



# **PRACTICAL ART OF HEALTH CENTER OPERATIONS**

**FEBRUARY 27-28, 2024  
VIRTUAL TRAINING**



**NATIONAL ASSOCIATION OF  
Community Health Centers®**

## 2024 TRAINING

# Practical Art of Health Center Operations (PAHCO)

February 27 - 28, 2024  
A Virtual Event

### Practical Art of Health Center Operations Training Workshop

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

- Understand the essential competencies and skills of an effective health center manager.
- Gain a renewed understanding and awareness of HRSA compliance requirements for the Sliding Fee Discount Schedule program.
- Design and manage an equitable and inclusive candidate review process.
- Identify strategies to engage frontline staff in data collection and analysis.
- Understand best practices to build a patient experience that promotes patient retention, loyalty and growth.
- Utilize an individualized "SWOT" assessment to address their current state of leadership capabilities.

**Register Here!**

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



**Delivery Method:** Group Internet-Based

**Prerequisites and or PreWork:** None

**Program Level:** Basic

**Duration of Training:** Two days

This program has been recommended for 9.6 CPE in the "Specialized Knowledge" category and 8.0 CEU.



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)

#### \*Pricing Information

- Early Bird Registration Fee: \$875 if registration received by February 13, 2024.
- Regular Registration Fee: \$975 if registration received after February 13, 2024.

Registration cutoff date (Last day to register online): February 21, 2024.

Enjoy a 10% group discount for 3+ attendees from the same organization, whether virtual or in-person. Applies to Early Bird and Regular Registration rates for National Workshops after February 1, 2024.



# Practical Art of Health Center Operations (PAHCO)

Day 1: Tuesday, February 27, 2024 | Eastern Time

**12:00 pm - 12:15 pm** **Welcome & Introduction to PAHCO**

**12:15 pm - 1:45 pm** **Session One: Data-Driven Excellence: A Day in the Life of a Great Health Center Manager**

Embark on a day in the life of a successful health center manager through this training, immersing participants in data-driven decisions, leadership challenges, and operational excellence. Tailored for both new and seasoned leaders, the session defines and equips them with essential tools and knowledge for optimizing health center performance. Featured is a leader intimately familiar with the showcased successful tactics. Expect practical tools, real-world examples, and brief case studies illustrating how managers thrive in a data-driven environment. Join to glean insights from experienced leaders, enhance decision-making skills, and navigate the intricacies of health center management for lasting success.

**Instructors from Coleman Associates:** *Amanda Laramie, Chief Operating Officer; Adrienne Mann, Chief Innovation Officer; and Melissa Stratman, Chief Executive Officer*

**Guest Speaker:** *Tenisha Rattler, Senior Project Manager, Howard Brown Health*

**Credits Available:** CEU: 1.5, CPE: 1.8

**1:45 pm - 2:05 pm** **Break**

**2:05 pm - 3:20 pm** **Session Two: Sliding Fee & Charge Setting**

Explore the vital mission of 330 Grantees, aiming to expand primary healthcare access to those in need. Health centers play a crucial role by offering comprehensive medical, dental, and behavioral healthcare, irrespective of patients' ability to pay, utilizing a sliding fee scale. This training delves into the imperative implementation of sliding fee discount programs, ensuring all patients access primary care services regardless of financial constraints. Navigate the requirements and diverse methodologies involved in operationalizing a sliding fee program within health centers, shedding light on charge setting dynamics in this healthcare environment.

**Instructors from FORVIS:** *Catherine Gilpin, Managing Director/ Grants Management & Financial Advisory Services and Nicole Moscatelli, Senior Managing Consultant/Community Health Centers*

**Credits Available:** CEU: 1.25, CPE: 1.5

**3:20 pm - 3:35 pm** **Break**

**3:35 pm - 4:50 pm** **Session Three: Hiring Practices for Diversity Equity & Inclusion**

Examine how hiring policies and practices can affect your health center's ability to build a workforce representative of your patients. This training will review how to move beyond traditional hiring procedures that often unfairly penalize candidates from marginalized groups. Learn practical steps to appeal to diverse candidates, minimize implicit bias in interviews, and select for skills, lived experience, and cultural humility in potential employees. This session will help your health center build a talented, representative workforce and ultimately, help foster high-quality, culturally responsive care.

**Instructors:** *Tina Adamson, MBA, PHR, SHRM-CP; Chief Human Resources Officer; Primary Health Network and Megan Ward; Manager, Leadership & Career Development, NACHC*

**Credits Available:** CEU: 1.25, CPE: 1.5

**4:50 pm - 5:00 pm** **Day One: Wrap-Up Session**



## 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](http://www.nasbaregistry.org). (Sponsor #108392)

# Practical Art of Health Center Operations (PAHCO)

Day 2: Wednesday, February 28, 2024 | Eastern Time

- 12:00 pm - 1:30 pm**     **Session Four: Empowering Frontline Staff for Data-Driven Transformation**  
Learn to unlock your organization's potential through empowering frontline staff in data-driven decision-making. This session equips leaders with valuable skills, transforming data collection into an active driver of positive change in health centers. A health center data expert guest shares strategies to harness collective expertise for enhanced operations and elevated patient care. Join us to explore the vital role of data at all levels, leveraging it for meaningful organizational transformation and improvements. This training fosters a proactive approach, emphasizing data as a communication tool and catalyst for positive change within health centers. Don't miss this opportunity to drive impactful transformation in your organization.
- Instructors from Coleman Associates:** *Amanda Laramie, Chief Operating Officer; Adrienne Mann, Chief Innovation Officer; and Melissa Stratman, Chief Executive Officer*  
**Guest Speaker:** *Chris Snyder, Learning & Development Manager, Students & Residents; Open Door Health Centers*  
**Credits Available:** *CEU: 1.5, CPE: 1.8*
- 1:30 pm - 1:50 pm**     **Break**
- 1:50 pm - 3:05 pm**     **Session Five: Understanding the Patient Experience**  
Delve into the nuances of Satisfaction, Experience, and Engagement in this training session. Explore the creation of a patient-centric culture by understanding the underlying intentions and impacts of implemented interactions, moving beyond reliance on patient satisfaction surveys. This session emphasizes the importance of cultivating intentional positive experiences for patients in health centers. Gain insights into strategies that go beyond mere survey implementation, fostering a holistic approach to enhance overall patient satisfaction and engagement. Join us to acquire the skills needed to build a culture where every interaction contributes to a purposeful and positive patient experience.
- Instructor from CURIS Consulting:** *Shannon Nielson, Principal*  
**Credits Available:** *CEU: 1.25, CPE: 1.5*
- 3:05 pm - 3:20 pm**     **Break**
- 3:20 pm 4:35 pm**     **Session Six: The Path to Impactful Leadership**  
Explore the profound connection between leadership, workplace culture, and the bottom line in this training. Beyond titles, leadership is defined by influence, a critical factor as the workforce spans generations. In the post-pandemic era, effective leadership is essential amid diverse challenges. Using the Impact Leadership Model framework, this session guides leaders and staff in recognizing strengths and development areas. Participants will pave the way to unlock their potential, fostering a culture of impact. Join to gain insights on navigating contemporary leadership challenges, aligning personal growth with organizational success, and shaping a resilient workplace culture that transcends generational differences.
- Instructor from Impact2Lead:** *Gary Campbell, President*  
**Credits Available:** *CEU: 1.25, CPE: 1.5*
- 4:35 pm - 5:00 pm**     **Closing Presentation**

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 56.5 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](https://www.hrsa.gov).

# Practical Art of Health Center Operations (PAHCO)

**As an add-on, registrants will have access to recorded sessions listed below!**

## **Internal Communications How-To: Practical Steps to Creating a Workplace Culture You Want with Facktor**

This training session provides tools and strategies to foster a positive workplace culture through internal communications. Using the DAP Health case study, speakers illustrate building an internal communications infrastructure post-acquisition of Borrego Health, emphasizing practical approaches. Daniel Vaillancourt, DAP Health, and Deanna Drake, Facktor, share insights from their partnership in designing, implementing, and refining DAP Health's communication approach. Discover how effective internal communications contributes to team unity, employee retention, and effective change management. Learn how to take the first steps in using internal communications as a tool to engage your employees and enhance their job satisfaction.

*Faculty: Deanna Drake, Senior Manager, SL&D, Facktor and Daniel Vaillancourt, Senior Communications Manager, DAP Health*

## **Effectively Assessing the Need for Mobile Health Services Using a Collaborative Community- Based Approach with CohnReznick**

Explore the 40% surge in health center mobile units since 2019, driven by legislative changes expanding their service models. This training delves into the crucial elements for developing a successful mobile health unit. Before hitting the road, understanding environmental factors, population needs, and staff structures is key. Tailoring each program to its unique context, services, and patient population is vital. Learn from Hudson Headwaters Health Network, sharing insights from their large rural program. The session focuses on market and needs assessment, community outreach, effective communication, and operational planning, ensuring health equity and access underpin a sustainable mobile health program.

*Faculty: Rebecca Stauffer, Manager, CohnReznick and Lee Johnson, Director of Specialty Services, Hudson Headwaters Health Network*

## **Back to the Basics – Understanding your Core FQHC Financial Management, Revenue Cycle, Business Performance with Primary Care Development Corporation**

In this training session, delve into the dynamic landscape of Federally Qualified Health Centers (FQHCs), focusing on foundational elements of financial and revenue cycle management. Explore key performance indicators, health center-specific funding sources, and industry best practices. Presented in collaboration with George Barton, CEO of Rural Medical Services, gain critical insights for optimizing communication about organizational financial systems and performance. Acquire accessible financial management materials promoting collaboration, enhancing engagement, and fostering a shared knowledge base for operational and clinical leadership teams. Walk away equipped to navigate the complexities of financial management critical to the success of any healthcare organization.

*Faculty: Shannon Lea, Senior Program Manager, Primary Care Development Corporation; Rachel House, Senior Project Manager, Primary Care Development Corporation; and George Barton, Chief Executive Officer, Rural Medical Services*

## REGISTRATION FORM

# Practical Art of Health Center Operations Workshop (PAHCO)



## Practical Art of Health Center Operations Workshop (PAHCO)

February 27-28, 2024  
Virtual Only

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

### COST INFORMATION

Early Bird Registration \$875 per person  
(if received by February 13, 2024)

Regular Registration \$\_\_\_\_\_ \$975 per person  
(if received after February 13, 2024)  
\$\_\_\_\_\_

**\*Registration cutoff date (Last day to register online): February 21, 2024.**

### PAYMENT INFORMATION

Enjoy a 10% group discount for 3+ attendees from the same organization, whether virtual or in-person. Applies to Early Bird and Regular Registration rates for National Workshops after February 1, 2024.

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 6, 2024.**

### Three Ways To Register:



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://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 6, 2024.**



#### FAX

Send registration form with credit card information to (301) 347-0457. **Fax registration by February 6, 2024.**

**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 13, 2024.

- Cancellations received on/before February 13, 2024 will be assessed a \$100 processing fee.
- Cancellations received after February 13, 2024 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](mailto:trainings@nachc.org).