AzAHP ACC/RBHA Workforce Development Alliance

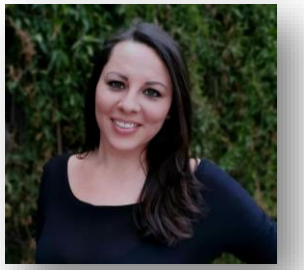
AUGUST 2022 PROVIDER FORUM

Our Mission

To evaluate, monitor, and support the development of the capability, capacity, connectivity, culture, and commitment of our provider workforce leading to a competent workforce that is capable of producing optimal member outcomes.

AzAHP Workforce Development Alliance

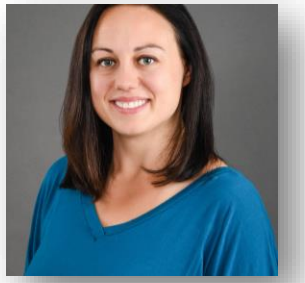
Stephanie Earl
Arizona Complete Health
Workforce Development Administrator/ Clinical Leader
ACC & RBHA



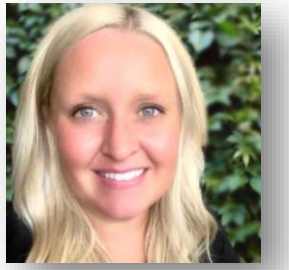
Selena McDonald
Banner - University Health Plans
Workforce Development Administrator
ACC

Mark Faul
Care1st Health Plan Arizona
Workforce Development Administrator
ACC

Jennifer Elkins
Health Choice Arizona
Workforce Development Administrator
ACC & RBHA



Sarah Hauck
Mercy Care
Workforce Development Administrator
ACC, ALTCS, DD, DCS/CHP, RBHA



Britt Spano
Molina Health Care
Workforce Development Administrator
ACC

Layla Bishop
UnitedHealthcare Community Plan
Workforce Development Administrator
ACC & DD

Ryan Ouimette
Arizona Association of Health Plans
Consultant / Workforce Development Program Manager

National Health and Wellness Month

Take care of yourself!

- Increase your water intake
- Add more fruits and veggies to your meals
- Monitor your sleep and make adjustments for better sleep habits
- Join a yoga, walking, or aerobics class
- Learn to meditate
- Movement heals!

Be KIND to Humankind Week (BK2HK)

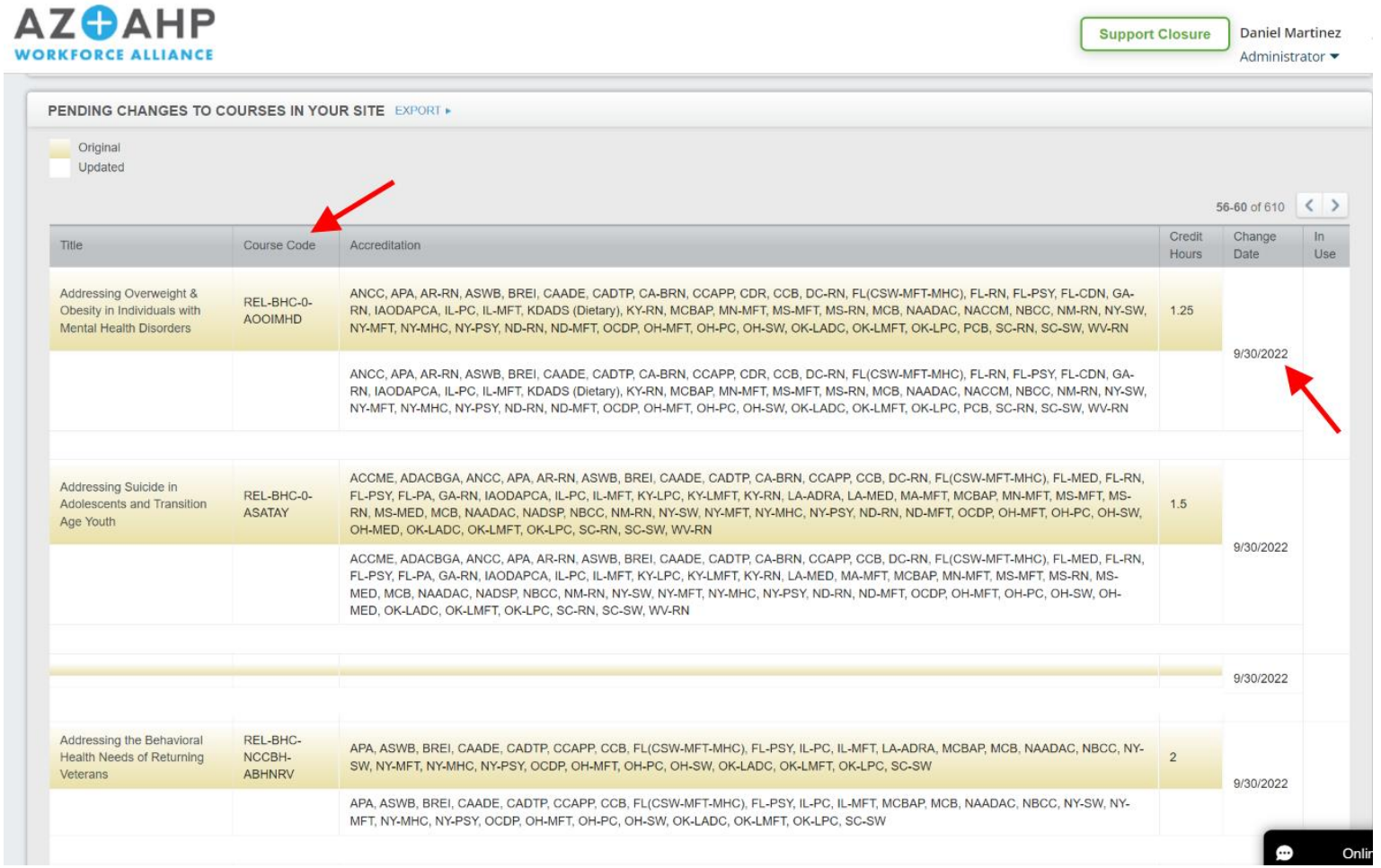
August 22nd – 28th

- **Sacrifice Sunday**: Sacrifice your needs for someone else's good. Run errands for someone with health issues. Do a chore for someone. Spend appreciable time with someone who may live alone. Visit a nursing home. Spend out of office time with a co-worker.
- **Motorist Monday:** Slow down and drive more cautiously. Let people merge into traffic ahead of you. Practice patience. Be mindful of emergency vehicles. Let colleagues drive the conversation when in a work meeting.
- **Touch-A-Heart Tuesday:** Do something heartwarming for another individual. Mail a card, order flowers, or have a meal delivered. Bake someone their favorite treat. Be mindful to tell individuals why you are proud of them. Reach out to a friend you've not connected with for a while. Create a team building opportunity.
- **Willing-To-Lend-A-Hand Wednesday**: Check-in with a co-worker to see if they need help with a project. Bring in your neighbor's mail. Take someone to a Dr's Appointment. Find a volunteer opportunity.
- **Thoughtful Thursday:** Treat each other well. Let a shopper with few items cut in front of you at checkout. Be mindful of saying "please" and "thank you" as often as you can. Hold doors open for others. Send a nice note to a co-worker. Make good use of your colleague appreciation program.
- **Forgive-Your-Foe Friday:** Create a way to come together with someone you don't normally see eye-to-eye with, personally or professionally. Give up a grudge. Ditch cynicism and determine to exercise trust in your life. Practice presuming positive intent with others. Engage in mindful breathing. Consume positive and uplifting content and experiences.
- **Speak-Kind-Words Saturday**: Find something nice to say to each person with whom you engage. Smile when tempted to offer a harsh response. Text only uplifting comments. Talk with your children about the importance of kindness. Consider the favorite strengths of your co-workers and share it with each individual, via text.

- **Relias** Update
- Course Updates
- Diversity, Equity, and Inclusion
- **CFT Requirements**
- **Standard Competency Guide:** Customer Service
- R and R

Relias: Pending Changes to your Site

- *Course Updates found under Modules*
- *9/30 updates are NOT new courses, just certification updates*
- *Best practice to check 1x a month for changes to modules in use*

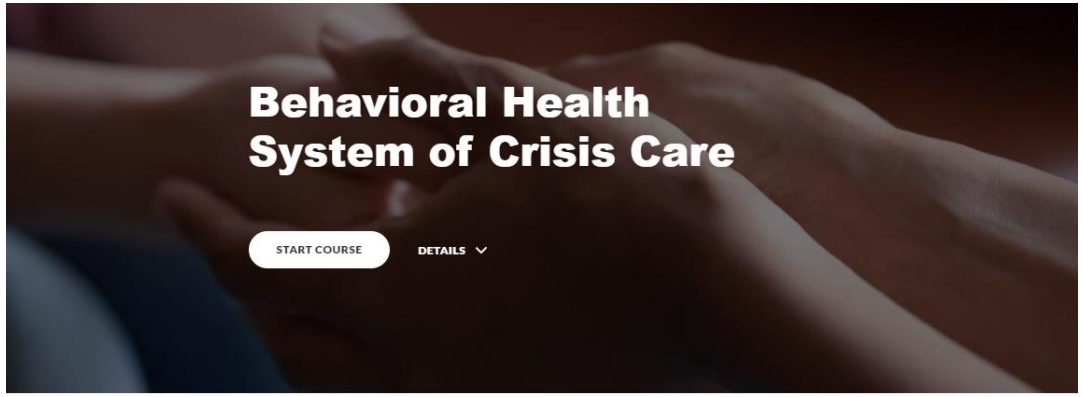


Relias: New Course Released

Behavioral Health System of Crisis Care

Description: This course will provide an overview of what a comprehensive and integrated system of behavioral crisis care involves. You will learn about the primary elements of such systems and how to implement best practices to coordinate the components of comprehensive crisis care to best meet the needs of the individuals you serve.

The goal of this course is to help addictions, behavioral health counseling, marriage and family therapy, psychology, and social work professionals gain knowledge about the behavioral health system of crisis care.

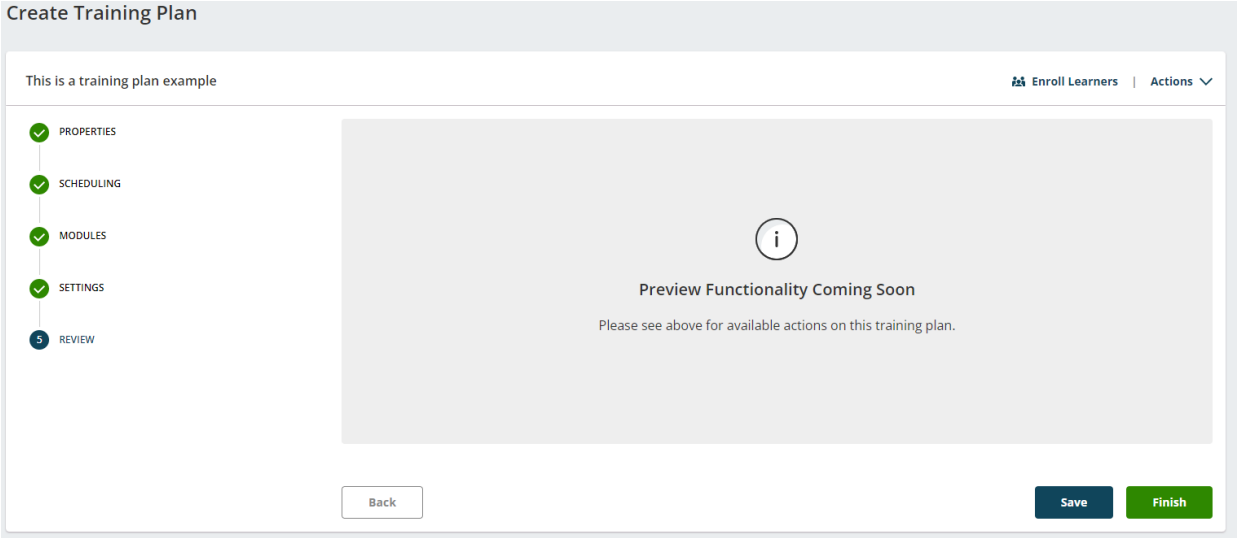


Relias: Visual Update to Training Plans

Coming Soon: New Look

- Administrators will see an updated look when viewing/building training plans
- Functions will remain the same, with new functions to come (like the preview section)

When: August/September 2022



CSM RELIAS OFFICE HOURS

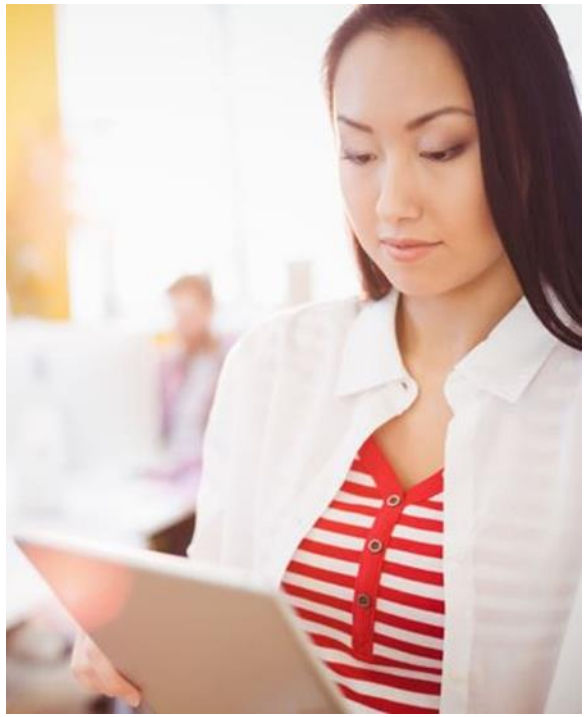
Relias Questions? Open Training!

In September/October, we will be hosting 2 separate trainings:

- 1 for Supervisors (if you use the Small Provider Portal)
- 1 for Administrators (if you use your own portal)

Have questions or new to your role? Come to this training opportunity to learn how to use/navigate the account.

Please include both CSMs on ALL emails and requests:
Buddy Martinez at: dmartinez@relias.com
Stacey Craddick at: scraddick@relias.com



AzAHP Core Training Plan (Annual) – Course Updates

Q1

- **HIPAA: The Basics** (0.5hrs) **Due: January 31st**

Q2

- **Preventing, Identifying and Responding to Abuse and Neglect** (1.0hrs) **Due: April 30th**
- **Basics of Corporate Compliance** (0.5hrs) **Due: May 31st**

Q3

- ***AzAHP – Cultural Competency in Health Care** (1.0hrs) **Due: July 31st**

Q4

- ***AHCCCS – Health Plan Fraud** (0.75hrs) **Due: October 31st**
- ***AzAHP – Quality of Care Concern** (1.0hr) **Due: December 31st**

Cultural Competency in Health Care will be moving from June to July so we have at least one "annual" course assigned each quarter of the year.

Updated AzAHP Website Link:
https://azahp.org/wp-content/uploads/2022/08/AzAHP-Training-Plans_August2022.pdf

Devereux
ADVANCED BEHAVIORAL HEALTH

UNLOCKING
HUMAN POTENTIAL™

Diversity, Equity, Inclusion, and Belonging

Dr. Yvette Jackson

GLOBAL MEGA-TRENDS INFLUENCING BUSINESS PRIORITIES

1. Diversity of Markets: Demand is shifting to emerging markets.

2. Diversity of Customers: Customer demographics and attitudes are changing. Customers are empowered through technology providing them with greater choice. A growing diverse customer base expects better **personalization of services.**

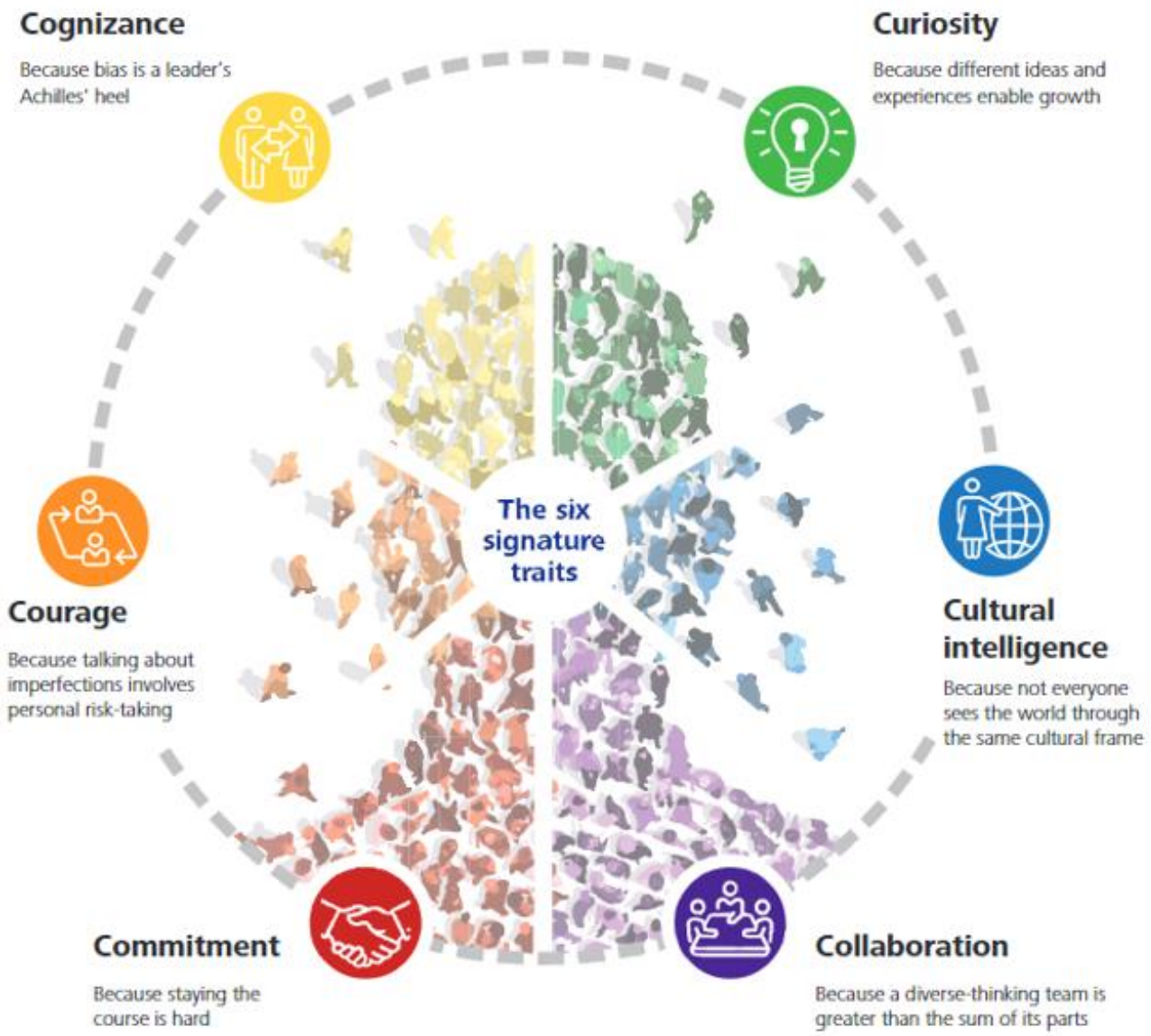
3. Diversity of Ideas: Digital technology, hyper-connectivity, and deregulation are disrupting the nature of consumption and competition. **We must innovate.**

4. Diversity of Talent: Shifts in age profiles, education, migration flows, expectations of equality, of opportunity, and of work/life balance **are impacting our employee populations.**

These shifts are happening simultaneously. For leaders who have perfected their craft in a more homogenous environment, rapid adjustment is in order.

Dillion, B., Bourke, J., (2016) *The signature traits of inclusive leadership: Thriving in a diverse new world*, Deloitte University Press

THE SIX SIGNATURE TRAITS OF AN INCLUSIVE LEADER



Graphic: Deloitte University Press | DUPress.com

Devereux ADVANCED BEHAVIORAL HEALTH | UNLOCKING HUMAN POTENTIAL™

ORGANIZATIONAL COMMITMENT TO DEI

At Devereux, we believe a strong commitment to diversity, equity, and inclusion (DEI) is fundamental to providing the highest quality healthcare services. Through open dialogue and the creation of brave spaces, we will engage in anti-discriminatory work that promotes an equitable and inclusive organization for employees, community partners and those we serve.

Devereux ADVANCED BEHAVIORAL HEALTH | UNLOCKING HUMAN POTENTIAL™

DIVERSITY, EQUITY, AND INCLUSION

- ✓ National steering committee meets 2x/week.
- ✓ Center champions meets 1x/month.
- ✓ Implementation of DEI Center Advisors.
- ✓ DEI Self-Assessments completed for each center.
- ✓ DEI Charters completed for each center.
- ✓ DEI Center Committee
- ✓ POps Hiring and Retention Data Review (Year 2)
- ✓ DEI Survey (1015 employee responses)
- ✓ Lion's Story Engagement
- ✓ DEI and SL integration - BELONGING

PROPRIETARY AND CONFIDENTIAL

Devereux
ADVANCED BEHAVIORAL HEALTH

UNLOCKING
HUMAN POTENTIAL™

Thank You!

CFT Champion Update

AZAHP - CFT Facilitator Train the Trainer (TtT)

Totals:

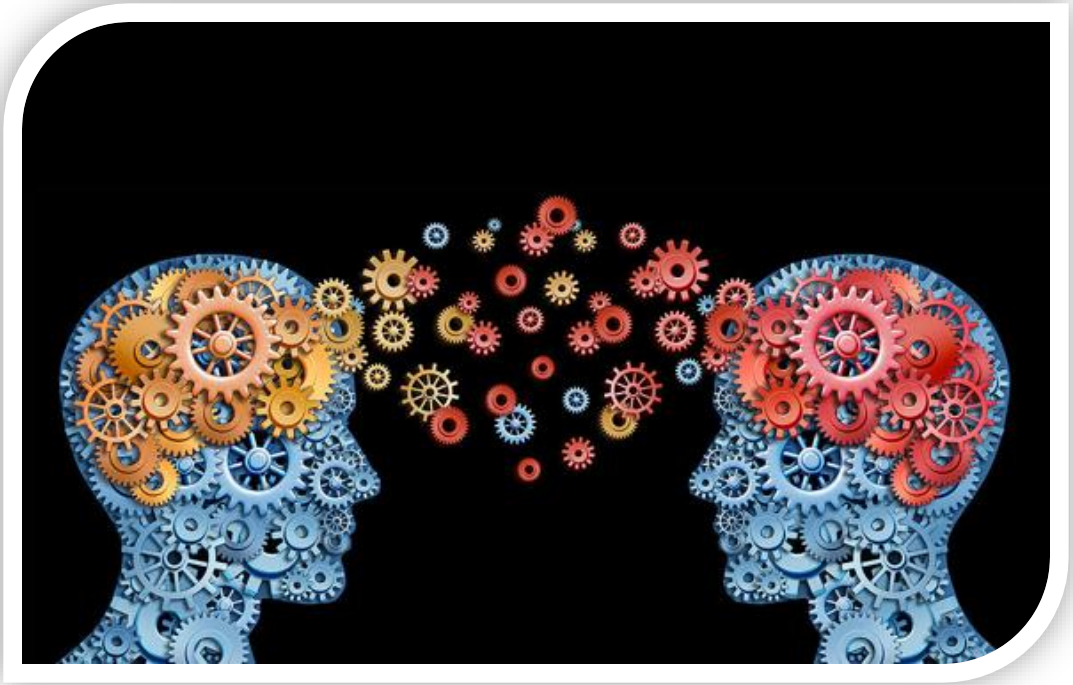
- TtT sessions for CFT Champions started in June 2022
- Of the 9 sessions offered to date, we've trained 92 individuals as CFT Champions
- In the remaining 3 sessions, we'll train an additional 22, if all attend
    - Have seats available:
        - 8/15 (13)
        - 8/23 (4)
        - 8/29 (5)
- Total = 114 CFT Champions across the state
    - Or 139 if remaining seats filled

Health Plan will stop facilitating the 2 Day CFT Training after the **September** 2022 Sessions

AZAHP- CFT Supervisor Facilitator Train the Trainer (TtT)

The Virtual led AZAHP- CFT Supervisor Facilitator Train the Trainer (TtT)

- For CFT Champions who have completed the AZAHP - CFT Facilitator Train the Trainer (TtT)
- Sessions sign up's will be made available August 22nd
- They will be 10 sessions starting the last week of September 2022 through the middle of December 2022



AZ AHP
WORKFORCE ALLIANCE

James Donley – Choice Recovery
(WFD Advisory Committee Member)

Standard Competency Guide

Customer Service

Definition

The **care and support given to those we work with and work for**. The degree to which consumer (we want to include members, co-workers and anyone who calls, emails or walks into our organizations) needs and expectations are met and exceeded.

Key Competency Skills

- Active Listening
- Coordination
- Email, Phone & Video Conference Etiquette
- Follow-through

Resources:

- Customer Service Assessment
- Customer Services Interview Questions and Answers

How to Measure Competency During an Interview

STAR method

Questions you might ask during an interview:

- Tell me about a time you provided exceptional customer/member service at work. Did any problems come up? How did you solve them?
- Tell me about a miscommunication with a customer/member. How did you work to prevent this in the future?

Competency Observation opportunities during an interview:

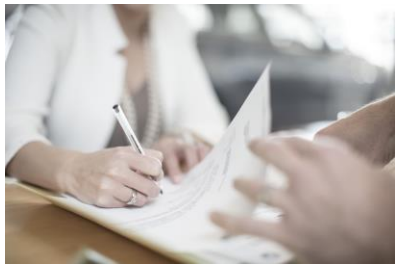
How to write an engaging scenario

- Make it relevant and challenging. Relevancy is key to any effective interview experience. ...
- Keep it realistic. Strive for accuracy. ...
- Mind the details. Don't add distractions. ...
- Bring the scenario to life. Choose your medium.

How to Measure Ongoing Competency

- Observation (checklist)
- Secret shopper activities
- Customer Service surveys
- Self- assessments

CUSTOMER SERVICE



Building Trust Through Superior Customer Service

“Nobody cares how much you know until they know how much you care”

- Theodore Roosevelt

DEFINITION: The care and support given to those we work with and work for. The degree to which the consumer's needs and expectations are met and exceeded.

Who is the Consumer:

- Members
  - Callers
  - Emailers
  - Walk-ins

- Co-workers
  - Inside & outside the organization

Creating a culture through customer service.

- **As an organization:**

  - Who are we going to be as an organization?
  - How are we going create the customer experience?
  - Who is going to deliver this level of customer service.
  - Build a team environment that supports who we want to be.
  - Training the team to create the experience.
  - Clarifying the “why” behind what we do.

- **Goal:**

  - Creating an organizational culture where delivering plus-one experiences is contagious and illustrates how much we care to the people we serve?

THE IMPORTANCE OF WHY

Key Competency Skills & Behaviors:

- **Active Listening:**
  - Be Present, Don't assume, Repeat or ask for Clarification.

- **Coordination & Communication:**
  - Communicate process & expectations, Not feeling as though being passed off.

- **Email, Phone, Video Etiquette:**
  - Different situations require different techniques.

- **Follow-through:**
  - Do what you say you are going to do.

- **Respect:**
  - Be polite and understanding.

- **Empathy & Attitude:**
  - Treat everyone & situation with the same purpose.

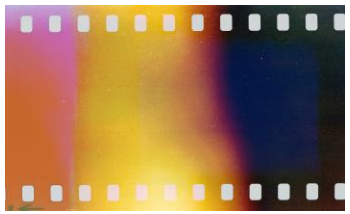
- **Acceptance & Patience:**
  - Treat people the way we want to be treated.

Resources:

- **Customer Service Assessments**
  - Qualities to look for.
  - Red flags to recognize
- **Customer Service Interview Questions and Answers:**
  - Tell me about a time you provided exceptional customer/member service at work. Did any problems come up? How did you solve them?
  - Tell me about a miscommunication with a customer/member. How did you work to prevent this in the future.

Competency Observations During Interview:

- **Create a Scenario to Observe**
  - Make it relevant and challenging. Relevancy is key to any effective interview experience. Relate it to the job the candidate will be performing.
  - Keep it realistic. Strive for accuracy.
  - Mind the details.
  - Don’t add distractions.
  - Bring the scenario to life. Choose your medium.



Measuring the Why:

- **Is the organization following through on its customer service goals?**
  - **How to Measure Ongoing Competency:**
    - Observation: (Checklist)
    - Secret Shopper Activities
    - Customer Service Surveys
    - Self-assessments

Take-aways | Customer Service

- **Organization: Building plus-one experiences every time**:

  - Define who we want to be.
  - How the customer experience will be delivered?
  - Who will deliver that experience.
  - Creating an environment where it is easy for the team to deliver the desired member experience.
  - Training, training, training.
  - Illustrating the “why” behind what we do.
  - Measure and modify!

Through exceptional customer service your team is given the opportunity to share how much they know.

THANK YOU

R & R
Reminders and Resources

Training of the Month:

- None until October (available in August)
- *Health Plan Fraud*

Skipping Q2 Reporting

CALOCUS

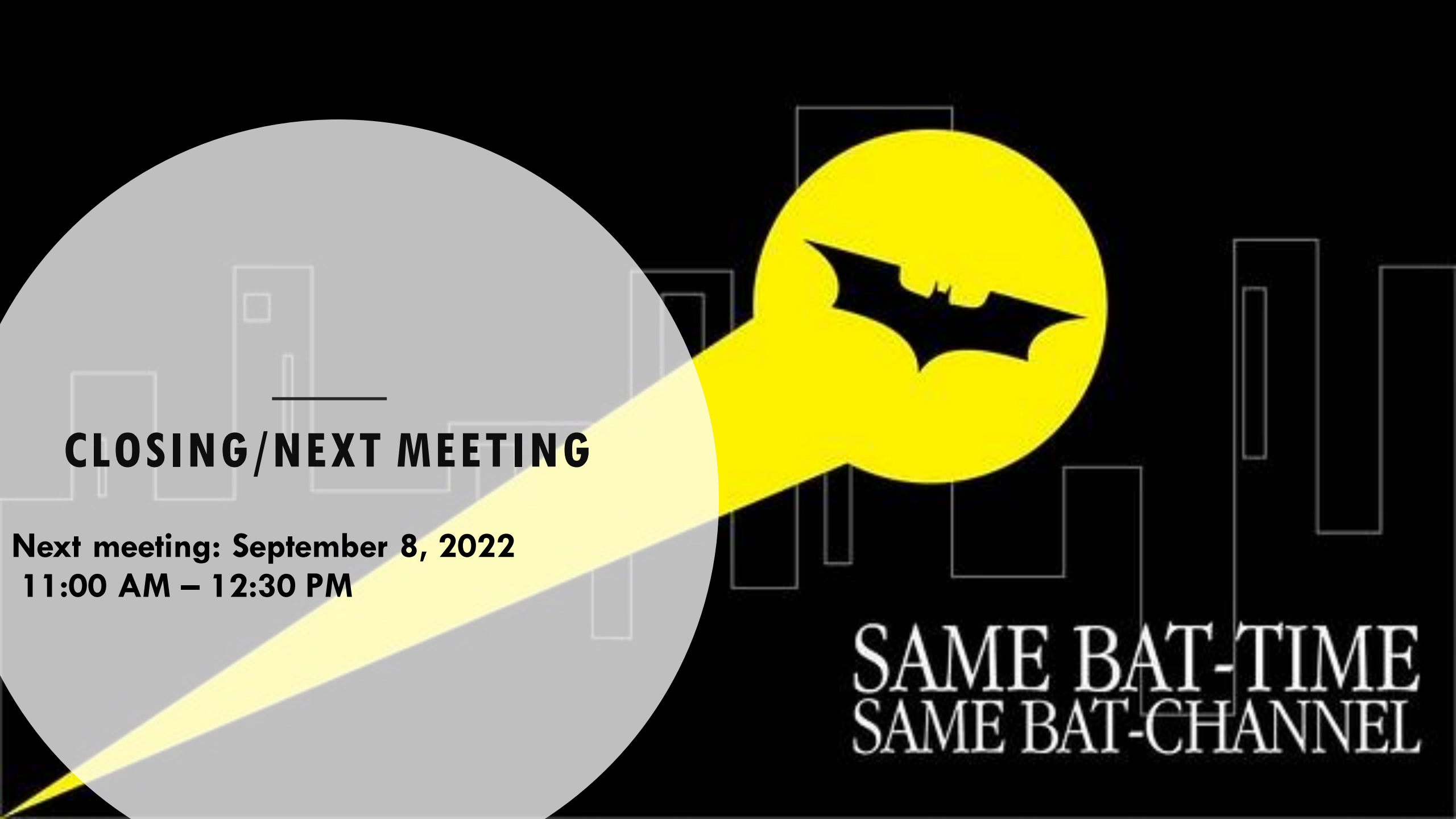
- Make sure employees are enrolled in the **AZAHP – CALOCUS Training Requirement (30 Days)* training plan in Relias, not the module
- Reports will be pulled September 1, 2022

OPEN DISCUSSION:

QUESTIONS, SUGGESTIONS, IDEAS & FEEDBACK

CLOSING/NEXT MEETING

Next meeting: September 8, 2022
11:00 AM – 12:30 PM



CARE 1ST
HEALTH PLAN ARIZONA
RELIAS
Health CHOICE
BlueCross BlueShield Arizona
arizona complete health
AZ AHP
WORKFORCE ALLIANCE
United Healthcare Community Plan
mercy care
MOLINA HEALTHCARE
Banner University Health Plans

Thank You!