

Training & Coaching

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Disclosures

- Consultant for Alosa Health; no other relevant disclosures

Program Leadership

- **Training**

- New hires
- New module / topic

- **Coaching**

- Ongoing development
 - Clinical competence
 - Overcoming barriers
 - Access barriers

Pre-COVID

- **Home-study**
 - Webinars
 - Review of literature
- **In-person group sessions**
 - Interactive sessions in our Boston office
 - Several days, role-playing, etc
- **Home-study**
 - Role-playing in the mirror
 - Emailing with questions

Post-COVID – ZOOM POLL

- **How did your training program evolve during COVID?**
 - **A:** my program doesn't have a formal training process
 - **B:** same – live / in-person
 - **C:** 100% virtual – synchronous (scheduled Zoom training sessions)
 - **D:** 100% virtual – asynchronous (home-study)

Training New Hires

- **Home Study**
 - Review of pre-recorded webinars and slides
 - Review of literature
 - Review of modules
- **Synchronous Coursework**
- **Asynchronous Coursework**
- **Practice**
 - Role-playing
 - Introductions
 - Detailing visits

Coaching – ZOOM POLL

- **What does your on-going coaching look like?**
 - **A:** no coaching, but maybe we should consider this...
 - **B:** has always been virtual
 - **C:** was in-person, but now virtual
 - **D:** has always been in-person

Coaching

- Metrics
- Motivational interviewing
- Tactics for cold-calling
- Barriers
- Best Practices

Plan Going Forward

- **Virtual training? Yes.**
 - Hybrid model

- **Sustainable? Yes.**
 - Client outcomes
 - WIIFT: *“What’s in it for THEM?”*
 - NOT: *“What’s in it for ME?”*

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