

# 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**

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

# 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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