



# OLDER ADULT *Sensitivity* TRAINING

## INTER VALLEY HEALTH PLAN OFFERS IN-OFFICE TRAINING FOR YOUR STAFF

*With baby boomers coming of retirement age the older adult is likely to be your largest patient population. Allow us to help your staff experience the world of an older adult to better understand the diverse needs and challenges an older adult faces every day.*

### **THE OLDER ADULT SENSITIVITY TRAINING CAN HELP YOU:**

- Learn how to communicate more effectively with older adults which may increase patient compliance and satisfaction.
- Improve your Five Star rating with Medicare!

To schedule an Older Adult Sensitivity Training session contact Candice Fagan at

**800-251-8191 ext 303** or  
**[cfagan@ivhp.com](mailto:cfagan@ivhp.com)**.

 **Inter Valley Health Plan**  
For health. Not for profit.