

SHARE:

[Join Our Email List](#)



## NEWS and NOTES from NPO

**07/31/2020**

### **CUSTOMER SERVICE TRAINING AVAILABLE *Help staff, help patients, help YOU!***

NPO is partnering with Northwestern Michigan College to offer virtual customer service classes for office staff in August because...

As the first and last patient touch points, front and back office staff have significant impact on patient satisfaction. They can set a positive tone for the visit, smooth out any issues, and “save” interactions that may have gone wrong. In these times, good customer service skills can make all the difference.

#### Training Takeaways:

- Describe why customer service matters in health care now more than ever.
- Identify the unique challenges of customer service in health care during COVID 19
- Define moments of truth in customer service and describe strategies for making them positive by choosing words wisely.
- Practice the principles of effective listening.

#### Class Dates:

Wednesday, Aug. 26 (two available):

- 11 a.m. to 12 noon
- 1 to 2 p.m.

Thursday, Aug. 27:

- 2 to 3 p.m.

Each virtual class session is limited to 12 participants who will require a computer with camera, audio and microphone capabilities, and a quiet place for the duration of the class. So that class space is well utilized, there is a small \$10 fee per participant payable to NPO.

*Payment not immediately due by individual registrants for signup below; practice managers will be invoiced for the practice for your participation.*

Please sign up [HERE](#), and also receive calendar appointment and reminders of the upcoming class.

## Mindfulness-Based Stress Reduction Classes for Teens and for Adults

Fall registration open!

Northern Michigan Psychiatric Services and NPO continue their partnership to expand Mindfulness Based Stress Reduction (MBSR) services.

Learn more by visiting: [www.mindfulnessstc.com](http://www.mindfulnessstc.com)

These popular classes fill up quickly and space is limited!

Register [online](#) to make a referral, or call NMPS for more information: 231-935-0355

Feel free to use these flyers to post, or to hand out to patients in your office.

[MBSR and Stressed Teens Class Flyers](#)

*\*As always, in partnership with the Northern Physicians Organization, those in the midst of financial hardship may receive Financial Scholarships/Assistance.*

*If you have any questions about a referral, class content, or scholarships for your patients, please call Wendy Weckstein at either 231-935-0355 or 231-342-9634*

## LEARNING OPPORTUNITIES

NPO's website features the following pre-recorded, webinars for viewing at

[www.npoinc.org/for-physicians/](http://www.npoinc.org/for-physicians/):

### COVID in Pediatric Patients **CME!**

Presented by Terri Stillwell, MD, MPH, Clinical Assistant Professor, Associate Hospital Epidemiologist, University of Michigan, Department of Pediatrics and Communicable Diseases, Division of Infectious Diseases review

1. Overview of COVID and Testing
2. Pediatric Multi-system Inflammatory Syndrome: Aspects and Testing.
3. Guiding Principles of Infection Prevention Aspects Reopening Ambulatory Care Sites

**For CME credit, an [evaluation form](#) must be returned to [Bryanna Pataky at NPO](#), by [Aug. 22nd](#) please: [bpataky@npoinc.org](mailto:bpataky@npoinc.org)**

Statement of Accreditation:

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council

for Continuing Medical Education (ACCME) through the joint providership of Michigan State Medical Society and Northern Physicians Organization.

The Michigan State Medical Society is accredited by the ACCME to provide continuing medical education for physicians.

AMA Credit Designation Statement:

The Michigan State Medical Society designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit(s)* <sup>TM</sup>.

Physicians should claim only the credit commensurate with the extent of their participation in the

## Guidelines Review for Joint Replacement Preoperative Risk Optimization

**PGIP Citizenship!**

Dr. Todd Galdes, representing orthopedic surgeons, worked with the NPO Evidence Based Committee to develop guidelines for Joint Replacement Preoperative Risk Optimization. These guidelines can be used by both surgeons and PCPs so patients hear

a consistent message from all providers regarding how to improve their own health BEFORE surgery, so risks for joint replacement surgery are minimized, resulting in better outcomes. Ensuring patients are in the best condition possible before joint replacement surgery improves their outcomes by reducing post-surgical complications.

Dr. Jessica Paquette, a PCP from Leelanau Family Practice, recorded a webinar with Dr. Galdes, reviewing the guidelines. Dr. Galdes discusses the evidence/rationale for the recommendation and Dr. Paquette shares how a PCP would discuss and implement the recommendation with the patient. This webinar runs about 39 minutes .

### **Dr. Sander Weckstein - NPO Collaborative Seminar(s)**

Viewers will learn provider first-steps in diagnosing and treating:

- ADHD across the life span
- Anxiety disorders in children and adolescents
- Major Depression in children and adolescents
  
- **The Diagnosis and Treatment of Anxiety Disorders and Mood Disorders in Children and Adolescents**
  
- **The Diagnosis and Treatment of ADHD Across The Life Span**

**Visit our website**

### **Helpful Resources & Upcoming Events**

[NPO 2020 Calendar](#)  
[NPO Home](#)  
[NMHN Home](#)  
[Trillium Health Website](#)  
[MACRA-MIPS Corner](#)  
[Member Connections](#)

*NPO is committed to providing great resources to our members!*

*We welcome your feedback and comments.*

Northern Physicians Organization 231.421.8505