

Advanced Healthcare Professional Training

Monthly in-person training:

- ✓ Effective Personal Leadership
- ✓ Communication Strategies
- ✓ Maximizing Patient Relationships
- ✓ Professional Skill Building

Practice/system benefits:

- ✓ Skills learned in training contribute directly to **value-based care**
- ✓ Provides **timely training** without dedicating internal resources
- ✓ Immediate ROI – **new skills applied quickly** in the practice setting
- ✓ Professional development of staff directly helps retention of **qualified employees**

Roles ideal for this program:

- ✓ Medical Assistants
- ✓ Licensed Professional Nurses
- ✓ Front Desk Staff

“I would totally recommend this training to others. It was great to take things I learned from the training and start putting them into practice right away in my job.”

–Anaiz S.,
past participant



For more information,
curricula, pricing and
more, keep reading!



Current Healthcare Employment

Replacing workers can cost more than 20% of their salary. For a \$50,000/year position, this means

\$10,000+ each time you replace a worker!

In a cascade effect, remaining employees are impacted as duties from departing staff are shifted, causing further stress and burnout. This anxiety and stress has a negative impact as turnover appears to be the norm, often causing the cycle to repeat.

Many employees say that job satisfaction is the most important quality of their employment—even more than compensation.

However, many employees feel that they are expected to do a job they don't know how to do, which leaves them feeling overwhelmed, improperly trained or ill equipped to perform their jobs, and may eventually cause them to leave.

What Can Employers Do?

According to Gallup research, **employees who are 'engaged and thriving' are 59% less likely to look for a job with a different organization in the next 12 months.**

HealthTeamWorks understands the importance of training frontline medical healthcare professionals to ensure they are performing at the highest level of competency and providing quality care to patients.

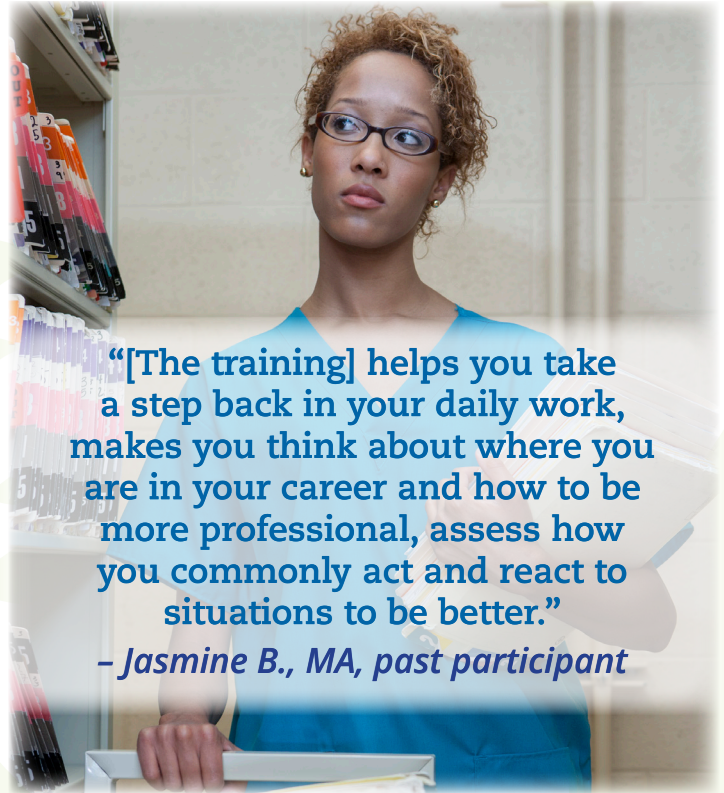
Many organizations have implemented HealthTeamWorks Advanced Healthcare Professional (HCP) training program to address the problem of employee retention, job satisfaction, and employee growth within their organization.

The training supports a new management style with a shift of focus from productivity management to that of development, growth and empowerment to support expanded roles and retention.

Benefits of Our HCP Training

A recent study from Business News Daily shows companies lose almost one-quarter of all new employees within a year. They suggest that companies look at factors such as underfunded on-boarding programs and a lack of training and mentoring to understand why they are losing employees.

As part of HealthTeamWorks training program, participants identify professional development goals that enhance their leadership and professional skills, with direct and immediate impact to their workplace.



“[The training] helps you take a step back in your daily work, makes you think about where you are in your career and how to be more professional, assess how you commonly act and react to situations to be better.”

– Jasmine B., MA, past participant

Why HealthTeamWorks?

By partnering with an established leader in workforce development training, you ensure highly-trained staff to implement and sustain measurable practice transformation as healthcare moves from a fee-for-service model to value-based care. Our nationally-recognized coaching, tools and resources—as well as ongoing mentoring and peer support—maximize learning and retention.

Pricing & What You Get

10-20 participants: \$850 per person

HealthTeamWorks provides:

- 4 days of training; each day up to 8-hours, including lunch and breaks
- Each training day is one month apart
- One training faculty member for 10 participants and two faculty members for 20 participants
- Includes cost of training binders and materials
- Standard curriculum delivered as specified (*Customized curriculum requests will be priced accordingly*)
- Includes custom agenda development & support, as needed

Sponsor/Facility provides:

- Advanced Healthcare Professional faculty member from participating practices to serve as co-faculty
- Registration
- Venue
- Food & refreshments
- A/V support
- Standard training supplies (*training supply checklist provided upon request*)
- Travel & accommodations
 - *billed separately up to \$1700 maximum for 10 participants and \$3400 maximum for 20 participants*

Customize to Fit *Your* Needs!

The Advanced HCP training can be customized for your needs and can be delivered in whole or part based on your learners.

Custom versions may include:

- Training exclusively within a system or group's practices or for a sponsor's membership
- An adapted and customized training exclusively for a system, group or sponsor's learners
- Dividing the content into smaller modules delivered over a longer time to fit existing training schedules
- Aligning the content with existing training content of a group, system or sponsor
- A train-the-trainer approach

Examples of practice-based changes for previous participants include:

- ✓ As a direct result of the training program, a Medical Assistant manager in a large system began initiating monthly one-on-one meetings with team members to address professional development and pro-actively problem-solve concerns. This change led to a **noticeable decrease in turnover** for the practice.
- ✓ Two training participants from a multi-site health center noticed a discrepancy in the efficiency and workflows between locations. Both developed clear job descriptions and formal policies and procedures for front and back office staff. The practice administrator reported that **staff now know and understand duties**. When providers rotate across sites, they can expect the same tasks from all staff, **decreasing confusion and frustration**.

Training Curricula Details

Each of the four full-day, in-person sessions focus on a specific area. Additionally, HealthTeamWorks training includes a mentoring component to support each learner's priorities to be more effective in their professional role. Using both our specially trained faculty and advanced healthcare professional faculty members, sessions occur a month apart so that learners can integrate their knowledge and skills step-by-step. Each in-person session includes learners updating their professional development plan to bring back to their manager.

Course Content

The content areas of the four in-person sessions across four months include:

COMPETENCY	SKILL	APPLICATION OF SKILLS
Effective Personal Leadership	<ul style="list-style-type: none"> • Building self-awareness • Establishing professional values • Utilizing strength-based approaches • Effectively leading change 	<ul style="list-style-type: none"> • Establish trust and accountability • Understand personal strengths and their impact on professional development • Understand personal change preferences
Communication Strategies	<ul style="list-style-type: none"> • Written communication • Appropriate non-verbal communications • Empathy • Active listening • Asking questions • Assertiveness 	<ul style="list-style-type: none"> • Ask a variety of questions that increase meaningful communication • Use language confidently • Use language that engages and motivates • Communicate with empathy • Manage conflict
Maximizing Patient Relationships	<ul style="list-style-type: none"> • Self-management support • Patient driven goal setting • Agenda setting • Complex patient interactions • Establishing rapport • Cultural humility 	<ul style="list-style-type: none"> • Provide self-management coaching • Interact and appropriately react to patients with complex health needs • Balance boundaries with appropriate support for patients • Facilitate patient agendas and patient driven goal setting
Professional Skill Building	<ul style="list-style-type: none"> • Time / priority management • Critical thinking • Problem solving • Boundaries • Self-care • Team-based care 	<ul style="list-style-type: none"> • Balance priorities and manage time • Apply critical thinking and problem-solving techniques • Set appropriate professional boundaries • Enhance workflows for efficiency

For more information, or to schedule your training:

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