## MaineHealth Education and Training

## Trainings

SBAR: Train-the-Trainer or Workshop	Provides communication in a structured format that is clear and concise, builds teamwork, and minimizes the effect of differing communication styles.	Train-the-Trainer: 1.5 hours  Workshop: 2 x 1.5 hour sessions
SBAR: Custom Training	Full programmatic implementation including, customization, goal setting, training, observations, implementation assistance, and evaluation.	Varies
Teach-Back: Custom Workshop	Learn an evidence-based method of checking to ensure patient understanding of instructions that leads to better outcomes and adherence.	1-2 hours
Teach-Back: Custom Full Program	Full programmatic implementation including, customization, goal setting, training, observations, implementation assistance, and evaluation.	Varies
Health & Wellness Coach Certification Training	Approved training by the National Consortium for the Credentialing of Health and Wellness Coaches. http://www.ncchwc.org. CEU eligible.	4 x 8 hour sessions over a 2-week period (Thurs. & Fri.)
Patient-Centered Communication	Basics of health literacy combined with additional patient-centerd communication skill building. CEUs available.	2 hours
Health Literacy	Learn about the impact varying levels of health literacy have on health behaviors/outcomes and evidence-based methods to address low health literacy.	Basics: 1.5 hours Clear Health Communication: 8 hours Plain Language Writing: 1 hour Plain Language Design: 1-2 hours Health Numeracy: 1-2 hours Custom Workshops: Varies

## Services

Patient Education Development	Expert guidance on the development, delivery, and evaluation of patient education in all formats.	Varies
Plain Language Review	Plain Language & Design Review. Required for all MH patient-facing printed, electronic and web materials.	Varies
Focus Groups	Gather patient or staff perspectives on any topic including patient education, systems, care delivery, and satisfaction with the help of our trained focus group facilitators.	24 total hours (includes assistance with planning and implementation as well as a full report of results.)
Video Production	Complete in-studio, green screen, on-location, 3D animation, and illustration services.	Varies
Podcasts	Studio production and hosting of both patient and provider-facing podcast services.	Varies
Event Support	Full service meeting and event support services that include event-specific registration websites, electronic invitations/ reminders, planning and day of support, participant tracking, CME, evaluations and complete event summary.	Varies
Class Registration	Online registration service for classes and simple events.  Can include payment processing, mobile registration, group registrations, and data collection.	Varies

## Employee Stress & Resiliency

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Raw Coping Power	Learn how to access the innate capacity to transform stress into an opportunity for greater health and wellbeing.  1-2 hours
Mindfulness-Based Stress Reduction: Informational Session	Learn about the expectations involved in the full MBSR program and how it can help you manage pain, promote health and 1 hour wellness, and develop a more positive response to stress.
Mindfulness-Based Stress Reduction: Introduction to Mindfulness	An overview to the practice of mindfulness. This class will include practice, discussion and suggestions for integrating mindfulness into our busy lives. Previous experience not required.  4 x 1 hour sessions over 4 weeks Max of 20 participants
Mindfulness-Based Stress Reduction: Mindfulness 2.0	This 6-week class touches on all aspects of the full MBSR training but is less in depth. Training the mind to be awake and aware in the present moment, this class will include practice, discussion and suggestions for integrating mindfulness into your busy life.  Previous experience not required.  6 x 2 hour sessions over 6 weeks Max of 15 participants
Mindfulness-Based Stress Reduction: Full MBSR Training	Developed by Jon Kabat-Zinn, the 9-week Mindfulness-Based Stress Reduction (MBSR) Program is designed to help you cope more effectively with both long and short term stressors. MBSR has been scientifically proven to enhance pain management and  A x 2 hour sessions over 8 weeks plus a 4-hour retreat Max of 10 participants

reduce pain levels, improve focus, resilience and the capacity to

recover more quickly from challenging life events.