

## Overview



# K2 Health TRAINING SOLUTIONS

CARE DELIVERY | LIFE SCIENCES



*the training you need to grow*

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**[www.k2-health.com](http://www.k2-health.com)**

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# K2 Health Training

## Life Sciences

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### Learn the business of healthcare

*...and what your customers need you to know*

#### why

Value based healthcare is changing how practices do business and interact with patients. Training solutions must evolve to teach reps how to understand critical and complex processes to drive results.

#### what

##### **series & workshops**

- Field Access Reimbursement Training Workshop: "The Current State"
- Health & The Hill Series: Patients, Practices & Pharma
- K2 Connections: Monthly Micro-Learning Series

##### **topics**

- EHRs & The Physician Practice
- Foundation of Specialty Pharmacy
- Primer: Part D
- Stakeholders & Reform: Part D
- Foundation of Buy & Bill
- Primer: Part B
- Stakeholders: Part B
- History of Buy and Bill & Reform
- Understanding the QPP & It's Impact
- Understanding the Impact of the 505(b)(2) Approval Pathway
- Understanding Biosimilars

#### how

- Teach back Tools
- Off the shelf and custom decks
- Monthly Micro Learning Series: K2 Connections
- Workshops
- Executive Summary & Budgeting Tools

# Capabilities

## Care Delivery

### Create efficient healthcare experiences that align with value based care

#### why

Value based healthcare is changing how practices do business and interact with patients. Training solutions must teach providers & staff how to assess gaps & implement efficient workflow to drive quality outcomes.

#### what

#### series & certifications

- Health & The Hill Series: Patients, Practices & Pharma
- Lean Bronze Certification for Physician Practices
- ARIM™ Certification for the Physician Practice
- Lean Thinking for Physicians

#### topics

- The Prior Authorization Process: Part B
- The Prior Authorization Process: Part D
- Understanding the Stakeholders of Specialty Drugs: Part B
- Understanding the Stakeholders of Specialty Drugs: Part D
- Bio-reconciliation & Inventory Management
- Co-Pay Accumulators and Patient Access Issues
- The Lean Infusion Suite
- The Quality Payment Program: Beyond the Payment Adjustment
- CARCs & RARCs and Why It Matters
- Complexity Coding & HCCs: Why It Matters
- Leading Change for Sustainable Improvements
- The 5 Voices to Lead Your Team
- Patient Engagement: The Elephant in the Room
- Tools to Identify Waste & Improve Workflow

#### how

- Speaker & Podium Presentations
- Workshops
- Online Modules & Webinars

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# process & workflow

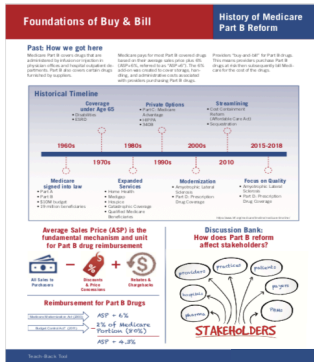
## why

*"A bad system will beat a good person every time."*  
- W. Edwards Deming  
Process and workflow efficiency impact the bottom line, and culture trumps strategy every, single time. You'll need to build a culture of continuous improvement to pull through the workflow.

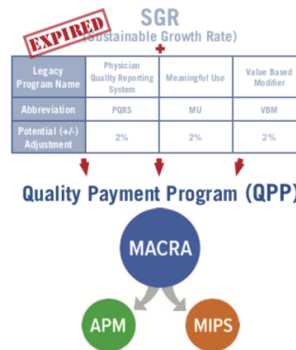
## topics & certifications

- Lean Bronze Certification Prep Course
- Lean Bronze Certification Portfolio Submission Course
- ARIM™ Certification for the Physician Practice
- Leading Change for Sustainable Improvements
- The 5 Voices to Lead Your Team

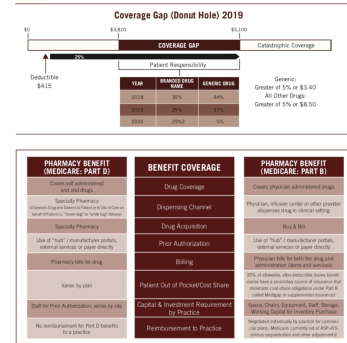
## Teach Back Tools



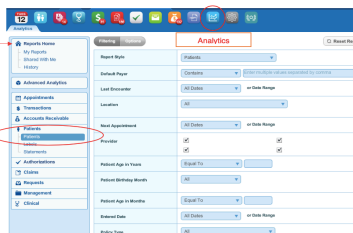
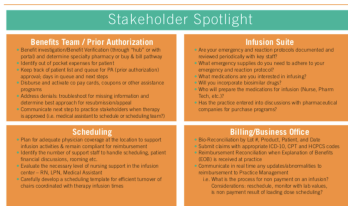
## Current Topics



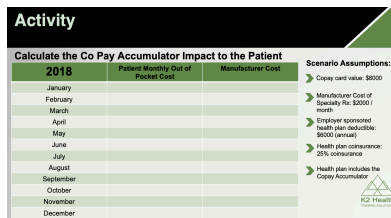
## Concepts Simplified



## Practical Applications

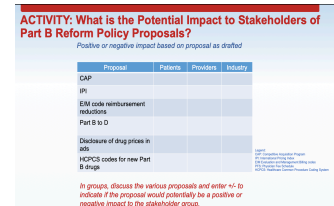


## Activities for Retention & Critical Thinking Development



## Discussion Bank

- What points along the pathway from specialty pharmacy to the site of care can you see as potential barriers or delays in access for the patient?
- What differences between white bagging and brown bagging are benefits or drawbacks for the patient? For the practice or provider?
- What kind of new questions might you ask to investigate further where a potential bottleneck or delay may occur?
- What type of comments or questions might a practice or provider ask to indicate to you there may be an issue that is causing a barrier to access?
- What services do specialty pharmacies provide in your area that



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# The K2 Approach: ARIM™



## ARIM™ Training & Certification

### Implement & Sustain a Culture of Problem Solving in the Physician Practice

#### why

Value based initiatives have transitioned healthcare into a new era focused on customer service, engaging interactions and achieving outcomes. Training solutions must be deployed to teach practices & their staff how to proactively assess gaps & implement efficient workflow to meet these expectations and to thrive professionally as they do it.

This course provides a background on Lean thinking and it's influence to the K2 approach and ARIM method, with the majority of the course **focused on application and leadership & facilitation skills to implement and sustain changes.**

#### who

- Ideal for those who want to implement a culture of problem solving in the physician practice
- Practice managers, department or team leads focused on change and improvement with day to day responsibilities in the clinic with patients and interacting with staff

#### what

#### course logistics

- Five (5) webinars & one (1) review session tailored for working professionals
- Access to online learning platform for engagement with other learners, additional reading and real world applications of lean to synthesize learning
- Session recordings posted on an online learning platform for playback
- eBook: "Implementation is Key" to accompany course notes & presentations
- Online exam (50 questions) and successful completion of a written ARIM™ project earn the learner an ARIM™ Certificate
- Cost per learner: \$395 until July 1; \$595 after July 1\*

#### how

Spring/Summer 2019 Course Offering: May 29-July 31, 2019

*\*Inquire about private training courses or group discounts for your practice, company or non-profit group*

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# Lean Certification

## Lean Bronze Certification Training

### Tailored for the outpatient physician practice

*Certification obtained through the Society & Manufacturing Engineers*

#### why

When implemented as an overarching business philosophy, Lean drives sustainable improvements and results within an organization, offering immense value for the practice, the healthcare providers & staff and patients.

#### who

- Healthcare professionals: administrators, managing physicians, health care team leads (billing, administration, nursing leadership or management, allied health professional leaders)
- Partners to healthcare providers and systems with an interest in understanding how to identify gaps and provide value in the patient and practice journey

#### what

##### course logistics

- Six (6) instructor led webinars tailored for working professionals
- Access to online learning platform for engagement with other learners, additional reading and real world applications of lean to synthesize learning
- Session recordings posted to an online learning platform for playback
- Lean Body of Knowledge required books provided
- Study guides and practice quiz to prepare learner's for the certification exam (exam fees included)
- Online or written certification exam based on location/class (3 hours; 165 questions)
- Cost per learner: \$3000\*

#### when

Spring/Summer 2019 Course Offering: May 22 – August 28, 2019

*\*Inquire about private training courses for your practice, company or non-profit group*