



The Patient Experience

Providing Care From a New Lens

3-Part Training Series targeting staff involved with discharge planning and care management, particularly concerning the high-utilizer population.

The Queensbury Hotel
88 Ridge Street
Glens Falls, NY 12801

Bridges to Health & Healthcare: May 23 at 8:30am-12:00pm *or* 12:30pm—4:00pm

Reducing readmissions and improving costs are two primary goals of the healthcare industry. Bridges solutions enable healthcare professionals in hospitals, clinics, physician offices, and public health organizations to better understand the obstacles to good health many people face, develop strategies to remove those obstacles, and help build the resources patients need to lead healthier lives.

Presented by:

Rebecca Evansky, Manager-Prevention Projects, AHI
Amber Guyette, Community Engagement Facilitator, AHI

Trauma Informed Care: May 31 at 8:30am-12:00pm *or* 12:30pm-4:00pm

There is growing awareness that trauma is pervasive and that the impact of trauma is often deep and life shaping. Violence and trauma are often at the center of an individual's criminal or juvenile justice involvement, work/school problems, mental health challenges and substance use. This training will introduce participants to the essential elements of a trauma informed system of care and how that understanding can be applied to the policies and practice that shape service delivery.

Presented by:

Allison Reynolds, Program Director, Council for Prevention

Motivational Interviewing: June 8 & July 13 at 8:30am—12:00pm *or* 12:30pm-4:00pm

This two-day training is designed to help healthcare staff increase their skill in engaging patients in health behavior change. Participants will gain knowledge and experience with the Spirit of MI, clinical empathy, and MI skills that will help them to motivate patients to engage in healthy behaviors. Each MI training will be followed by an opportunity to participate in coaching calls to strengthen skills, problem solve, and share successes.

Presented by:

Dr. Daniel Mullin, Assistant Professor, Department of Family Medicine and Community Health,
University of Massachusetts Medical School

To Register, visit: <https://www.surveymonkey.com/r/theptexp2>