

# CULTIVATING HEALTH CENTER OPERATIONS

**MAY 12-22, 2020**

**NEW VIRTUAL DELIVERY**

**SPREAD ACROSS 7 DAYS  
FOR OPTIMAL  
PARTICIPATION!**



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



NATIONAL ASSOCIATION OF  
Community Health Centers®

## 2020 TRAINING

# 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 Internet Based

### 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



**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 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.

### Instructors:

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

**Heather Budd**, *VP of Clinical Transformation, Azara Healthcare*

**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*

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**May 12-22, 2020 • Virtual Only**

*Spread across seven days for optimal participation!*

### \*Pricing Information

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

**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.

## Virtual Learning Platform Information

Check out the virtual training platform, as well as NACHC's Online Resource Library, at: [conferences.nachc.org](https://conferences.nachc.org)

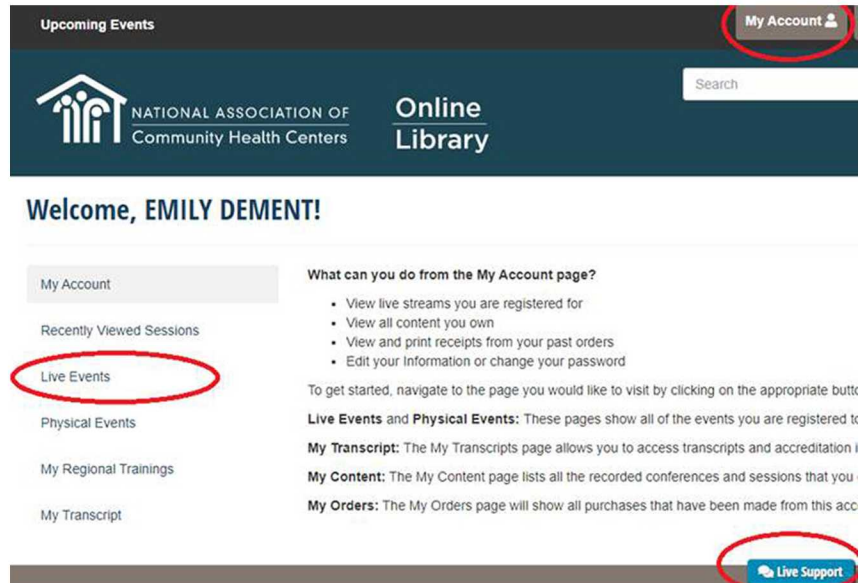
Login to the virtual training platform using the credentials you used to register for this training. Use the 'Forgot Password' function if unsure of your password, or reach out to our team at [trainings@nachc.org](mailto:trainings@nachc.org) to get login assistance.

On the virtual training platform, you can download certificates and take evaluations for your online virtual training experiences, as well as access virtual training recordings within 3 weeks after the training.

All materials will be available for download on the **NACHC online virtual platform** 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. You can access course materials on the event page under "Handouts".

Should you have any other questions about the virtual training platform, such as how to access credits or the recordings, how to take the training evaluation or get your virtual experience certificate, please click on the blue "Live Support" button on the bottom right hand of the screen, or reach out the virtual experience team at the contact below.

NACHC Online Support and Virtual Experience Team: [support@digitellinc.com](mailto:support@digitellinc.com)



## Credits, Certificates, and Evaluations

**Please note:** This event will take place LIVE in Eastern Daylight Time (EDT). To obtain credits and your certificate, you MUST take part in the live version of the event and complete an event evaluation.

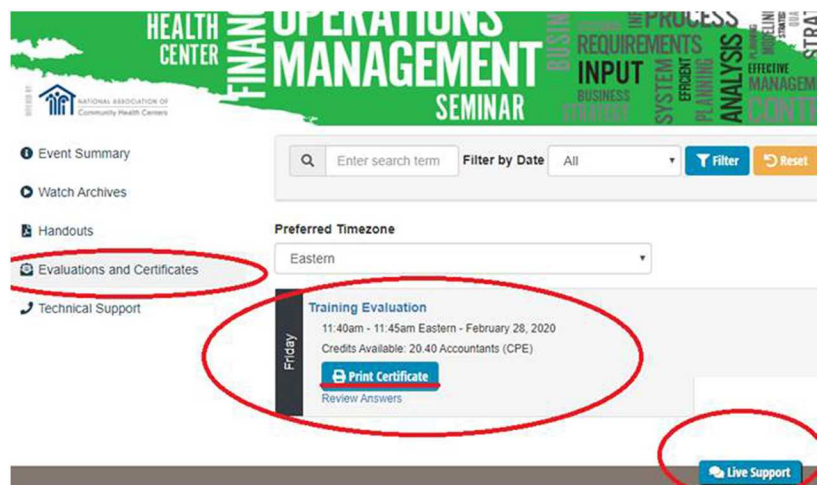
Throughout the live event, there will be randomized attention checks to ensure you are paying attention. These attention checks are required by the accrediting bodies. Please make sure you are paying attention so you can pass the required number of attention checks!

Please also ensure you are posing comments, asking questions, and engaging throughout the virtual experience so you can get the most out of it. Engagement on the virtual training platform is the best way to network, absorb the content, and learn how to apply the content to your own specific situation or questions.

After the virtual training, you must complete the training evaluation within the virtual training platform. First, go to the event page and click "Review Event" for this training. Next, go to the "Evaluations and Certificates" tab on the left side of the screen, where you will find the blue "Take Evaluation" button. After completing the evaluation survey, the blue button will change from "Take Evaluation" to "Print Certificate". Click that "Print Certificate" button to automatically get your certificate!

Should you encounter any issues, please click the "Live Support" blue button on the bottom right hand side of the screen, or reach out to the Virtual Experience Team at the contact info below to get your questions answered.

NACHC Online Support and Virtual Experience Team: [support@digitellinc.com](mailto:support@digitellinc.com)



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# Cultivating Health Center Operations (CHCO)

## Training Schedule

### Day 1 Tuesday May 12, 2020

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2:00 pm – 2:20 pm **Welcome and Introduction to Cultivating Health Center Operations**

2:20 pm – 4:30 pm **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*

### Day 2 Wednesday May 13, 2020

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2:00 pm – 4:15 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*

### Day 3 Thursday May 14, 2020

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2:00 pm – 3:45 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*

3:45 pm – 4:15 pm **Week One Wrap-Up and Week 2 Expectations**

# Training Schedule (cont.)

## Day 4 Tuesday May 19, 2020

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2:00 pm – 3:30 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*

3:45 pm – 4:30 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.

*Instructors: Deena Pourshaban, Elevation Health Partners*

*Natalie Martin, Elevation Health Partners*

## Day 5 Wednesday May 20, 2020

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2:00 pm – 4:30 pm

### **Lean Process Improvement Part II**

## Day 6 Thursday May 21, 2020

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1:30 pm – 2:45 pm

### **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: Heather Budd, Azara Healthcare*

## Day 7 Friday May 22, 2020

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3:00 pm – 4:30 pm

### **Data-Driven Practice Transformation and Performance Improvement Strategy Part II**

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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 12-22, 2020

Virtual Only

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

### 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.**

### COST INFORMATION\*

## Cultivating Health Center Operations (CHCO)

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

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

### 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.**

**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)