

# Patient Access Education & Training

Strategies to improve education and training with  
limited resources in  
Patient Access Services.

# Objectives

- Foundation of Patient Access
- Training and educational ideas
- Attention span and how to retain it
- How to develop your materials
- Enhancing creativity

# Reduction in budget?

- How many of you were asked to make reductions in your budget?
- Some of you may have taken dollars from your educational budget.

# Foundation of Patient Access

- The very foundation of Patient Access is education.
- Nationally patients are shopping for healthcare to not only meet the needs of their financial budget, but also for exceptional service provided by educated staff.
- Find
  - New inventive ways
  - Clearly communicated
  - Consistent
  - Within our budgetary constraints.

# Reduction in budget?

Ways to train associates and be cost conservative



# Standard Work

- Process is outlined and broken down to its' most elementary level.
- Scientific Management developed by Frederick Taylor

Zone / Area/ Flow Cell Standard Work		
Advocate Good Shepherd, Lake Cook Orthopedic/Dr Yu Pain Clinic- Central Scheduling Standard Work		
Expected Outcome	For Central Scheduling to Correctly schedule our Lake Cook Orthopedic/Dr Yu Pain Clinic Population prior to arrival	
Date Modified		

Time Std	Work Sequence	Issues / Abnormalities
	Central Scheduling identifies the fax from Lake Cook Orthopedics that contains the schedule for the next week. The fax is to be indexed in Activefax under Lake Cook Orthopedic Associates as the office, David Schneider as the contact. The fax should be checked in as Schneider as the first name, Roster as the last name. Save the fax and print it to schedule the appointments.	
	Central Scheduler will search for the Pain Clinic appointment under "Appointment location" as "GSH PNC"	
	The appointment is scheduled based on the appointment type listed on the fax. the prefix before searching is "PMC"	
	Enter the patient name, ensuring that the patient has a Medical Record number listed in the scheduler. Write the medical record number on the fax page, this ensures you choose the proper patient when registering in Allegra	If no medical record is listed, check Allegra to see if there is a Medical Record. If there is no Medical Record or it has been over three months since the patient has been here, call the patient to obtain up to date demographic information. After updating the information, then schedule appointment in Care Connection.
	Insurance can be entered as "other" since we don't have the information in front of us.  Ordering Physician is "Schneider, David"  Reason for testing is the "DX" number written on the fax	

	"Is Patient on Blood thinner? Always answer "NO"  Is Patient Pre-Registered? Change to "YES"  Under Comments, type "Scheduled by Fax" and Your initials  Hit "Move" to enter it into the WIP. Click and drag to the time listed on the fax. *****Make sure before you do this that you are on the correct day listed on the fax***** Once moved to correct slot. Confirm the appointment.	If a longer slot is indicated on the fax, hit the schedule button and change the time to what is indicated on the fax. (Most appointments are only 30 mins.) Hit confirm to book the appointment
	Enter into Allegra under the Pre-reg appointment. Make sure that you change the date to the date listed on the fax.  If Patient has been here within 3 months, register the patient from history.	If Nebo does not run the insurance, or it comes back inactive, call the patient to update insurance information.
	Once the patient is Scheduled and Pre-registered, you can shred the fax.	

KWL

# Teaching model

- Knowledge we have
- What we want/need to learn  
more about topic
- Learned information

Name \_\_\_\_\_ Date \_\_\_\_\_

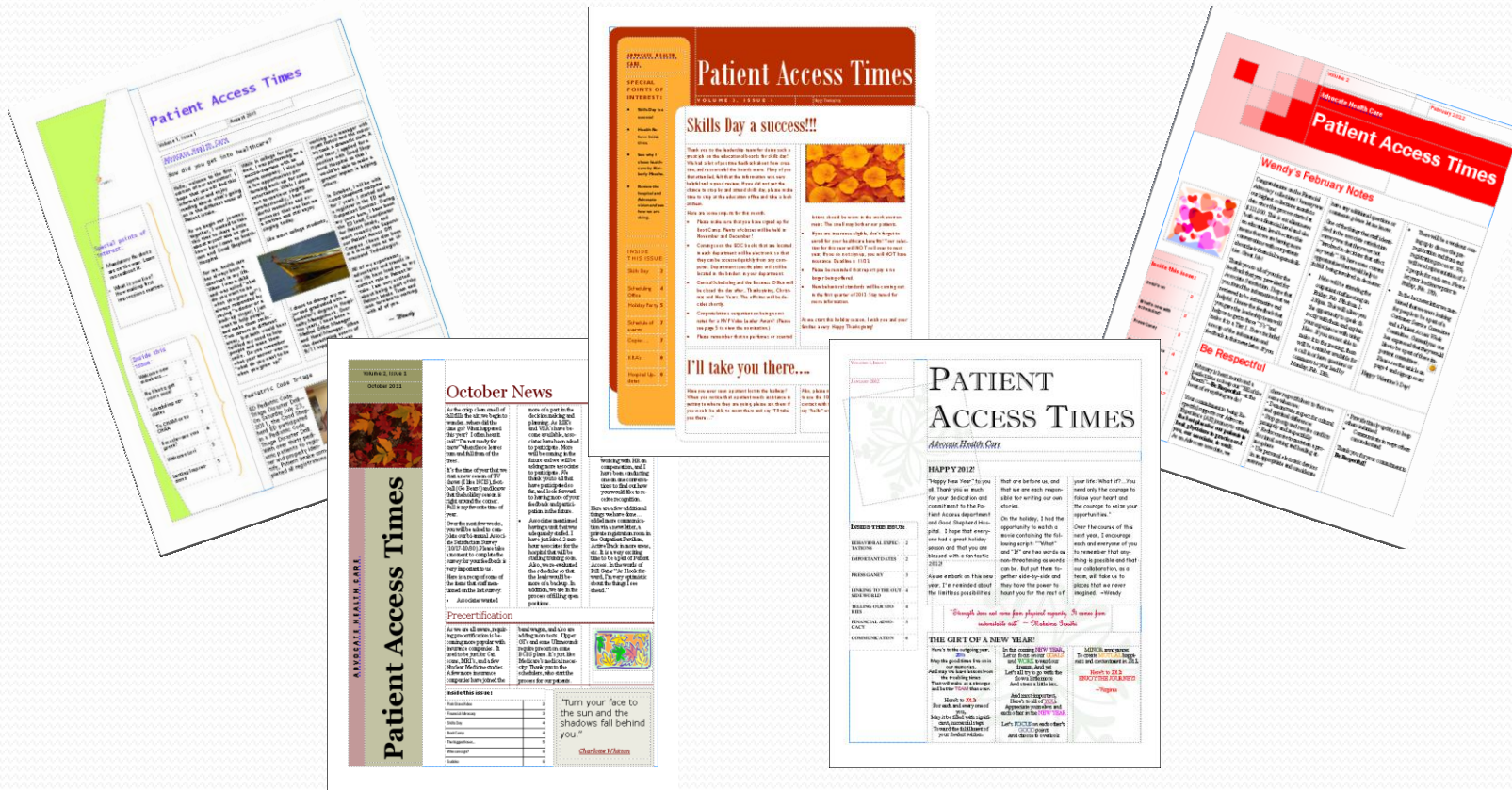
### KWL Chart

Before you begin your research, list details in the first two columns. Fill in the last column after completing your research.

Topic _____		
What I Know	What I Want to Know	What I Learned

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# Newsletters





# Boot Camp

- Comprehensive review
- Recommend pre-test to determine material for boot camp
- Reward: 100% on the pre-test...skip the boot camp

# Pre/Post Testing

Robert Newton from The Robert Gordon University, Aberdeen suggests that:

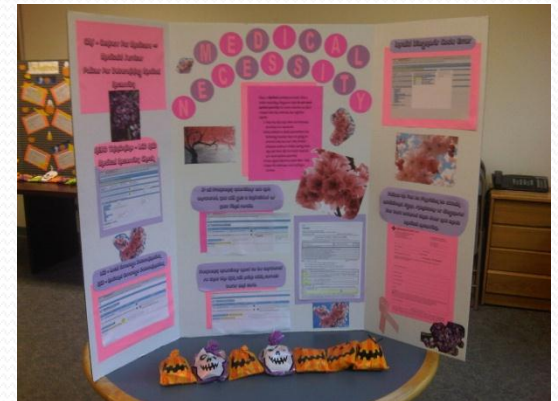
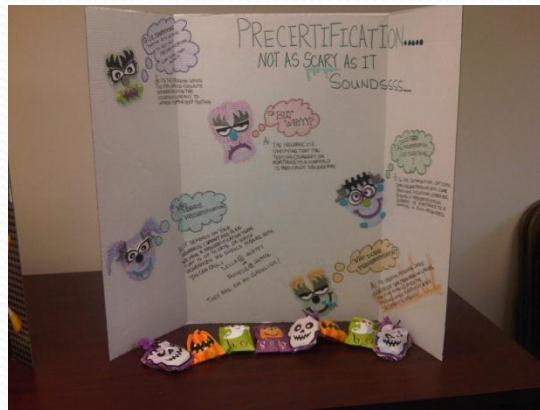
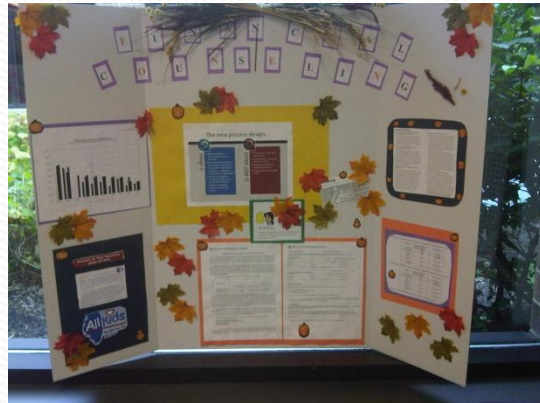
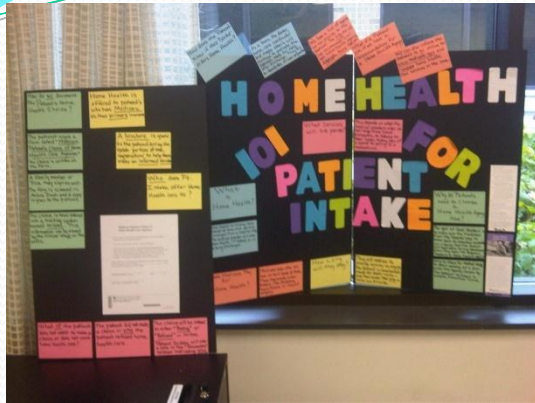
- Pre testing determines the current level of understanding
- Post testing measures the ability to retain and recall
- Helps to determine if the manner of delivery caused an increase in knowledge
- The NDTAC at the American Institute for Research states that pre/post testing “Real-time progress for monitoring” “powerful tool in providing teachers feedback about how to better meet the education/training needs. If most people get the answer wrong, you need to change the way that you educate”.

- When doing pre/post:
  - Test type should be the same. (paper, online, etc.)
  - Wording format & responses should be similar in nature for consistency.
  - Keep it short & simple
- The resource center – tools for training for volunteer and service programs states that the outcome of pre and post testing is impact data, immediate feedback, and increased program accountability

# Skills Day/Blitz

- Includes demonstrations, posters and lectures
- Create a display board for a topic
- Deborah Smith at Duke University Medical Center stated that “Staff updated skills and met yearly competency requirements while enjoying a relaxed day away to focus on learning.”
- Findings:
  - “increased comfort levels” of “protocols and procedures”
  - “enthusiasm and staff satisfaction”,
  - “staff discovered the value of colleagues as educational resources”
  - received “suggestions for improvement” and “future topics”
  - recommended by staff that Blitzes be done bi-annually.

“Staff driven continuing education ensures success and motivates the team.”  
~Deborah Smith



Include snacks, lunch, door prizes and learning materials that are take a ways.





# Games and Puzzles

- Trivial Pursuit
- Jeopardy
- Memory
- Minute to win it



Prizes can be candy bars, certificates, medals, etc.

# Today's Technology

“Today, your cell phone has more computer power than all of NASA back in 1969 when it sent two astronauts to the moon.”

~ Michio Kaku , *“Physics of the future”*





# Electronic

- Podcasts
- Delicious <http://delicious.com>
- Online training materials  
<http://www.SlideShare.net>
- Webinars & On-Demand Trainings  
<http://www.skype.com>, <http://www.yugma.com>,  
<http://www.innovativeeducators.org>
- Videos <http://www.youtube.com>,  
<http://www.teachertube.com>

- Social Networking Sites <http://www.classroom20.com>,
- Linkendin <http://www.linkedin.com>
- Twitter [www.twitter.com](http://www.twitter.com)
- VoiceThread [www.voicethread.com](http://www.voicethread.com)
- PBWiki <http://www.commoncraft.com/video-wikis-plain-english>, <http://pbworks.com>
- MS Live Meeting or Office Communicator

\*Resource: [Innovativeeducators.org](http://Innovativeeducators.org)

# Video Training

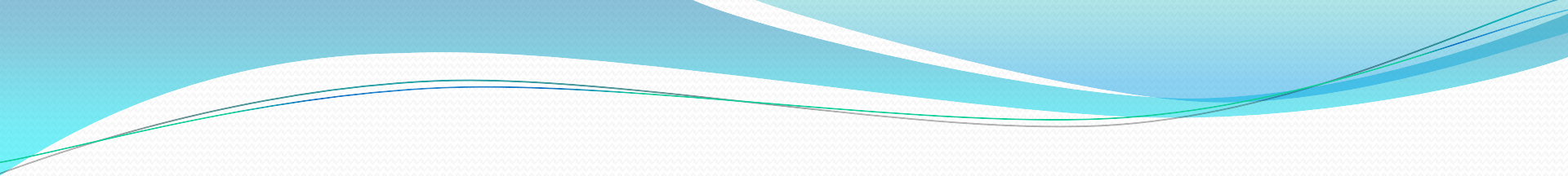
- Help with seeing behaviors for training modules
- Candid Camera

\*Resource: [www.ncaction.org.uk/creativity](http://www.ncaction.org.uk/creativity)



# Additional Recommendations

- Hands on demonstrations
- Scavenger Hunts
- Posters/Easels
- Theme programs (Olympics)
- Work groups for small-group exercise with them presenting their work
- Action plans (for simple projects)

- 
- Project management (for larger projects)
  - Sell your idea (develop a marketing campaign; advertisement.)
  - E-mails
  - Competency testing (quarterly, annually)
  - One-on-one sessions
  - Group discussions
  - Put on a show or skit

# Recap of training options

- Standard Work
- KWL
- Newsletters
- Boot Camp
- Pre/Post Testing
- Skills Day/Blitz
- Games/Puzzles
- Technological Avenues

# Accountability

- Do you wish you could have a Moonstruck moment?



# Attention Span

- Average attention span of an adult is about 20 minutes.
- “immediately after a lecture students recalled 70% of the information presented in the first ten minutes and only 20% of that from the last ten minutes.”
- How do we expand on the 20 minutes?



# How to educate staff

- Cater to your staff
- Set goals of what you want to accomplish
- Determine what method of education
- Documentation
- Update in-house training material every 6 months

# Training format

- Set expectations
- Have clear goals
- Summarize when you change a topic
- Use colors & pictures to emphasize a point
- Share a story

- Reduce clutter to handle limitations of short term memory and to not distract the listener
  - Brad Vander Zanden: “people can hold 5-7 items in short term memory”
- Make it short and snappy
- Make it relevant, consistent, fun and use active learning

# Active Learning Exercises

- Recalling prior material – list as many points they can recall
- Responding to questions
- Problem Solving (TAPPS)
- Explaining written material
- Analytical, critical and creative thinking – list assumptions, problems, errors with processes.
- Generating questions and summarizing

# Generate creativity

- 5 Elements from “Creativity” by Mihaly Csikszentmihalyi’s
  - Preparation
  - Incubation
  - Insight (Root cause)
  - Evaluation
  - Implementation/Elaboration

“Creativity is one percent inspiration and 99 percent perspiration”

~Thomas Edison

# When being creative

- Be imaginative
- Take risks
- Be an expert in what your teaching
- Have confidence
- Create a non-threatening environment for your training.

This will help to make learning more interesting, engaging, exciting and effective.

Mindtools.com states that “creativity is about finding fresh and innovative solutions to problems, and identifying opportunities to improve the way that we do things.”

# Recap of how to...

- Moonstruck
- Average attention span is 20 minutes
- Use active learning exercises
- Be creative

# Steve Jobs

“Innovation comes from people meeting up in the hallways or calling each other at 10:30 at night with a new idea, or because they realized something that shoots holes in how we’ve been thinking about a problem.”

~ Business Week



# Questions

# Website Resources

- Mindtools.com
- Minute to Win It
- GreenBiz.com
- [www.ncaction.org.uk/creativity](http://www.ncaction.org.uk/creativity)
- Innovativeeducators.org