

# EMPANELMENT RESOURCE 3: SUGGESTED EMPANELMENT TRAININGS FOR STAFF

The Panel Manager is responsible for implementation and maintenance of empanelment. They will need to develop staff education and training for clinicians, care teams, and front desk and call center staff. We recommend the following trainings for staff at your organization.

**FIGURE 3.1: SUGGESTED TYPES OF EMPANELMENT STAFF TRAININGS**

Training Title	Training Overview	Attendees	Trainer
<b>Empanelment 101</b>	Overview value and rationale of empanelment. Empanelment policy, workflows, reports, and goals.	All Staff	Panel Manager and COO
<b>Scheduling Patient with Assigned PCP</b>	Review workflow for scheduling patients with assigned PCP, initial PCP assignment, provider capacity reports.	Front Desk and Call Center Staff	Panel Manager
<b>PCP Change Process</b>	Review PCP change workflow.	Front Desk and Call Center Staff	Panel Manager
<b>Provider Panels</b>	An overview of provider panel reports, value of empanelment and alignment, patient-centered primary care.	PCPs	Panel Manager and COO

All trainings should be conducted at onboarding and at least once a year or as needed. If the Panel Manager identifies inconsistencies in adhering to workflows or target goals are not being met, ad hoc trainings should be provided to staff. For example, if continuity goals are not being met, an in-service training on scheduling patients with assigned primary care provider (PCP) should be provided to front desk and call center staff to remind them of approved workflows.

**FIGURE 3.2: EXISTING EMPANELMENT TRAININGS**

Organization and Leading Training	Training Name	Link to Training
Center for Care Innovations	"The Four-Cut Empanelment Method"	<a href="#">The Four-Cut Method – Center for Care Innovations</a>
California Primary Care Association	"PCHH Empanelment Population Management"	<a href="#">PCHH Empanelment: Population Management – California Primary Care Association</a>
Community Clinic Association of Los Angeles County	Various trainings available	<a href="#">Training Center – Community Clinic Association of Los Angeles County</a>