

Upcoming HHUNY Training Workshop

Achieving Triple AIM Outcomes: How to Impact Health Outcomes through Care Management

With an evolving focus on transforming the healthcare delivery system, we recognize the role of effective care coordination and care management in achieving Triple AIM Outcomes – ‘what’ happens as a part of goal achievement.

Laura Langner, M.Ed. will be delivering *HHUNY’s Achieving Triple AIM Outcomes* training workshop. This full-day training workshop will focus on best practices and effective strategies to identify behaviors and social determinants of health (e.g. individual, social and community factors) that influence an individual’s ability to reduce emergency room/department (ER/ED) use, reduce avoidable hospital admissions, and increase primary care (PCP) engagement.



This is an interactive and engaging training workshop, which will include guidance, role playing, and various opportunities for skills development in the areas of:

- ✓ Active Listening
- ✓ Understanding the Relationship between Health Behaviors and Health Outcomes
- ✓ Recognizing Collaborative Documentation as a Means of Engagement
- ✓ Reframing Your Message to Maximize Your Impact

Learning Objectives:

1. Participants will learn to identify behaviors and social determinants that influence an individual’s ability to reduce ER/ED visits, reduce avoidable hospital admissions, and increase primary care (PCP) engagement.
2. Participants will learn the relationship between health behaviors and health outcomes.
3. Participants will gain an understanding of ‘Active Listening’.
4. Participants will learn the benefits of collaborative documentation.
5. Participants will learn key steps to reframing their client engagement approach to maximize impact.

Eligible Participants: HHUNY (Adult) Care Management Staff ONLY

Cost: This training workshop is free of charge. A light breakfast and lunch will be provided.

How to Register: Pre-registration is required. No walk-ins welcome. If you and/or your staff are interested in attending this workshop, please send the following information to hhunytraininginstitute@hhuny.org:

- HHUNY Care Management Agency
- Affiliated Health Home/Hub (e.g. BestSelf, CIRCARE, Chautauqua County Department of Mental Hygiene, Huther Doyle)
- Name (First and Last)
- Primary Role/Function (e.g. Care Manager, CM Supervisor, Program Director, Outreach/Engagement Specialist, etc.)
- Email Address
- Name of Reporting Supervisor & Email Address
- Preferred Session(s)* [1st, 2nd and 3rd Option]

*Slots will be filled on a first come, first serve basis. Priority will be given to individuals interested in attending sessions in their CMA’s hub/region.

Training Workshop Dates

Finger Lakes (Rochester, NY):

Session A: 2/5 @ 8:30AM – 4:00PM
Session B: 2/6 @ 8:30AM – 4:00PM
Session C: 2/8 @ 8:30AM – 4:00PM
Session D: 2/9 @ 8:30AM – 4:00PM

Central (Syracuse, NY):

Session A: 2/12 @ 8:30AM – 4:00PM
Session B: 2/13 @ 8:30AM – 4:00PM

Western (Buffalo, NY):

Session A: 2/26 @ 8:30AM – 4:00PM
Session B: 2/27 @ 8:30AM – 4:00PM

Southern Tier (Jamestown, NY):

Session A: 3/1 @ 8:30AM – 4:00PM
Session B: 3/2 @ 8:30AM – 4:00PM

If you have any questions or would like additional information, please email hhunytraininginstitute@hhuny.org.



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More about the Trainer:



Laura Langner, CEO of Complete Compliance, LLC. (CCS) has 30 years of experience in behavioral health with special emphasis on: outreach and engagement, effective and audit ready documentation, trauma-informed care, emotional intelligence for the workplace, generating and achieving outcomes. As a result, Laura has assisted behavioral health providers and government agencies in improving the patient experience (quality and satisfaction), improving the health of populations and reducing the per capita cost of health care. She has received recognition from the Department of Defense, Family Support Networks and others for her work in social services on behalf of individuals and families.

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