

Elevating Health Center Operations (EHCO)

Agenda

Day 1 Tuesday, June 13, 2023

All times listed are Eastern

12:00pm – 12:20pm **Welcome and Introduction to Elevating Health Center Operations**

12:20pm – 1:50pm **Advanced Operational Planning**

This session will focus on best practices for designing and executing a successful operational plan. Operational plans are tools that guide the organization through the prioritization, allocation, and implementation of resources ensuring progression toward organizational strategic goals. This interactive session will provide participants access to the tools to operationalize population health and patient centered strategies for success.

Instructor: Shannon Nielson, MHA, PCMH-CCE, Principal Owner & Consultant, CURIS Consulting
Credits Available: 1.8 CPE, 1.5 CEU

1:50pm - 2:00pm **Break**

2:00pm - 3:30pm **Data Dashboards for Decision-Making**

This session will focus on how dashboards can be utilized to assist leadership in critical decision-making and strategy. Meaningful use of data dashboards is important for operations leaders to articulate needed transformation in health centers. This session will provide best practices for using meaningful data to facilitate conversations with leadership regarding transformative patient care.

Instructors:

LuAnn Kimker, Senior Vice President, Clinical Innovation Azara Healthcare LLC
Kara Gee, RDH, BS, Senior Clinical Improvement Specialist, Azara Healthcare LLC
Credits Available: 1.8 CPE, 1.5 CEU

3:30pm - 3:45pm **Break**

3:45pm - 5:00pm **Understanding Your Operations: A look at Managing Provider Panels, Access, and Patient Retention**

Provider panel volumes, patient access, and overall patient retention are all factors that health centers leaders must consider when understanding the overall operational needs of their health center. This session will explore a defined set of measures that can exchange anecdotal insights for defined key performance indicators regarding new patient access, patient retention, and other factors to maximize your health center's productivity.

Instructors:

LuAnn Kimker, Senior Vice President, Clinical Innovation Azara Healthcare LLC
Kara Gee, RDH, BS, Senior Clinical Improvement Specialist, Azara Healthcare LLC
Credits Available: 1.5 CPE, 1.25 CEU

Agenda (cont.)

Day 2 Wednesday, June 14, 2023

All times listed are Eastern

12:00pm - 1:30pm **Health Center Design for the Future**
This innovative session will focus on evidence-based operations, program planning, sustainable architecture, and transformative redesign principles to build and optimize your health center capital project for the future. Health centers that progress toward gathering places with multi-purpose environments of care will produce meaningful and lasting impacts on the community's overall health. This session will promote forward thinking about ways community health centers can create building spaces that function in all the ways that care is delivered going forward regardless even with budget constraints.

Instructor: Avein Saaty-Tafoya, Principal, AST Consulting

Credits available: 1.8 CPE, 1.5 CEU

1:30pm - 1:45pm **Break**

1:45pm - 3:00pm **Leveraging Your Needs Assessment for Strategic Planning, Governance, Service Delivery, and More**
Health center's needs assessments are a valuable opportunity to connect the needs of your community to your health center's larger strategy, governance, and operational decisions. Leveraging the needs assessment process for these important purposes will help engage the board of directors and increase collaboration throughout the needs assessment process. This session will explore how to incorporate your needs assessment into strategic planning, service line or site expansion decisions, and promote conversations with funders, partners, and the broader community.

Instructor: Rachel Sacks, MPH, President Leading Healthy Futures

Credits available: 1.5 CPE, 1.25 CEU

3:00pm - 3:15pm **Break**

3:15pm - 4:30pm **Service Line Integration and Diversification for Health Centers**
As health centers move towards transformative care to ensure financial viability, exploring service line integration and diversification is one way to generate revenue. This session will review the guidelines that Health Resources and Services Administration (HRSA) has for developing "other lines of business," and discuss considerations regarding revenue generation.

Instructor: Jennifer Genua-McDaniel, Chief Executive Officer, Genua Consulting, LLC

Credits available: 1.5 CPE, 1.25 CEU

4:30pm - 5:00pm **Wrap-up**

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