

Boosting Patient Engagement:

A Framework for Meaningful Engagement

It is highly encouraged that you attend all four (4) sessions as the learning objectives build on each other.



May 3, 2021
1 pm ET

All Aboard! Getting Patients, Staff, and Providers on the Patient Engagement Train

At the end of this MasterClass, learners will be able to:

1. Define patient engagement.
2. Evaluate strategies to decrease No-Show rates and improve the patient relationship at their health center.
3. Explore solutions to get their fellow staff members involved in patient engagement tactics.



May 10, 2021
1 pm ET

COVID Response: Maintaining Access and Improving Engagement through Telehealth

At the end of this MasterClass, learners will be able to:

1. Explore tactics for engaging patients over a telehealth platform.
2. Compare and contrast best practices for telehealth scheduling.
3. Identify telehealth workflow improvements and job roles.



May 17, 2021
1 pm ET

Optimizing Operational Excellence in Patient Engagement

At the end of this MasterClass, learners will be able to:

1. Evaluate current workflows to identify areas for improvement.
2. Describe how to measure cycle time and why it's an important patient engagement measure.
3. Learn to create and hone advanced systems for pre-registration and patient scheduling.



May 24, 2021
1 pm ET

Beyond the Four Walls: Engaging Patients in the Portal

At the end of this MasterClass, learners will be able to:

1. Identify best practices for patient portal usage.
2. Define motivational interviewing as it pertains to electronic patient engagement.
3. Describe remote patient monitoring techniques and its implications for quality care.

