

Practical Art of Health Center Operations (PAHCO) - Virtual Event

Presenters:

Amanda Laramie, Chief Operating Officer, Trainer, Coach, Coleman Associates

Beth Edwards, Health Center Operations & Facility Planning, Capital Link

Charlene Frail-McGeever, MBA, CPS, Managing Partner, Independent Consultant, MED CREDS PLUS

Shannon Nielson, MHA, PCMH-CCE, Principal Consultant & Owner, CURIS Consulting

Rebecca Stauffer, Manager, Cohn Reznick

Melissa Stratman, Chief Executive Officer, Coleman Associates

Day One: February 21, 2023 Virtual in Eastern Time (ET)

12:00 pm – 12:20 pm	Welcome and Introductions to the Practical Art of Health Center Operations	
12:20 pm – 1:50 pm	<p>Planning for Growth from the Patient Experience</p> <p>The patient experience is a significant focus for health center success. Health Center design can influence patient satisfaction and retention. Evaluation of the first contact to the end of a visit can identify areas for restructuring and improved patient flow. Upgrading your design, implementing streamlined processes, and engaging technology can decrease no-shows and enhance satisfaction. This presentation will explore the impact of the first contact with the patient and discuss ways to streamline the patient experience through physical design. The health center should examine ways to optimize data capture for key performance indicators using structured techniques.</p>	<p><i>Beth Edwards,</i> <i>Capital Link</i> <i>1.8 CPE/1.5 CEU</i></p>
1:50 pm - 2:00 pm	Break	
2:00pm – 3:30pm	<p>Strategic Population Health</p> <p>This session will focus on the process of developing an effective and efficient population health strategy. Participants will learn how to assess and prioritize population health initiatives that are in line with organizational strategy. Participants will learn how to utilize their UDS, SAC grant and PCMH recognition to build and operationalize their population health strategy. Participants will receive tools to support the development and execution of the strategy including, risk stratification tools, QI tools, care management workflows, and access management tools.</p>	<p><i>Shannon Nielson, CURIS Consulting</i> <i>1.8 CPE/1.5 CEU</i></p>
3:30pm – 3:45pm	Break	
3:45 pm – 5:00 pm	<p>How to Achieve a Credentialing Trifecta - Aligning Credentialing, Payer Enrollment & Mastering Delegation</p> <p>This session will focus on the impact credentialing has on a health center's revenue cycle. Participants will learn effective ways to align credentialing and privileging with enrolling providers in insurance plans. We will also review how to successfully implement credentialing delegation agreements with payors without needing to be NCQA accredited.</p>	<p><i>Charlene Frail-McGeever,</i> <i>MED CREDS PLUS</i> <i>1.5 CPE/1.25 CEU</i></p>

Day Two: February 22, 2023 Virtual in Eastern Time (ET)

<p>12:00pm – 1:30pm</p>	<p>New to CHCs? New to Leadership? How to Thrive in Health Center Leadership Typically, it goes like this: health center leaders are promoted because they were our super stars, our most highly contributing team members... But, so few have been given the tools to succeed as effective leaders to grow and evolve the staff that are now in their charge. This session will explore concepts used by health center leaders around the country and derived from Coleman Associates' long-standing High Impact Management Program. The session will draw upon tips and tricks from authors, David Cottrell, Patrick Lencioni, and others.</p>	<p><i>Melissa Stratman & Amanda Laramie, Coleman Associates</i> 1.8 CPE/1.5 CEU</p>
<p>1:30pm – 1:45pm</p>	<p>Break</p>	
<p>1:45 pm – 3:00pm</p>	<p>70% of Change Initiatives Fail: They Don't Have to! How to Pilot & Operationalize a Successful Implementation Most places do it backward. Often we as leaders get a bunch of administrators together in a room and hammer out processes and then hand binders to staff or send emails (which are not often read!) and staff do not do what is asked.... Why? It was the right idea. This session will teach you how to think about iterative testing, involving key front-line stakeholders and constructing ideas that will be supported.</p>	<p><i>Melissa Stratman & Amanda Laramie, Coleman Associates</i> 1.5 CPE/1.25 CEU</p>
<p>3:00pm – 3:15pm</p>	<p>Break</p>	
<p>3:15pm – 4:30 pm</p>	<p>Developing and Implementing a Plan to Achieve a Culture of Compliance The goal of this session is to take OSV preparation from a fire drill to minimal preparation. This session will instruct health centers to create a culture of compliance through workforce development, support activities to maintain compliance, and be successful in preparing for an OSV or SAC. We will discuss how a health center can align policies and procedures and operational workflows with HRSA's Compliance Manual, continue compliance throughout grant years between SACs and OSVs, and help a health center's workforce adjust to these practice changes.</p>	<p><i>Rebecca Stauffer, CohnReznick</i> 1.5 CPE/1.25 CEU</p>
<p>4:30pm – 5:00pm</p>	<p>Wrap-up</p>	

ACCOUNTING PROFESSIONALS (CPE)

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