

FINANCIAL OPERATIONS MANAGEMENT SEMINAR LEVEL II (FOM 2) - GROUP INTERNET-BASED

Day One: April 21, 2021 from 9:00am – 3:00pm (CDT)

We recognize that we are all on different time zones, so feel free to break as needed.

9:00am–9:15am (CDT) **General Remarks**

9:15am–11:00am **The Business of Community Health**

This session will provide insight and understanding of the core qualities needed for health centers to approach the business aspects of operations, management, and service delivery.

Speaker: Curt Degenfelder

2.1 CPE/1.75 CEU

11:00am–11:15am **Break**

11:15am–12:15pm **Operations Assessment**

Discover practical management and operating techniques health centers can use to maximize financial performance before, during, and after the patient visit process.

Speakers: Jeff Allen and Catherine Gilpin

1.2 CPE/1.0 CEU

12:15pm–12:45pm **Break**

12:45pm–1:45pm **Let Cash Flow: The Importance of Cash Flow Management**

This session will focus on the importance of cash flow analysis for decision-making purposes. This session will give you the skills you need to conduct liquidity and profitability ratio analysis, assess the impact that changes in costs have on financial statements and understand how these relate to a company's financial targets.

Speakers: Jeff Allen and Catherine Gilpin

1.2 CPE/1.0 CEU

1:45pm–2:00pm **Break**

2:00pm–3:00pm **Managing the Care of Your Patients from the Payer Perspective**

This session will provide valuable insight into the contracting world of managed care organizations and help health centers prepare and position themselves to respond effectively. This includes: an overview of strategies and metrics payers use when evaluating and contracting with new and existing providers; an exploration of what motivates their business decisions; and approaches to new markets and products, such as QHPs. We will also examine the various care models in the marketplace as payers hold providers accountable for the cost and quality of each patient's care.

Speaker: Jen Nolty

1.2 CPE/1.0 CEU

Note: Topics and presenters are subject to change as of 2/12/21

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Day Two: April 22, 2021 from 9:00am – 3:30pm (CDT)

- 9:00am–10:30am** **Using Technology to Manage Information**
This session will review the technological state of information systems in health centers nationally, with specific reference to the accounting, billing, practice management, and electronic medical records systems. You will learn how systems can be used for maximizing seamless data flow among health center departments and sites. Additional attention will be paid to the need for health centers to leverage technology to better manage information.
Speaker: Les Perkins
1.8 CPE/1.5 CEU
- 10:30am–10:45am** **Break**
- 10:45am–12:00pm** **Operational Issues Within Health Centers**
This session will review synergy between financial and operational processes, and the impact of each on the other. Additional focus on best practices, including the revenue cycle, will be provided.
Speaker: Curt Degenfelder
1.5 CPE/1.25 CEU
- 12:00pm–12:30pm** **Break for Lunch**
- 12:30pm–1:45pm** **Management Reporting in Health Centers**
This session will outline the different levels of financial and operational reporting in health centers, based on the impact of each; and, examine their individual key performance indicators.
Speaker: Curt Degenfelder
1.5 CPE/1.25 CEU
- 1:45pm–2:00pm** **Break**
- 2:00pm– 2:45pm** **Introduction to Project Management for Health Centers**
This session will provide an introduction to project management for health center finance managers, including an overview of the triple aim of project management, including the project scope, cost, and timing.
Speaker: Sherry Giles
0.9 CPE/0.75 CEU
- 2:45pm–3:30pm** **Q & A and Close Out**

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