



Enhancing the Clinical Experience for All

Spring 2025 Online Training Series

Join L.A. Care Health Plan and the SullivanLuallin Group this Spring for a series of online webinar trainings on enhancing patient experience and optimizing patient outcomes. Sessions will focus on setting the foundation for a positive patient experience.

The webinar series will include sessions for clinicians, managers, and staff to establish a culture of patient-centered care and exceptional service. Invite your whole team!

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

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

Questions? Email quality@lacare.org.

Training Schedule

For Providers

Efficient and Effective

[Tuesday, March 11th; 12:00 P.M. – 1:00 P.M.](#)

Managing Challenging Patient Situations

[Tuesday, March 25th; 1:00 P.M. – 2:00 P.M.](#)

Aligning Patient and Clinical Expectations

[Thursday, April 3rd; 12:00 P.M. – 1:00 P.M.](#)

For Managers and Staff

Managing Access and Flow

[Tuesday, April 17th; 12:00 P.M. – 1:00 P.M.](#)

Handling Patient Complaints with HEART

[Tuesday, May 15th; 12:00 P.M. – 1:00 P.M.](#)

A Better Care Experience with AIM

[Tuesday, May 22nd; 12:00 P.M. – 1:00 P.M.](#)

Sessions may go over the allocated time to respond to questions.

Register at: www.lacare.org/QI-webinars/

Training Descriptions

For Providers:

Efficient and Effective Patient Encounters

It is always a challenge for a clinician to complete all that is required in an encounter and also run on time! This program gives many suggestions on how to be more efficient during a patient visit and at the same time enhance patient and clinician satisfaction.

Managing Challenging Patient Situations

This program provides insight to managing common challenging situations presented by the patient including patients expecting more time than is feasible, patient requests for pain medications, patients with multiple complaints, patients who are late, and patients who present angry for a visit. A model is reviewed to deal with these situations in a positive and more satisfying manner for both clinician and patient.

Aligning Patient and Clinician Expectations – Negotiating with Patients

Clinicians are often presented with requests by patients for medication, referrals, procedures, time off work, that are not aligned with standard medical practice. This program provides a successful approach to aligning patient expectations with clinician expectations, aiming for a win-win encounter. At the same time, it teaches the role of saying “no” and setting boundaries that support clinician integrity.

For Managers and Staff:

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

Handling Patient Complaints with H.E.A.R.T

- **Managers and staff members will learn how to:**
 - **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.

A Better Care Experience with A.I.M.

- **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.

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 clinicians and managers, but are open to all. We also encourage IPAs/MSO staff who work with clinicians and/or patients to attend.

I attended a previous trainings series. Should I register for the Fall 2025 sessions?

Yes! We are offering several new trainings in this series. If you attended any of the previous training series, the Spring sessions can serve as a valuable refresher of successful strategies.

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.

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.

What platform does L.A. Care use for the trainings?

L.A. Care utilizes the WebEx Events platform. We recommend logging in 5 minutes ahead of time in case you are asked to download the platform. You also have the option to call in, but will not be able to view the slides.

I can't make the scheduled sessions. Will more trainings be scheduled?

L.A. Care and SullivanLuallin Group do not record these trainings; however, we will most likely schedule a Summer 2025 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.

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.

Thomas P. Jeffrey



Tom currently serves as President and CEO of SLG and has been part of the organization for nearly 20 years. Tom is a senior consultant helping practices across the U.S. improve their patients' and employees' engagement and overall satisfaction

Prior to assuming his current role, 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 his tenure with SLG, 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 honorably served four years in the United States Army, 101st Airborne Division.