

# Practical Art of Health Center Operations

February 25–26, 2025

A HYBRID EVENT • SAVANNAH, GA



NATIONAL ASSOCIATION OF  
COMMUNITY HEALTH CENTERS®



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## Practical Art of Health Center Operations (PAHCO)

### Dates:

February 25–26, 2025

### CPE/CEU Totals:

CPE = 15.6

CEU = 13

ACHE Credits = Up to 13

Qualifying Education Hours

### Delivery Method:

Live/Hybrid

### Prerequisites and or Pre-Work:

None

### Program Level:

Basic

To register online for  
these seminars, visit:

[www.nachc.org](http://www.nachc.org)

and click **Trainings & Events**.

For questions, comments  
or complaints contact  
[eventlogistics@nachc.com](mailto:eventlogistics@nachc.com)  
or 301-347-0400.

# Practical Art of Health Center Operations (PAHCO)

Are you a new leader or in need of a refresher on health center operations? NACHC's Practical Art of Health Center Operations Training Workshop is your perfect starting point! This essential, basic-level program is designed to equip you with proven strategies, innovative techniques, and best practices to enhance your health center's performance.

Tailored specifically for Chief Executive Officers, Chief Operating Officers, Practice Managers, Data and Informatics Analysts, and other emerging or seasoned leaders, this workshop offers the foundational tools you need to succeed. Don't miss this opportunity to build or refresh your expertise—register now and take the first step towards operational excellence!

This training will focus on the following Chief Operating Officer (COO) Core Competencies:

- ▶ Operations (Level 3)
- ▶ Personnel Management (level 3)
- ▶ Leadership (Level 3)

### Learning Objectives:

By the end of this two-day training, participants will be able to:

- ▶ Learn how to build a culture and brand that attracts and retains the right workforce
- ▶ Understand the connection between strategic and operational planning
- ▶ Identify best practices for improving operational workflows
- ▶ Create an action plan to implement for ongoing operational compliance
- ▶ Discover how a well-trained front desk can impact the Patient Care Team to significantly enhance patient satisfaction and increase profitability.

### Pricing Information:

#### Early Bird Registration Fee:

\$875 if registration received by February 11, 2025

#### Regular Registration Fee:

\$975 if registration received after February 11, 2025

\* Registration fee includes continental breakfast, lunch, and refreshments.  
Registration cutoff date (Last day to register online): February 21, 2025

**Register Here**  
*for in person*

**Register Here**  
*for virtual*

This program 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 \$6,625,000 with 21 percentage 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](http://HRSA.gov).

## Who Should Attend?

We suggest **CEOs, COOs, Practice Administrators/Managers and other clinical and non-clinical managers** attend this regional training.

## Hotel Information

Hotel Indigo, Savannah Historic District  
201 W Bay St  
Savannah, GA 31401

**Room Rates:** \$169/night

**Hotel Reservation Cutoff Date:** January 31, 2025

**Online Hotel Reservation Link:** [Hotel Indigo Reservations](#)

*Please click on the “i” button next to the group name to review rate details.*

**Disclaimer:** We encourage you to register and pay (by credit card) for this regional training and book your hotel accommodation on the same day. A confirmed hotel reservation does not guarantee a spot in the training. If you have not received confirmation for participation in the training, you will be responsible for any hotel cancellation fees.

## Airport, Parking and Taxi Information

The nearest airport is Savannah/Hilton Head International Airport (SAV). The airport is 10 miles away from the Hotel Indigo.

The Hotel Indigo does not offer shuttle service to/from the airports. Feel free to utilize taxis at baggage claim, ride share services such as Uber and Lyft or pre-schedule a ride from Super Shuttle.

The Hotel Indigo offers valet only parking \$45/day.

## Welcome and Opening Remarks

**Duane A. Kavka**, Executive Director, Georgia Primary Care Association

## Faculty

**Adrienne Mann, RN, CInO**, Coleman Associates

**Amanda Laramie, COO**, Trainer, Coach, Coleman Associates

**Gary Campbell**, President, Impact2Lead

**Rebecca Stauffer, MPA**, Manager, CohnReznick

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



### 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)

By attending the Practical Art of Health Center Operations training offered by National Association of Community Health Centers participants may earn up to 13 ACHE Qualifying Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.

*Note: Topics and presenters are subject to change.*



## Training Agenda: Day 1

8:15am – 8:30am	<b>Welcome and Introduction to the Practical Art of Health Center Operations Training</b>
8:30am – 10:30am	<b>How to Become an Employer of Choice</b> Leadership has a direct impact on workplace culture and workplace culture has a direct impact on the bottom line. The workforce is getting younger and older at the same time. These challenges, along with other changes in these uncertain times, require strong and impactful leadership at all levels within the health center. Following the framework of the Impact Leadership Model, this session will help health center staff and leaders identify personal strengths, as well as areas for improvement. Participants will discover the path towards unleashing their potential and learn the steps to becoming an employer of choice. <i>Gary Campbell, President, Impact2Lead</i> <b>CPE: 2.4/CEU: 2</b>
10:30am – 10:45am	<b>Break</b>
10:45am – 12:00	<b>Creating Your Operations Plan to Get Things Done Efficiently and Effectively</b> 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. <i>Shannon Nielson, Principal Consultant &amp; Owner, Curis Consulting</i> <b>CPE: 1.5/CEU: 1.25</b>
12:00pm – 1:00pm	<b>Lunch</b>
1:00pm – 3:00pm	<b>Creating Your Operations Plan to Get Things Done Efficiently and Effectively Part Two</b> <i>Shannon Nielson, Principal Consultant &amp; Owner, Curis Consulting</i> <b>CPE: 2.4/CEU: 2</b>
3:00pm – 3:15pm	<b>Break</b>
3:15pm – 4:45pm	<b>Developing and Implementing a Plan to Achieve a Culture of Compliance</b> The goal of this session is to help a health center take compliance requirements from fire drills to minimal preparation with a project management plan of attack. This session will instruct a Health Center to create a culture of compliance through workforce development and project management practices to support compliance activities for successfully preparing for and passing OSVs; to ease the burden of service area competition (SAC) grant applications; and confidently complete budget period progress reports for non-competing continuation. We will discuss how a Health Center can align policies and procedures and operational workflows with HRSA's Compliance Manual and to continue to maintain the compliance throughout grant years between SACs and OSVs and help workforce to adjust to these practice changes. <i>Rebecca Stauffer, MPA, Manager, CohnReznick</i> <b>CPE: 1.8/CEU: 1.5</b>



## Training Agenda: Day 2

8:00am – 8:30am

**Registration and Continental Breakfast**

8:30am – 10:30am

**Beyond the Front: The Secret Superpowers of Your Front Desk Team**

Get ready to discover the hidden heroes of your clinic—the front desk team! This session dives deep into why your front desk staff is critical to your practice's success. Learn how hiring the right people, keeping them motivated, and setting them up for success can create a smooth-running operation, deliver exceptional patient experiences, and even drive profitability. It's time to unlock the full potential of your front desk and see just how much they can elevate your clinic and your customer service!

*Amanda Laramie, COO & Adrienne Mann, RN, CInO, Coleman Associates*

**CPE: 2.4/CEU: 2**

10:45am – 12:00pm

**Workflow Wonders: Designing an Unbeatable Operational Flow**

Delivering the best patient experience isn't just a goal, it's a necessity for health centers in this new era of competition, transparency, and quality and performance-based reimbursement. This interactive session will overflow with best practice examples of what patients want. You will see demonstrations of the need health centers have effectively met with workflow improvement methods to reduce patient cycle time and scheduling strategies to reduce no-shows, fill open slots, and improve access.

*Amanda Laramie, COO & Adrienne Mann, RN, CInO, Coleman Associates*

**CPE: 1.5/CEU: 1.25**

12:00pm – 1:00pm

**Lunch**

1:00pm – 2:30pm

**Workflow Wonders: Designing an Unbeatable Operational Flow Part Two**

*Amanda Laramie, COO & Adrienne Mann, RN, CInO, Coleman Associates*

**CPE: 1.8/CEU: 1.5**

2:30pm – 2:45pm

**Break**

2:45pm – 4:15pm

**Recruitment and Retention Mastery:  
Cracking the Code to an Engaged, Thriving Team**

In today's competitive job market, finding and keeping top talent is like striking gold! This lively session will reveal the secret sauce to building a committed, enthusiastic workforce in healthcare. You'll gain actionable insights into hiring the right people and keeping them engaged for the long haul. To top it off, we'll spotlight a health center that nailed it, inviting them to share their story of how a motivated team creates outstanding results for staff and patients. If you're ready to build a dream team that sticks, this is the session for you!

*Amanda Laramie, COO & Adrienne Mann, RN, CInO, Coleman Associates*

**CPE: 1.8/CEU: 1.5**

4:15pm – 4:45pm

**Bringing it all Together**

You have received two days of information, strategies and techniques to take back to your health center. During this interactive wrap-up session, we will demonstrate how to communicate what you learned with the team to get buy-in. We will end the day with an overview of the next two operation management training courses.

# REGISTRATION FORM

## Practical Art of Health Center Operations (PAHCO)

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

### COST INFORMATION\*

Early Bird Registration \$875 per person \$ \_\_\_\_\_  
(if received by February 11, 2025)

Regular Registration \$975 per person \$ \_\_\_\_\_  
(if received after February 11, 2025)

\* Registration cutoff date (Last day to register online): February 21, 2025.

### PAYMENT INFORMATION

Check (payable to NACHC)  MasterCard  Visa  American Express

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

Card Number \_\_\_\_\_ Exp. 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.  
DO NOT mail or fax your forms after February 6, 2025.**



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February 25–26, 2025

### THREE WAYS TO REGISTER



#### ELECTRONICALLY

Online registration is available.  
Go to [www.nachc.org](http://www.nachc.org).  
Click Trainings & Events, 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

**Mail Registration by  
February 6, 2025**



#### FAX

Send registration form with  
credit card information to  
(301) 347-0457.

**Fax Registration by  
February 6, 2025**

**NOTE: Registration forms will not be  
processed without payment.**

### NACHC CANCELLATION POLICY:

All Cancellations must be in writing and  
must be received at NACHC on/before  
**February 17, 2025.**

- Cancellations received on/before  
**February 13, 2025** will be assessed a  
\$100 processing fee.
- Cancellations received after  
**February 13, 2025** 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  
[eventlogistics@nachc.com](mailto:eventlogistics@nachc.com).