

Navigate PBC 2nd Regional Symposium Presentation Summaries & Objectives

CUSTOMER SERVICE IN HEALTH CARE: THE IMPACT OF WORK-LIFE BALANCE

MICHAEL GERVASI, DO, PRESIDENT AND CEO, FLORIDA COMMUNITY HEALTH CENTERS, INC.

Summary:

This presentation will examine why customer service is important in the health care setting and how it can lower legal risks.

Objectives:

1. Participants will be able to state four reasons why customer service in health care is important.
2. Participants will be able to state three obstacles to delivering consistently good customer service.
3. Participants will be able to state three strategies to overcoming these obstacles.

IT MAKES A DIFFERENCE TO THIS ONE

CINDY CONEY, MEd, MONARCH TRAINING AND CONSULTING

Summary:

This presentation will make you think about the times in your life when one small act touched your heart and changed a bad day to a good day, a problem to a solution or a victim mentality to a victory mentality. These are the invisible acts that give your work depth and meaning, yet in our “always more to do,” stressful world we never pause to drink in the effect of our positive actions on others. In this keynote address, Cindy Coney will give you the permission and encouragement to celebrate the work that you do day in and day out on behalf those you serve. She'll also share a few stories and tips along the way to help you bolster your unsinkable spirit and smile, even when life throws a few curve balls your way.

Objectives:

1. Participants will identify specific times in their career where their actions had significant impact on others.
2. Participants will be able to list two ways to help clients keep hope alive.
3. Participants will recognize specific signs of stress and burnout and the importance of self-care.
4. Participants will be able to describe the difference in empathy and sympathy and the impact on clients.

CULTURAL COMPETENCY: A LIFELONG JOURNEY...

RICK CALDWELL, MA, PRESIDENT AND CEO, RCULTURES, INC.

Summary:

Through the Cultural Competency/Diversity Training CCDT, participants learn to view each individual as having a unique culture, and gain tools to develop more culturally proficient personal and professional behaviors. The training addresses knowledge, attitudes and skills by building on the RCultures steps to cultural competency.

Objectives:

Rather than singling out specific groups or ethnicities by developing “lists” of values and beliefs, the approach focuses on communicating, building trust, being sensitive, recognizing and learning about the unique and special qualities of various cultures.

INSURANCE 101: UNDERSTANDING THE ACA, EXPLAINING IT TO CONSUMERS AND IMPROVING CONSUMER'S HEALTH COVERAGE KNOWLEDGE

NICHOLAS X. DURAN, JD, STATE DIRECTOR- FLORIDA, ENROLL AMERICA

Summary:

This presentation will provide participants with practical skills that they can take away and use in their work daily.

Objectives:

1. Participants will get a broad-based understanding of the new health insurance marketplace.
2. Participants will understand key features regarding the new marketplace that are important for consumers to know about.
3. Participants will understand core messages that will engage consumers to learn more.
4. Participants will get a better understanding of why people chose to get insurance and why folks chose not to.

MANAGING THE MAZE OF BEHAVIORAL HEALTH SERVICES IN PALM BEACH COUNTY

RITA RUGGLES, MSW, DIR. OF EXTERNAL AFFAIRS, SOUTHEAST FLORIDA BEHAVIORAL HEALTH NETWORK

Summary:

Participants will receive valuable information about effective strategies in identifying persons who may need assistance with mental health and/or substance abuse services. In addition, a description of today's best practices in service delivery will be reviewed as a listing of providers in the Palm Beach County that provide these services. Specific information will be shared regarding accessing care for the indigent client.

Objectives:

1. Participants will learn some common signs and symptoms of mental illness and substance abuse disorders.
2. Participant will learn about best practices in the treatment of mental health and substance abuse disorders.
3. Participants will learn about the SEFBHN Network of Providers who serve persons who are indigent.

DEMONSTRATING PROFESSIONAL SKILLS TO STAND OUT

TIM NOLAN, MS, MS, PRESIDENT, HUMAN SERVICES LEADERSHIP INSTITUTE

Summary:

This 60 minute session will provide attendees with essential skills that will help to define what “professional” means and for them to utilize these skills to maximize their credibility within the field.

Objectives:

Understanding what “professional” means and how one can use this knowledge and skills to maximize professional credibility and performance.

STATEWIDE MEDICAID MANAGED CARE/ MANAGED MEDICAL ASSISTANCE (MMA)

ANDREA R. FERGUSON, PROGRAM ADMINISTRATOR, AGENCY FOR HEALTH CARE ADMINISTRATION

Summary: Brief overview of Managed Medical Assistance (MMA) that will roll-out statewide by August 1, 2014.

Objectives:

1. Participants will learn about changes that are being made to the Florida Medicaid program.
2. Participants will learn who can and cannot participate in MMA.
3. Participants will learn about plans that are available under MMA in each region.
4. Participants will learn the roll-out schedule for MMA statewide.
5. Participants will learn how to enroll in a MMA plan.

YOU REALLY, REALLY LIKE ME: 7 SECRETS TO BUILD INSTANT RAPPORT WITH ANYONE

ANITA ELIAS, CEO, SANAMED, LLC

Summary:

Have you ever met somebody for the very first time and just “clicked”? The feeling of having been best friends forever and yet it has been only a few minutes since you were introduced? Establishing that kind of instant connection with somebody is crucial not only in personal relationships but in the professional arena as well. This interactive and fun workshop will teach you easy ways and useful tips on how to build rapport.

Objectives:

The workshop is designed to equip participants with basic tools for rapport building.

1. Participants will be able to improve their working relationships with their team and clients.
2. Participants will be able to establish communication that builds trust and bridges relationships.
3. Participants will also be able to recognize different communication styles in other people and how to adapt to match another person’s specific style.
4. Participants will be able to recognize and read body language and adjust their own to create a connection.

Exercises will enable learners to practice being assertive and likeable at the same time to ultimately build successful relationships.

HUNGER IN PARADISE

PERRY BORMAN, BA, MBA, EXECUTIVE DIRECTOR, PALM BEACH COUNTY FOOD BANK

Summary:

Overview of the role of the food bank and food pantries in community.

Objectives:

1. Participants will learn the difference between a food bank and a food pantry.
2. Participants will understand the scope of services of the PBC Food Bank.
3. Participants will learn about services available in the community.

FOOD STAMP APPLICATION PROCESS

TERESA JANECZEK, COMMUNITY PARTNER LIAISON, DEPARTMENT OF CHILDREN AND FAMILIES

Summary:

The presentation will review new income standards, food stamp policy, and the application process highlighting areas that could cause an application to get denied.

Objectives:

1. Participants will gain an understanding of Food Stamp policy and the new income guidelines.
 2. Participants will gain an understanding the Food Stamp application process
 3. Participants will gain an understanding of why applications get denied.
-

SERVING THE DISABLED POPULATION: PANEL DISCUSSION

JUDY CLAUSER, DIRECTOR OF SPECIAL PROJECTS, EPILEPSY FOUNDATION
KIM CLAWSON, HELPLINE DIRECTOR, YOUR AGING AND DISABILITY RESOURCE CENTER
BARBARA MOODY, SOAR SPECIALIST, THE LORD'S PLACE
COLIN WHITE, ATTORNEY, LEGAL AID SOCIETY OF PALM BEACH COUNTY, INC.

Summary:

This session will be a panel discussion. The four panelists will provide an overview of: SSI/SSDI Outreach, Access and Recovery (SOAR), Legal Aid's services to SSI and SSDI clients, long term care services available to persons with a disability, caregivers and seniors-SHINE, and Epilepsy Foundation services.

Objectives:

1. Participants will understand SSA's requirements and the need for appropriate documentation in order to facilitate the process, decrease the time required to issue determinations and reduce the need for appeals.
2. Participants will understand the process involved with a disability case, and the services provided by Legal Aid.
3. Participants will become more aware of epilepsy and understand the services provided by the Epilepsy Foundation.

HOW TO BE A RESOURCE EXPERT

TIM NOLAN, MS, MS, PRESIDENT, HUMAN SERVICES LEADERSHIP INSTITUTE

Summary:

This 60 minute session will provide attendees with essential skills that will help them to utilize an approach that maximizes knowledge of community resources.

Objectives:

Defining how one becomes a resource expert and uses this information to meet client needs and to stand out within their organization.

OUTREACH PLANNING: HOW TO CONDUCT AND EVALUATE OUTREACH STRATEGICALLY AND EFFECTIVELY

JODI RAY, BA, MA, PROGRAM DIRECTOR & PRINCIPAL INVESTIGATOR, FLORIDA COVERING KIDS AND FAMILIES

Summary: Overview on how to plan and implement a successful outreach and enrollment initiative in your community and how you can determine whether what you are doing is effective.

Objectives:

1. Participants will learn what is important in developing an outreach plan.
2. Participants will understand how to identify and utilize resources necessary to implement the plan.
3. Participants will become aware of valuable methods for evaluating the plans effectiveness and the potential for replication.

TRANSPORTATION OPTIONS IN PALM BEACH COUNTY

TOMAS BOITON, FOUNDER/ CEO, CITIZENS 4 IMPROVED TRANSIT

Summary:

Learn about the different transportation options available in Palm Beach County with emphasis on programs for seniors, low income, the mentally and physically disabled, veterans, and children at risk.

Objectives:

Participants will become knowledgeable on the different transportation programs available in Palm Beach County.