

Concordant Healthcare Solutions, Inc.

To be a leader in maximizing stakeholder value in an increasingly competitive healthcare profession

GETTING TO “ALWAYS” WHILE RECEIVING A “10”

Workshop Overview

This two-day workshop is designed to provide competitively-driven healthcare leaders with tools and strategies to transform their Patient Centered Medical Homes and Specialty Practices into organizations that create and sustain a competitive market position. It is centered around a focused strategic objective of “playing to win, rather than playing not to lose” in an increasingly competitive healthcare profession

Learning Objectives

Upon completing this workshop, participants will be able to:

Integrate data collection and analysis strategies to maximize Patient Experience and Clinical Outcomes Within the Patient Centered Medical Home Model

Integrate Patient Centered Medical Home Criteria and Patient Experience Data to Enhance the Creation of a Competitive Culture and Market-Driven Transformation

Develop Tools and Strategies that Maximize Pay for Value Revenue

Target Audience

Cardiology and Specialty Practices
PCMH CCEs
Quality Leaders (CPHQs)
Health Plans
Community Health Centers
Patient Experience Leaders
Clinical Leaders
Human Resource Development Leaders

Date, Time and Location

January 23-24, 2019

9am-3pm Eastern Standard Time

Corporate Office

200 E. Big Beaver Road

Troy, Michigan, 48083

Cost: \$550/Person



BUILDING A BEST-IN-MARKET PATIENT CENTERED MEDICAL HOME

Competitive-minded Healthcare Leaders fully embrace the fact that published Patient Experience data and Patient Centered Medical Homes are designed to help patients choose the best providers for their care and help payers calculate reimbursements based on benchmark quality and value. Hence, consumerism and competition have become irreversible realities in healthcare and these leaders skillfully apply market-driven, consumer centric principles to dominate their markets.

This intensive two-day workshop is designed to provide competitive-minded leaders with tools to help them combine Patient Experience data with Patient Centered Medical Home Transformation strategies that lead to best-in-market performance.

Leaders will learn how to use their transformational skills to create a competitive organizational culture centered around a laser understanding of provider and practice behaviors that positively impact Healthcare Consumer Behavior and improve the kind Patient Experience and Clinical Outcome scores that are used by payers to measure quality, value and reimbursement levels.

Don't Just Get PCMH Recognized...

Get Recognized by Consumers as **The BEST PCMH**

Please Register At:

www.concordanthealth.com

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About the Course Designer



James P. Young, Jr. PhD

Dr. Young is an award-winning university professor and patient-centered care subject matter expert. He has over 37 years' experience working directly with nurses, physicians and healthcare leaders in designing care strategies for cardiac patients from racially and culturally diverse communities. He has conducted and published primary research on predictive healthcare consumer behavior, culturally competent care, and serves as a consultant to Johns Hopkins Bloomberg School of Public Health on data-guided strategies to measure and operationalize patient experience data from diverse patient populations.

Dr. Young is an Assistant Professor of Healthcare and Business Administration at the Donald W. Maine School of Business, Davenport University, and serves as an Associate Department Chair for Human Resource Management and Marketing for the Global Campus. He holds a Bachelor of Science Degree in Mechanical Engineering, Master's Degree in Organization Behavior and Leadership, and a Doctorate Degree in Organization Development and Leadership.

Dr. Young is also a Certified Professional in Healthcare Quality, Certified Course Designer, and a Patient Centered Medical Home Certified Content Expert with over 800,000 patients benefiting from his expertise in helping practices achieve market-driven PCMH Transformation. He also holds a certificate in Project Management and served honorably in the United Military.

Workshop Agenda:

Day 1

- Pre-Workshop Data Analysis
- Healthcare Reform: Root Cause Analysis
- PCMH Standards and Guidelines
- Designing PCMH Transformation Strategy
- Tools For Implementing PCMH Strategy
- Tools to Increase Consumer Engagement
- CG-CAHPS Survey Design Strategies
- CG-CAHPS Data Collection Strategies



Day 2

- Patient Experience Data Analysis
- Aligning PCMH and CG-CAHPS Data Sets
- Strategies to Improve PCMH Patient Experience
- Developing Tactical PCMH Mission Statements
- PCMH Change Management Strategies
- PCMH Active Learning Mapping
- Developing a Competitive PCMH Culture
- Strategic PCMH Marketing and Branding

- CG-CAHPS Data Collection Strategies
- CG-CAHPS Survey Design Strategies

- Strategic PCMH Marketing and Branding
- Developing a Competitive PCMH Culture