



The Plattsburgh 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.

Butcher Block
15 Booth Drive
Plattsburgh, NY 12901

Bridges to Health & Healthcare: October 25, 8:30am—12:00pm **or** 12:30pm—4:00pm

Presented by:

Nichole Christiansen, Prevention Coordinator, Champlain Valley Family Center

This part of the training has already taken place.

Trauma Informed Care: November 14, 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:

Nichole Christiansen, Prevention Coordinator, Champlain Valley Family Center

Motivational Interviewing: December 7 and January 18, 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/PlattsburghPtExp>