

# CULTIVATING HEALTH CENTER OPERATIONS

**MAY 12-13, 2020  
CHARLESTON, SC**



**OFFERED BY:**  
NATIONAL ASSOCIATION OF  
Community Health Centers

# Cultivating Health Center Operations

This program has been recommended for 12.5 CEU, or 15.2 CPE credits in the “Specialized Knowledge” category.

**Delivery Method:** Group Live

**Program Level:** Intermediate

**Prerequisites and or Pre Work:** A minimum of two years working in the health care sector in an operations, management, or administrative role

## Event Participation and Evaluations

To receive Continuing Professional Education (CPEs) or Continuing Education Units (CEUs) at this NACHC training, **ALL attendees are required to:**

- Sign in/out for each day of the training (or for any extended absence).

**AND**

- Complete the training evaluation at the conclusion of the training.

These simple steps ensure that CPEs and CEUs are accurately processed and that valuable feedback is provided for the development of future NACHC programs.



**NACHC Trainings  
Are Green!**

For more information on how to access course materials, or download presentations, visit:

<http://nachc.org/trainings-and-conferences/>

## 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).

Cultivating Health Center Operations is an intermediate to advanced level training for health center operations leaders and managers. You will learn techniques to align the right people, processes, and places to support operational efficiencies and responses to an ever-changing environment. Whether your health center’s strategic goals include becoming a patient-centered medical home (PCMH), expanding sites or services, or improving quality, financial and other performance measures, this training will provide strategies and best practices to help you achieve success.

## Learning Objectives:

By the end of this two-day training, the participants will be able to:

- Explore benefits to payer and other data integration in a data reporting and analytics tool.
- Improve health center alignment through proper placement of people, process and facility space.
- Generate actionable data to improve operational performance.
- Understand how to maximize EHR use to be able to prove the quality of care your team delivers.

## Welcome and Opening Remarks

Provided by SC Primary Health Care Association

## Instructors:

**Deena Pourshaban, MPH, PCMH-CCE, COO**, *Elevation Health Partners*

**Janette Keddy, RN**, *Director of Client Success, Azara Healthcare*

**Jen Genua, CEO**, *Genua Consulting, LLC*

**Natalie Martin, MBA, SHRM-SCP**, *President and CEO, Elevation Health Partners*

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

**May 12-13, 2020 • Charleston, SC**

**Attend In-Person or Virtually!**

## Hyatt Place & Hyatt House Charleston

560 King Street  
Charleston, SC 29403  
Telephone: 843-207-2299

## \*Pricing Information

- Early Bird Registration Fee: \$650 if received by April 28, 2020
- Regular and On-Site Registration Fee: \$750 if received after April 28, 2020

*\*Registration fee includes continental breakfast, lunch, and snacks for morning and afternoon breaks.*

**Registration Cutoff Date (Last day to register online): May 5, 2020**

To register online for this seminar, visit: [www.nachc.org](http://www.nachc.org) and click Trainings & Events.

For questions or comments, please contact the Training & T/A Department at [trainings@nachc.org](mailto:trainings@nachc.org) or call (301) 347-0400.

# Training Information

## Who Should Attend?

We suggest **CEOs, COOs, Practice Administrators/Managers and other clinical and non-clinical managers** attend this regional training.

## Training Hotel Information

### Hyatt Place & Hyatt House Charleston

560 King Street  
Charleston, SC 29403  
Telephone: 843-207-2299

Group Rate: \$189/night, single/double (plus taxes)

**Hotel Reservation Cutoff Date: April 27, 2020**

**Online Hotel Registration Link: <http://bit.ly/2losHnv>**

*\*NACHC has negotiated a discounted rate of \$189 a night which will be honored until April 27, 2020 or until the block has sold out, whichever occurs first.*

### Tip:

- We encourage you to register and pay (by credit card) for this regional training and book your hotel accommodations on the same day. A confirmed hotel reservation **does not** guarantee a spot in the training. If you have not received confirmation for participation in the training, you will be responsible for any hotel cancellation fees.

## Airport, Parking and Taxi Information

The nearest airports are the **Charleston International Airport (airport code CHS)** and the **Charleston Executive Airport (airport code JZI)**, both of which are approximately 11 miles away from the Hyatt Place & Hyatt House Charleston.

The Hyatt Place & Hyatt House Charleston does not offer shuttle service to/from the airports. Feel free to utilize taxis at baggage claim, ride share services such as Uber and Lyft or pre-schedule a ride from Super Shuttle.

The Hyatt Place & Hyatt House Charleston offers self-parking at \$20 per day, which must be paid directly to the city of Charleston public garage upon each exit, or valet parking with the hotel at \$34 per day, which may be charged to your guestroom. The closest parking garage is the City of Charleston owned and operated garage (public garage) and is located adjacent to the hotel. For more information on parking, please call the hotel.

## NACHC Trainings Are Green!



All materials for this training will be available for download on the **MyNACHC Learning Center** one week prior to the event. It will be your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available in paper form. For more information on how to access course materials and download presentations, go to:

**<http://nachc.org/trainings-and-conferences/>**

*This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U30CS16089, Technical Assistance to Community and Migrant Health Centers and Homeless for \$6,375,000.00 with 20.5 percent of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.*

# Cultivating Health Center Operations (CHCO)

## Agenda

### Day 1

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- 7:30 am – 8:30 am Registration & Continental Breakfast
- 8:15 am – 8:30 am **Welcome and Introduction to Cultivating Health Center Operations**
- 8:30 am – 10:30 am **Paper to Practice. Best Practices to Cultivate the Health Center Program**  
When was the last time you, and your team, studied the manual that governs your daily operation? In this session you will hear tips and strategies from a former FQHC CEO and current OSV reviewer on how to cultivate the health center program' to ensure you are in continuous compliance and high performance and using the compliance manual as a tool to increase operational excellence.  
*Instructor: Jen Genua, Genua Consulting LLC*
- 10:30 am – 10:45 am Break
- 10:45 am – 12:30 pm **Cultivating Operations: Delivering Upon an Operational Data Strategy**  
This session will focus on the use of data and tools to assess, optimize and sustain operational efficiency within your organization. Day to day operations are undoubtedly impacted by all financial, clinical and human resource decisions that are made within your health center. From creating an Access Program to designing effectively staffed care teams- it is essential that you have your hands on the right qualitative and quantitative data!  
*Instructor: Shannon Nielson, CURIS Consulting*
- 12:30 pm – 1:30 pm Lunch (provided)
- 1:30 pm – 3:15 pm **UDS Reporting: Preparing, Doing and Utilizing**  
This session will focus on readying your health center for UDS reporting and guiding health centers through meaningful use of the data included within your UDS report. In this session participants will be introduced to a formalized 6-step approach for preparing and submitting your UDS report in an efficient and organized manner. Participants will learn how to utilize your UDS data to influence your population health strategy and drive decision making within the organization.  
*Instructor: Shannon Nielson, CURIS Consulting*
- 3:15 pm – 3:30 pm Break
- 3:30 pm – 4:45 pm **Getting the Most from Your EHR**  
This session will share best practices that have been successful in the community health setting. We will explore having the proper team members to manage this ongoing process, how to ensure the clinical perspective is considered, while also getting the business needs of your practice met. Standardizing documentations is one of the best ways to help reduce stress of staff across your organization; see how you can implement this technique in your organization and cultivate buy-in for upholding it.  
*Instructor: Janette Keddy, Azara Healthcare*

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**Note: Topics and presenters are subject to change as of 5/5/20**

# Agenda (cont.)

## Day 2

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- 8:00 am – 8:30 am Registration & Continental Breakfast
- 8:30 am – 10:30 am **Data-Driven Practice Transformation and Performance Improvement Strategy Part I**  
From high-level strategy to offering practical and tactical ways to succeed in this new environment, we will discuss the central role of data in clinical and operational stability and success. Learn how to operationalize quality improvement using data in your health center to achieve higher level care delivery and outcomes in a team-based care environment. Hear about shared best practices- tools, tips and tricks for getting the most out of your data and analytics toolsan  
*Instructor: Janette Keddy, Azara Healthcare*
- 10:30 am – 10:45 am Break
- 10:45 am – 12:30 pm **Data-Driven Practice Transformation and Performance Improvement Strategy Part II**
- 12:30 pm – 1:30 pm Lunch (provided)
- 1:30 pm – 2:45 pm **Lean Process Improvement Part I**  
To succeed in improving patients' experiences, it is important to use a systematic, structured approach that gives feedback on progress. You will learn the science of improvement and lean methodologies are very complementary methodologies. Leveraging the real day to day issues that FQHC's face, the sessions will provide both the foundation and advanced skills required to determine when and how to utilize the two systems together to achieve faster results in improved health center operations, data governance, care teams, clinical quality measures, and financial efficacy.  
*Instructor: Deena Pourshaban, Elevation Health Partners*
- 2:45 pm – 3:00 pm Break
- 3:00 pm – 4:30 pm **Lean Process Improvement Part II**
- 4:30 pm – 4:45 pm **Monday Morning Readiness**

[Click Here to Register for In-Person Attendance](#)

[Click Here to Register for Virtual Attendance](#)

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*Note: Topics and presenters are subject to change as of 5/5/20*

## REGISTRATION FORM

# Cultivating Health Center Operations (CHCO)



## Cultivating Health Center Operations (CHCO)

May 12-13, 2020

### Hyatt Place & Hyatt House Charleston

560 King Street  
Charleston, SC 29403  
Telephone: 843-207-2299

## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

Dietary Needs (ex. Kosher, Vegetarian, Food Allergies, etc.) \_\_\_\_\_

## COST INFORMATION\*

### Cultivating Health Center Operations (CHCO)

Early Bird Registration \$650 per person  
(if received by April 28, 2020) \$ \_\_\_\_\_

Regular and On-Site Registration \$750 per person  
(if received after April 28, 2020) \$ \_\_\_\_\_

\*Registration Fee includes continental breakfast, lunch, and snacks for morning and afternoon breaks.

## PAYMENT INFORMATION (Payment MUST be received with registration form.)

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 April 21, 2020.**

## 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



### FAX

Send registration form with credit card information to (301) 347-0457. **Registration forms will not be processed without payment.**

**NOTE: DO NOT mail or fax your forms after April 21, 2020.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before May 5, 2020.

- Cancellations received on/before May 5, 2020 will be assessed a \$100 processing fee.
- Cancellations received after May 5, 2020 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 the Training & T/A Department at [trainings@nachc.org](mailto:trainings@nachc.org)