity ea.) As motivators, communicators, and supervisors, office managers are the key to maintaining the momentum of a service quality effort. This workshop will help office managers to set standards, relate them effectively to subordinates, and ensure that the standards are met or exceeded.	
April	Communication	Clinician-Patient Communication: to Enhance Healthcare Outcomes (4/16/15 & 4/17/15) (4.25 hours ea.) (~25 capacity ea.) Increase learner's awareness of the biomedical and communication procedures required in healthcare practice. Identify key communication skills essential to the learner's role in healthcare practice. Provide learners with opportunities to practice key communication skills through structured activities and simulated patient interactions. Ask learners to commit to applying a minimum of two learned skills to their own patient interactions.	Elizabeth Morrison
		"Difficult" Clinician-Patient Relationships (4/16/15 & 4/17/15) (4.25 hours ea.) (~25 capacity ea.) Identify previous patient encounters that cause the most difficulty and/or distress with patients. Describe and practice techniques such as acknowledging the difficulty explicitly with the patient. Recognize opportunities to show compassion during patient interactions. Identify techniques to adjust boundaries with the patient. Commit to use two learned techniques to lower distress and improve satisfaction in patient interactions.	
May	Quality Improvement	The Model for Improvement (5/6/15 – 5/7/15) (~25 capacity ea.) In this one-day training, attendees will learn the model for improvement in an interactive, practical way. Topics covered will include aim statements, selecting measures, PDSAs, and root cause analyses. Attendees are asked to come to the training with an intermediate knowledge of SFHP PIP clinical and access measures to make the theory immediately applicable through on-site activities. In order to make this day as interactive as possible, we will be deep diving into data presentation in the next session. Note: this will be a one-day training, offered twice, so attendees only need to commit to one of the two days.	SFHP
		The Culture of Improvement (5/27/15 – 5/28/15) (~25 capacity ea.) In this one-day training, attendees will learn techniques to spread QI foundations throughout their organization. Applicable for any staff tasked with QI work, we will cover change management, QI infrastructure, and data presentation methods. Attendees are asked to come with at least one specific item they would like to work related to the three main topics listed above, as there will be opportunities to apply the material throughout the day. Note: this will be a one-day training, offered twice, so attendees only need to commit to one of the two days.	
June	Customer Service	YOU Make the Difference! (6/25/15) (2 hours ea.) (~50 capacity ea.) Communicate the importance of Service Protocols and the scripts that make them come alive. Address service recovery in a lively manner that gives staff confidence to handle challenges with an emphasis on positive motivation and respect for professionalism.	Barbara Khozam

All trainings will be hosted by:

SPUR

654 Mission Street

San Francisco, CA 94105

If you are interested in registering or have any questions regarding any of the trainings listed in this calendar, please contact:

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