

# Elevating Health Center Operations (EHCO)

## Agenda

### Day 1 Tuesday June 16, 2020

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

2:20 pm – 4:20 pm **Creating your Operations Plan – Part I**

Health center operations are directly impacted by every decision and goal set within the organizational strategic plan. Your role as a health center Operations leader is to react appropriately ensuring the organization can deliver upon its goals. This session will focus on understanding the operational impact from the strategic plan and how to develop an actionable operations plan.

Participants will learn how to take an inter-departmental approach to setting measurable and effective outputs that deliver upon the organizational strategic plan.

*Instructor: Shannon Nielson, CURIS Consulting*

### Day 2 Wednesday June 17, 2020

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2:00 pm – 3:30 pm **Creating your Operations Plan – Part II**

3:30 pm – 3:45 pm Break

3:45 pm – 4:30 pm **Understanding the Impact of Operation on the Bottom Line – Part I**

This session will discuss the impact of daily operations on the profitability and cash flow of a health center. We will identify how budgeting and monitoring are key to positioning the health center for success. We will identify key drivers of the bottom line, and how health center operations staff can impact financial performance.

*Instructor: Curt Degenfelder, Curt Degenfelder Consulting, Inc.*

### Day 3 Thursday June 18, 2020

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2:00 pm – 3:00 pm **Understanding the Impact of Operation on the Bottom Line – Part II**

3:00 pm – 3:15 pm Break

3:15 pm – 4:15 pm **The Future Health Center Revenue and Expense Model – Part I**

Health centers, and the healthcare marketplace, are changing rapidly. Health centers are developing new models of care based on practice transformation and the requirements of value-based care.

Health centers have also changed their infrastructure to accommodate rapid growth and new demands of patients, payors and funders. Payment systems are changing; bringing changes to the health center revenue model. This session will help the leadership anticipate how they need to prepare their organization.

*Instructor: Curt Degenfelder, Curt Degenfelder Consulting, Inc.*

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**Note: Topics and presenters are subject to change as of 6/16/20**

# Agenda (cont.)

## Day 4 Friday June 19, 2020

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2:00 pm – 2:45 pm **The Future Health Center Revenue and Expense Model – Part II**

2:45 pm – 3:15 pm **Week One Wrap-up & Week Two expectations**

## Day 5 Tuesday June 23, 2020

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2:00 pm – 4:00 pm **Create Your High-Performing Dream Team**

People are your most valuable resource. In this session we explore the value of effective staffing at the health center. You will learn how to align and enhance the models of care that involve different roles and responsibilities for Front Desk, Medical Assistants, Nurses and other support staff. You will also see examples of how leading health centers organize care teams to leverage the variety of skills. Participants will learn how to improve show rates and access, increase capacity utilization, and increase both patient and staff satisfaction.

*Instructor: Melissa Stratman, Coleman Associates*

## Day 6 Wednesday June 24, 2020

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2:00 pm – 3:30 pm **Strategic Scheduling for a Patient-Centered Operation**

The scheduling template is often a mismatch of staffing needs, PCMH and access requirements. It is created by one team then passed on to your entry-level staff to “get it right” so that everyone has a predictable and good day. This session gives hands on examples of how to create a better template, what to consider to meet (almost) everyone’s demands, and get a schedule that works well for patients too. Participants are encouraged to bring a blank copy (HIPAA compliant) of the schedule template, a list of appointment types, and the rules that accompany the current schedule. You will participate in a practical exercise to determine how and when to make changes.

You will learn how to use the template to maximize capacity utilization through dynamic schedule management, how to anticipate and reduce no shows, increase visit numbers all while decreasing staff and patient frustration.

*Instructor: Melissa Stratman, Coleman Associates*

3:30 pm – 3:45 pm Break

3:45 pm – 4:15 pm **Employee Engagement: How to Measure, Influence, Improve – Part I**

This session will focus on your organizations greatest asset - the people. Studies show organizations with increased engagement generate 2.5 times more revenue than those with low engagement. You will learn what drives engagement, how to increase it and how to strategically align efforts to benefit operationally and financially.

*Instructor: Jen Genua, Genua Consulting LLC*

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# Agenda (cont.)

## Day 7 Thursday June 25, 2020

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2:00 pm – 3:00 pm **Employee Engagement: How to Measure, Influence, Improve – Part II**

3:00 pm – 3:15 pm Break

3:15 pm – 4:15 pm **Managing Employment-related Risks at Your Health Center – Part I**

This session will provide tips and techniques for managing employment-related risks in a health center. The key federal employment laws will be addressed, along with strategies to mitigate potential legal liability through carefully crafted policies and employment practices.

*Instructor: Michael B. Glomb, Esq., Feldesman Tucker Leifer Fidell LLP*

## Day 8 Friday June 26, 2020

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2:00 pm – 3:00 pm **Managing Employment-related Risks at Your Health Center – Part II**

From regulatory updates to new ways of providing care, the COVID-19 pandemic has impacted health centers in many areas within their operation. In this session, we will explore ways to ensure patient and staff safety in the workplace through revised Human Resource policies and procedures in response to the COVID-19 pandemic. Learn more about current regulations that are in place and how they affect your policy making.

3:00 pm – 3:30 pm **Wrap-Up: Monday Morning Readiness**