



# ELEVATING HEALTH CENTER OPERATIONS

**JUNE 13-14, 2023**  
**VIRTUAL DELIVERY**



**OFFERED BY:**  
NATIONAL ASSOCIATION OF  
Community Health Centers

# 2023 Elevating Health Center Operations (EHCO)

Elevating Health Center Operations (EHCO) is National Association for Community Health Center's (NACHC) only training to provide critical components of operational success. Attendees will discover more about quintuple aim of enhanced patient experience, improved population health, reduced costs, care team well-being, and advancing health equity. In addition to a deep dive into key elements of health center operations, this training will provide an opportunity for health center leaders to network and build relationships with industry peers.

## Learning Objectives:

**By the end of this training, participants will be able to:**

- ▶ Apply strategies for connecting operational plans with the organizational strategic plan and encourage engagement from multiple levels of health center staff.
- ▶ Model similar data sets to drive decisions and engage with appropriate views to display for differing levels of health center staff audiences.
- ▶ Identify key clinical and operational performance patient access measures to drive organizational success.
- ▶ Develop strategies for enhancing ROI and a sustainable business case for evidence-based design.
- ▶ Recognize how needs assessments can be integrated into strategic planning, incorporated into decision making, and used as an engagement tool for key stake holders.
- ▶ Describe Health Resources and Services Administration (HRSA) requirements for out of scope and "other lines of business" to prepare for strategic planning discussions with board of directors.

## Presentors:

**Avein Saaty-Tafoya**, Principal, AST Consulting

**Jennifer Genua-McDaniel**, Chief Executive Officer, Genua Consulting, LLC

**Kara Gee, RDH, BS**, Senior Clinical Improvement Specialist, Azara Healthcare LLC

**LuAnn Kimker**, Senior Vice President, Clinical Innovation Azara Healthcare LLC

**Rachel Sacks, MPH**, President, Leading Healthy Futures

**Shannon Nielson, MHA, PCMH-CCE**, Principal Consultant & Owner, CURIS Consulting

## To register online for this training, visit:

[www.nachc.com](http://www.nachc.com) and click on Trainings & Events.

## For questions and comments, please contact the Training & T/A Department:

Email [trainings@nachc.org](mailto:trainings@nachc.org) or call (301) 347-0400

## Registration Pricing Information

- **Early Bird Registration Fee:** \$875 if received by May 30, 2023
- **Regular Registration Fee:** \$975 if received after May 30, 2023
- **Registration Cutoff Date (Last day to register online):** June 9, 2023

This program has been recommended for **9.8 credits or 8.25 credits in the "Specialized Knowledge" Category.**

**Delivery Method:** Group Internet-Based

**Program Level:** Advanced

## Prerequisites and or Pre Work:

A minimum of five years working in the health care sector in an operations, management, or administrative role.

**Duration:** Two Days



## This training will focus on the following C-Suite Competencies:

- **Operations (Level 3)**
- **Personnel Management (Level 3)**
- **Leadership (Level 3)**

These competencies align with NACHC's Value Transformation Framework (VTF), with detailed descriptions of knowledge and skill levels. NACHC resources are mapped to competencies in the TTA Catalog.

SAVE  
**10%**  
ON EARLY  
REGISTRATION

## ACCOUNTING PROFESSIONALS (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org). (Sponsor #108392)

# 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**

*This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,719,834 with 59% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).*

## REGISTRATION FORM

# Elevating Health Center Operations (EHCO)

## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

## COST INFORMATION\*

### Elevating Health Center Operations (EHCO)

Early Bird Registration \$875 per person  
(if received by May 30, 2023) \$ \_\_\_\_\_

Regular Registration \$975 per person  
(if received after May 30, 2023) \$ \_\_\_\_\_

## PAYMENT INFORMATION (Payment MUST be received with registration form.)

Check (payable to NACHC)  MasterCard  Visa  American Express

Total amount enclosed \$ \_\_\_\_\_

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Print name as it appears on credit card \_\_\_\_\_

Cardholder's signature \_\_\_\_\_

**Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM.**



## Elevating Health Center Operations (EHCO)

June 13-14, 2023

Virtual Only

### Three Ways To Register:



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://www.nachc.org). Click Trainings, find the date and name of the training and click "register now."



#### MAIL

Mail Registration to:  
NACHC Meetings/Acct. Dept.  
7501 Wisconsin Avenue  
Suite 1100W  
Bethesda, MD 20814



#### FAX

Send registration form with credit card information to (301) 347-0457. **Registration forms will not be processed without payment.**

**NOTE: DO NOT mail or fax your forms after June 9, 2023.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/ before June 9, 2023.

- Cancellations received on/before June 9, 2023 will be assessed a \$100 processing fee.
- Cancellations received after June 9, 2023 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to the Training & T/A Department at [trainings@nachc.org](mailto:trainings@nachc.org)