



L.A. Care
HEALTH PLAN®



SullivanLuallin
Group

Provider Shadow Coaching Program



Transform your patients' experience with
L.A. Care and **SullivanLuallin** Group!

L.A. Care Health Plan and the Sullivan Luallin Group have partnered together to offer the Provider Shadow Coaching Program! Shadow coaching is an effective technique where our doctors utilize their decades of on-the-job experience to unobtrusively observe patient encounters and offer feedback and recommendations for improving interactions and patient and provider satisfaction.

This program can help motivated providers improve their patient experience scores as well as quality clinical outcomes!

To sign up or for any questions, please email quality@lacare.org.

What to expect during your shadow coaching

INTRODUCTORY PHONE CALL

The shadow coach will call the provider to introduce the project, establish expectations, answer questions, explore perceived areas of challenge, and identify the provider's goals for the program.

SHADOW ACTIVITY

The day will begin with a 15-minute introductory session to review the coaching process and procedure before seeing the first patient. The shadow coach will then accompany you, observing unobtrusively in the exam room, until the end of the half day shift. At the end of the observation period, the shadow coach will have a summary session lasting 15- 30 minutes (usually during lunch or at the end of the day) in which observations will be reviewed and an action plan developed. We recommend your nurse or medical assistant inform each patient that another doctor is working with you that day, and for the nurse/MA to obtain the patient's consent verbally. Patients are almost always willing to agree, but we, of course, respect their choice for confidentiality. Similarly, the shadow coach will excuse him or herself for exams that might make the patient uncomfortable.

WRITTEN REPORT

A confidential full report of recommendations will be submitted to the provider, and to the LA Care leader who sponsored the coaching, within 3 business days. This report will include the action plan specifically developed to your performance goals. The shadow coach may also recommend select Astute Doctor Education courses for the provider as a result of the shadow observation which can provide additional insights into improving patient communication; direct links to these courses will be imbedded in your shadow coaching report for your ease. Other resources and learning opportunities may be suggested.

TWO-WEEK CHECK-IN PHONE CALL

The shadow coach will reconnect with you via the scheduled 15-minute telephone call, two to three weeks following the shadow day, to discuss what is working and open a dialogue on areas of concern.

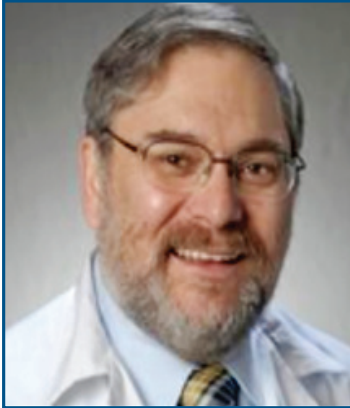
THREE-MONTH POST-SHADOW SURVEY DATA REVIEW

The shadow coach will reconnect with you via the scheduled 15- to 30-minute telephone call to discuss your patient survey data, provided by LA Care, with in-depth analysis of current results relative to the baseline assessment and action plan.

12-MONTH ACCESS TO ASTUTE DOCTOR EDUCATION

Participating providers will receive an email from Astute Doctor Education (ADE) after scheduling your shadow coaching date. Through ADE you will have access to eight interactive CME-accredited online courses to address common physician-patient communication challenges. This access is available for 12 months following initial sign up.

Meet the Training 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) San Diego 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.



Daniel Slater, M.D.

Twenty years of experience as a physician has taught Dr. Slater that treating a person's health, not their disease or diagnosis, is the best approach. He partners with his patients to tailor their health care. He was raised in Los Angeles, and San Diego has been his home for over 20 years now. His family is his number one passion. He is currently a part of the UCSD Family Medicine Residency program and participates in teaching UCSD medical students.