



PRACTICAL ART OF HEALTH CENTER OPERATIONS

**FEBRUARY 21 – 22, 2023
VIRTUAL TRAINING**



OFFERED BY: [®]
NATIONAL ASSOCIATION OF
Community Health Centers

2023 TRAINING

Practical Art of Health Center Operations (PAHCO)

February 21 - 22, 2023
A Virtual Event

Practical Art of Health Center Operations Training Workshop

By the end of this training participants will be able to:

- Identify ways to improve patient flow to enhance patient satisfaction.
- Build a population health strategy centered around the organizational strategic and operational plans, and patient needs.
- Create an action plan for ongoing operational compliance.
- Accurately complete insurance carrier enrollment applications.
- Customize best practices and daily habits to grow as effective health center leaders.
- Understand various clinic-wide roll-out techniques and their associated pros and cons.

Delivery Method: Group Internet-Based
Prerequisites and or PreWork: None
Program Level: Basic
Duration of Training: 2 days



NACHC's Practical Art of Health Center Operations Training Workshop is a basic level training that delivers proven strategies, techniques, and best practices to enhance health center operations.

The agenda is designed by, and for, Chief Executive Officers, Chief Operating Officers, Practice/Clinic Managers, Data and Informatics Analysts, and other clinical and non-clinical managers and supervisors.

The sessions demonstrate how health centers can improve the patient experience by ensuring appropriate staff, processes, and procedures are efficient and patient centered.

This training will focus on the following C-Suite Competencies:

- [Operations \(Level 3\)](#)
- [Personnel Management \(Level 3\)](#)
- [Leadership \(Level 3\)](#)
- [Clinical Processes \(Level 3\)](#)

These competencies align with NACHC's Value Transformation, with detailed descriptions of knowledge and skill levels. NACHC resources are mapped to competencies in the [TTA Catalog](#).

*Pricing Information

- Early Bird Registration Fee: \$875 if registration received by February 7, 2023
- Regular Registration Fee: \$975 if registration received after February 7, 2023

Registration cutoff date (Last day to register online): February 15, 2023

SAVE
10%
ON EARLY
REGISTRATION

To register online for these seminars, visit: www.nachc.org and click Trainings & Events. For questions, comments or complaints contact trainings@nachc.org or 301-347-0400.

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)

12:00pm – 1:30pm	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.	<i>Melissa Stratman & Amanda Laramie, Coleman Associates</i> 1.8 CPE/1.5 CEU
1:30pm – 1:45pm	Break	
1:45 pm – 3:00pm	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.	<i>Melissa Stratman & Amanda Laramie, Coleman Associates</i> 1.5 CPE/1.25 CEU
3:00pm – 3:15pm	Break	
3:15pm – 4:30 pm	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.	<i>Rebecca Stauffer, CohnReznick</i> 1.5 CPE/1.25 CEU
4:30pm – 5:00pm	Wrap-up	

ACCOUNTING PROFESSIONALS (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. (Sponsor #108392)

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

REGISTRATION FORM

Practical Art of Health Center Operations Workshop (PAHCO)

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

COST INFORMATION

Early Bird Registration \$875 per person
(if received by February 7, 2023) \$ _____

Regular Registration \$975 per person
(if received after February 7, 2023) \$ _____

***Registration cutoff date (Last day to register online): February 15, 2023.**

PAYMENT INFORMATION

Check (payable to NACHC) MasterCard Visa American Express

Total amount enclosed \$ _____

Card Number _____ Expiration Date _____

Print name as it appears on credit card _____

Cardholder's signature _____

Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM. DO NOT mail or fax your forms after February 7.



Practical Art of Health Center Operations Workshop (PAHCO)

February 21-22, 2023

Virtual Only

Three Ways To Register:



ELECTRONICALLY

Online registration is available. Go to www.nachc.org Click Trainings, find the date and name of the training and click "register now."



MAIL

Mail Registration to:
NACHC Meetings/Acct. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814

Mail registration by February 7, 2023.



FAX

Send registration form with credit card information to (301) 347-0457. **Fax registration by February 7, 2023.**

NOTE: Registration forms will not be processed without payment.

NACHC CANCELLATION POLICY: All Cancellations must be in writing and must be received at NACHC on/before February 7, 2023.

- Cancellations received on/before February 7, 2023 will be assessed a \$100 processing fee.
- Cancellations received after February 7, 2023 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to trainings@nachc.org.