

# Cultivating Health Center Operations (CHCO)

Day 1: Tuesday, May 7, 2024 | Eastern Time

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

**12:15 pm - 1:45 pm**     **Session One: Creating Systems to Cultivate a Culture of Change**

In the dynamic realm of community health, adaptation is crucial for success. This session offers a compass for navigating change and thriving. Explore assessing organizational readiness and identifying transformation areas. Learn to foster a culture where change is embraced for growth and innovation. Gain practical steps and best practices for adaptability, ensuring your organization leads in community health. Coleman and a health center leader share a transformative journey, equipping teams to master change. Join to evolve into a responsive, innovative organization at the forefront of community health.

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

**Guest Speakers:** *Teresa Huggins, the Chief Executive Officer of Stigler Health and Wellness Center and Brooke Lattimore, the Chief Operating Officer of Stigler Health and Wellness.*

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

**1:45 pm - 2:05 pm**     **Break**

**2:05 pm - 3:20 pm**     **Session Two: Strategic Planning: Understanding Capital Expenditure Needs and Financial Management**

Health Centers must maintain active strategic plans, addressing capital expenditure and financial management. Expanding facilities, renovating space, or updating equipment demands a nuanced approach. This session, led by industry experts, guides participants through a systematic process informed by proven strategic planning methods. Discover how to navigate capital projects and financial management effectively, ensuring informed decision-making and successful outcomes. Learn best practices for strategic planning, considering recent, current, and anticipated health center trends. Join to gain invaluable insights and tools for crafting and executing a comprehensive strategic plan tailored to your Health Center's needs and goals.

**Instructor from Capital Link:** *Beth Edwards, MSN, RN, CNL, CPNP-PC, EDAC; Health Center Operations & Facilities Planner.*

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

**3:20 pm - 3:35 pm**     **Break**

**3:35 pm - 4:50 pm**     **Session Three: Dashboard's Don't Change Results: Using Data Effectively to Create a Culture of Improvement**

Many operations teams invest heavily in data collection, analysis, and presentation, yet fail to impact critical strategic objectives. This session unveils a successful approach implemented at a rural Virginia community health center. By aligning leadership, visualizing data effectively, and building internal capabilities, the organization drove strategic performance improvement. Discover how this fact-based management method enhanced clinical quality, service excellence, access to care, financial health, and workforce across the organization's strategic pillars. Join to learn actionable insights for optimizing data utilization and driving meaningful change in your operations.

**Instructor from Ingenium Healthcare Advisors:** *Kathy Letendre, Organizational Excellence Advisor.*

**Guest Speaker:** *Kayla A. Boyd, Chief Financial Officer, Tri-Area Community Health.*

**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)

# Cultivating Health Center Operations (CHCO)

Day 2: Wednesday, May 8, 2024 | Eastern Time

12:00 pm - 1:30 pm

## **Session Four: Zero Burn Out is Possible – A Framework for Addressing Clinician Burden and Wellness**

Nationwide, escalating burdens in clinical care delivery are fueling practitioner burnout and diminishing joy in practice across all levels. This strain leads to staffing shortages and compromises care quality, safety, and patient experience. Data identifies key crisis drivers: lack of control over workload, bureaucratic tasks, after-hours demands, ineffective teamwork, and chaotic environments. OCHIN Practice Coaches leverage evidence-based strategies like AHRQ's EvidenceNOW initiative to support health centers in reducing burden and enhancing wellness. Learn from their experiences and insights in implementing whole culture approaches to mitigate clinician burden. Gain actionable steps to foster a healthier work environment and improve the well-being of care providers and patients alike.

**Instructors from OCHIN:** *Meg Bowen, PCMH CCE, Program Specialist; Oyinkansola “ Bukky” Ogunrinde, Senior Practice Coach; Molly Volk, PCMH CCE Practice Coach; and Ann Romer, Practice Transformation Manager.*

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

1:30 pm - 1:50 pm

**Break**

1:50 pm - 3:05 pm

## **Session Five: Harmonizing Healthcare: Integrating Specialties for Comprehensive Patient-Centered Care**

This session is designed to empower community health center leaders with the knowledge and skills needed to navigate the complexities of integrated care. Delve into merging specialties like behavioral health, dentistry, care coordination, and population health within one visit. Beyond theory, gain actionable strategies for leadership and team management across diverse disciplines. Learn from a health center experienced in integration, sharing day-to-day insights. Through interactive exercises and real-world examples, develop a roadmap for successful specialty integration, prioritizing patient care enhancement and health center efficiency optimization. Join in equipping yourself with the knowledge and skills essential for effective leadership in the era of comprehensive healthcare delivery.

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

**Guest Speaker:** *Kaitlin Boger EdD, LCSW, LCAC; Director of Counseling and Behavioral Health Services; AuthoraCare Collective.*

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

3:05 pm - 3:20 pm

**Break**

3:20 pm 4:35 pm

## **Session Six: Telehealth Support that Engages Patients and Delights Clinicians**

Although telehealth is increasingly preferred by patients, its utilization in health centers remains below industry norms, often hindered by clinician acceptance due to inadequate support and training. Drawing from extensive experience with rural health clinics, this session, led by telehealth optimization expert Christian Milaster and a Telehealth Coordinator from a small rural FQHC, offers proven strategies and practical tactics. Explore how to establish an effective telehealth support structure encompassing Telehealth TechChecks, webside manners training, virtual physical exams, and comprehensive operational, technical, clinical, and strategic support. Join to unlock the potential of telehealth, ensuring its seamless integration and maximizing its benefits for both patients and providers.

**Instructor from Ingenium Digital Health Advisors:** *Christian Milaster, Chief Executive Officer.*

**Guest Speaker:** *Yvonne S. Walker, Virtual Care Coordinator, Tri-Area Community Health.*

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

4:35 pm - 5:00 pm

**Day Two Wrap-Up Session**

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

## **Developing Homegrown Training Programs to Meet Workforce Needs**

Explore the development of crucial roles in your health center through tailored training programs. Securing MAs, DAs, and Pharmacy Technicians can pose challenges, but this session offers strategies for implementing effective homegrown programs to address staffing gaps. Gain insights into creating training initiatives that empower staff members to fulfill vital roles within your health center, ensuring continuity of care and optimal service delivery. Join us to discover practical approaches for cultivating talent from within, enhancing workforce resilience, and meeting the evolving needs of your healthcare organization.

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

- Learn strategies for homegrown training programs for hard to fill positions (MAs, DAs, PharmTechs, etc.).
- Discuss leveraging rotation students to help with workforce recruitment.
- Learn strategies for linking clinical training lists to clinical competencies and tracking employee upscaling opportunities.

**Faculty:** *Matthew Bertsch, PharmD, 340B ACE, CPEL; Director of Education; Sun Life Health.*

## **The 7 Pillars of Value in a High Functioning Health Center**

Delve into the essentials of sustainability for high-functioning health centers in this session. Explore strategies for understanding, measuring, and implementing best practices across seven critical factors: Access, data management, health information technology, clinical quality, workforce development, population health strategy, and organizational culture. Gain actionable insights into optimizing each area to ensure long-term viability and effectiveness. Join us to learn how to assess your health center's sustainability across these key dimensions and develop strategies for continuous improvement, fostering a resilient and thriving healthcare ecosystem.

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

- Understand and apply the 7 pillars of focus for a high functioning health center (Access, Workforce, Data, HIT, Population Health, Clinical Quality and Culture).
- Identify best practices and barriers to performance within each of the 7 pillars.
- Learn how to measure derived value within each of the 7 pillars.

**Faculty:** *Shannon Nielson; Principal & Owner; CURIS Consulting.*

## **Do your patients realize your health center is a Patient-Centered Medical Home (PCMH)? A guide to operationalizing PCMH concepts in your health center**

Health Centers understand that a Patient-Centered Medical Home (PCMH) is instrumental in organizing an approach to incorporate team-based care, optimize care coordination and care transitions, and improve patient quality outcomes; however, challenges exist with maintaining PCMH processes after the recognition is achieved. In this session, nationally recognized PCMH experts will explain how health centers can incorporate PCMH concepts into a continuous quality improvement model to ensure that patient-centered care is at the forefront of health center operations and patients' expectations.

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

- Understand how the PCMH concepts influence the patient's experience.
- Understand options to assess PCMH operations using gap analysis and dashboards.
- Review how to measure success with select PCMH concepts that influence your patients' experience.

**Faculty:** *Jenene R. Washington, MD, MBA, FAAP; Founder & Chief Executive Officer; Renaye James Healthcare Advisors and Alicia Berkowitz; Vice President of Programs; Renaye James Healthcare Advisors.*