

Cultivating Health Center Operations (CHCO)

Agenda

Day 1 Tuesday, April 19, 2022

All times listed are Eastern

- 12:00pm – 12:20pm **Welcome and Introduction to Cultivating Health Center Operations**
- 12:20pm – 1:50pm **Considering a New Profession as a Magician? Trick #1 Balancing People, Place, and Process in the Incipient Virtual & In-Person Endemic Environment of Community Health - Part I**
This session will explore how some organizations are choosing to align priorities and goals given the continual ebb and flow of our personnel, ratios, demands, and capacity to provide healthcare. We will also look at how workplaces are evolving to support staff and patient needs.
*Instructors: **Melissa Stratman**, Chief Executive Officer & Trainer, Coleman Associates
Amanda Laramie, Chief Operating Officer & Trainer, Coleman Associates*
Credits Available: 1.8 CPE, 1.5 CEU
- 1:50pm – 2:00pm **Break**
- 2:00pm – 3:30pm **Considering a New Profession as a Magician? Trick #1 Balancing People, Place, and Process in the Incipient Virtual & In-Person Endemic Environment of Community Health - Part II**
This session will highlight the Community Health center processes that are continually challenged and must adapt to meet the constant fluctuations of staffing and the forced adjustments of workflows. We will also challenge the supposition that virtual care is not here to stay.
*Instructors: **Melissa Stratman**, Chief Executive Officer & Trainer, Coleman Associates
Amanda Laramie, Chief Operating Officer & Trainer, Coleman Associates*
Credits Available: 1.8 CPE, 1.5 CEU
- 3:30pm – 3:45pm **Break**
- 3:45pm – 5:00pm **Capital Planning for Community Health Center: From Foundation to Financing**
This session will introduce complimentary tools and resources available from Capital Link that can be utilized during project planning by most, if not all, community health centers. We will highlight examples of actual health center projects and various budgeting considerations and financing options. While there will be many factors and decisions throughout any process and project, this session will introduce the initial considerations and calculations all health centers and their partners should be aware of.
*Instructor: **Jonathan Chapman**, Chief Project Officer, Capital Link*
Credits Available: 1.5CPE, 1.25 CEU
- 5:00pm **Virtual Networking Event**
Join us for some face time and connect with your Community Health Center peers as we discuss takeaways from day one!
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Agenda (cont.)

Day 2 Wednesday, April 20, 2022

All times listed are Eastern

- 12:00pm - 1:30pm **Cultivating Operations: Delivering Upon an Operational Data Strategy - Part I**
This session will focus on data and tools to assess, optimize and sustain operational efficiency while incorporating virtual impacts to day to day operations. It will also offer some focus on readying your health center for new UDS reporting requirements that include new telehealth measures that have been included during the pandemic.
Instructor: Shannon Nielson, Principal Owner and Consultant, CURIS Consulting
Credits available: 1.8CPE, 1.5CEU
- 1:30pm - 1:45pm **Break**
- 1:45pm - 3:00pm **Cultivating Operations: Delivering Upon an Operational Data Strategy - Part II**
Instructor: Shannon Nielson, Principal Owner and Consultant, CURIS Consulting
Credits available: 1.5CPE, 1.25CEU
- 3:00pm - 3:15pm **Break**
- 3:15pm - 4:30pm **Panel Discussion: Maintaining a Robust Workforce**
In this session, participants will hear from a panel of C-Suite and Human Resource (HR) Professionals. Participants will learn how FQHC leaders have implemented new approaches to the recruitment and retention model. These strategies include the branding and communication of the organizational message to ensure candidates align with the organizational mission.
Moderator: Gary Campbell, President, Impact2Lead
Credits available: 1.5CPE, 1.25 CEU
- 4:30pm - 5:00pm **Wrap-up**
- Cultivating Health Center Operations (CHCO) Office Hour (Optional) May 19th from 2:00pm – 3:00pm ET**
Join the NACHC team and CHCO faculty to reflect on what you have learned and implemented within your organization in the past 30 days.
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