

# Learn How to Create a Positive Outcome, Improve Access to Care and Build an Effective Care Team

## REGISTER NOW! ATTEND NO-COST PROVIDER WEBINARS

Health Net\*, on behalf of Community Health Plan of Imperial Valley, encourages participating physician groups to attend webinar trainings to stay updated on the latest industry knowledge, gain insights from experts, network with peers, enhance their professional skills and improve their patient care.



### Join us to discuss these topics:

- **Create a positive outcome** - The program explains effective and efficient clinician-patient communication using the CLEAR model: Connect, Listen, Explain, Ask, Reconnect, a highly successful model for supporting clinicians in enhancing patient and clinician satisfaction.
- **Improved patient access** - Patient access to care is a primary determinant of patient satisfaction. It is a challenge to establish an appointment supply that meets the demand of your patients. This program presents strategies to improve patient access and maximize the patient care experience.
- **Build an effective, empowered care team** - This program suggests strategies to make your health care team more cohesive, collaborative and effective in meeting the goals of your team. It covers leadership, communication and accountability.



### Who should attend?

Participating physician groups can select from one of two dates for each training below.

### Registration

Topics	Dates	Time (PT)	Registration URL
Leading to a Positive Experience	Thursday, March 20, 2025	11:30 a.m.-12:30 p.m.	<a href="https://bit.ly/4hR7ots">https://bit.ly/4hR7ots</a>
	Tuesday, April 1, 2025	11:30 a.m.-12:30 p.m.	<a href="https://bit.ly/4hO3Vf9">https://bit.ly/4hO3Vf9</a>
Patient Access: Facing Reality – Balancing Appointment Supply with Appointment Demand	Tuesday, March 25, 2025	11:30 a.m.-12:30 p.m.	<a href="https://bit.ly/4gTA1Vi">https://bit.ly/4gTA1Vi</a>
	Tuesday, April 8, 2025	11:30 a.m.-12:30 p.m.	<a href="https://bit.ly/41qXdWv">https://bit.ly/41qXdWv</a>
Building an Empowered Care Team	Thursday, March 27, 2025	11:30 a.m.-12:30 p.m.	<a href="https://bit.ly/4hF8liR">https://bit.ly/4hF8liR</a>
	Thursday, April 10, 2025	11:30 a.m.-12:30 p.m.	<a href="https://bit.ly/3D3uNse">https://bit.ly/3D3uNse</a>

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