

# Cultivating Health Center Operations Training (CHCO)

April 15–16, 2025

A HYBRID EVENT • CHARLOTTE, NC



NATIONAL ASSOCIATION OF  
COMMUNITY HEALTH CENTERS®



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## Cultivating Health Center Operations Training (CHCO)

### Dates:

April 15–16, 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:

Intermediate to Advanced

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.

# Cultivating Health Center Operations Training (CHCO)

Cultivating Health Center Operations (CHCO) is an intermediate to advanced level training for health center operations leaders and managers. You will learn techniques to align the right people, processes, and places to support operational efficiencies and responses to an ever-changing environment. Whether your health center's strategic goals include becoming a patient centered medical home (PCMH), expanding sites or services, or improving quality, financial and other performance measures, this training will provide strategies and best practices to help you achieve success. The sessions demonstrate how health centers can improve the patient experience by ensuring appropriate staff, processes, and procedures are efficient and patient centered.

## Learning Objectives:

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

- ▶ Learn the step-by-step approach to initiating a culture transformation and how to identify key performance indicators to assure success.
- ▶ Build and optimize a Simplified Schedule through practical exercises, focusing on improving capacity utilization, reducing no-shows, and enhancing overall workflow efficiency.
- ▶ Identify and articulate key strategies for fostering a culture of innovation.
- ▶ Discuss the roles of health center leadership, governance, and staff members in advancing a Culture of Safety.
- ▶ Learn how critical operational strategies such as scheduling and empanelment, care coordination, staffing, and patient experience can impact and be impacted by other departmental strategies.
- ▶ Discover how to implement policies and procedures and measure their success.

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

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

## Pricing Information:

**Early Bird Registration Fee:** \$875 if registration received by April 1, 2025

**Regular Registration Fee:** \$975 if registration received after April 1, 2025

\* Registration fee includes continental breakfast, lunch, and refreshments.

Registration cutoff date (Last day to register online): April 9, 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

Hyatt House Charlotte/ Center City  
435 E Trade St  
Charlotte, NC 28202

**Room Rates:** \$170/night

**Hotel Reservation Cutoff Date:** March 14, 2025

**Online Hotel Reservation Link:** Book your room online [here](#).

**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 Charlotte Douglas International Airport. The airport is 7.9 miles away from the Hyatt House.

The Hyatt House 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 Hyatt House offers valet parking at \$42 day.

## Welcome and Opening Remarks

**Crystal Shank**, President & CEO, North Carolina Community Health Center Association

## Faculty

**Gary Campbell**, President, Impact2Lead

**Amanda Laramie**, Chief Operations Officer, Coleman Associates

**Adrienne Mann**, Chief Innovation Officer, Coleman Associates

**Camila Silva**, Deputy Director, Development and Innovation, NACHC

**Jenene R. Washington, MD, MBA, FAAP, PCMH-CCE**, Founder, CEO, Renaye James Healthcare Advisors

**Shannon Nielson**, Owner & Principal Consultant, CURIS Consulting

**Tina Adamson**, Chief Human Resources Officer, Primary Health Network

**Michelle Fernandez Gabilondo, DSW, MSW**, Director of Workforce Development, Association of Clinicians for the Underserved



### 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 Cultivating 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

**Welcome and Introduction to the Cultivating Health Center Operations Training**

8:30am – 10:30am

**Creating a Culture of Excellence**

Join this dynamic session to master cultural transformation in the workplace. Learn how cross-functional teams drive collaboration and efficiency, gain insights from real-life examples, and discover strategies to build a culture of excellence. Equip yourself to enhance operations, boost workforce engagement, and stay competitive in today's challenging landscape.

***Gary Campbell, President, Impact2Lead***

**CPE: 2.4/CEU:2**

10:30am – 10:45am

**Break**

10:45am – 12:00

**Extreme Makeover Scheduling Edition: Optimizing for Patients & Productivity Part 1**

The traditional scheduling template is often a mismatch of staffing needs, Patient-Centered Medical Home (PCMH) requirements, and access demands, leaving entry-level staff responsible for ensuring a smooth day. In this two-part session, healthcare leaders will uncover the root causes and inefficiencies in current scheduling templates and their impact on staff and patient experiences.

Participants will receive hands-on examples and guidance on how to create a better schedule template that accommodates (almost) everyone's needs and works well for patients, too.

Participants are encouraged to bring a HIPAA-compliant copy of their current schedule template, appointment types, and rules. Through practical exercises, you'll learn to optimize your schedule for better capacity utilization, reduced no-shows, and increased visits, while minimizing staff and patient frustration. This session will provide the tools to create a dynamic, patient-centered schedule that improves productivity and patient care.

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

**CPE:1.5/CEU:1.25**

12:00pm – 1:00pm

**Lunch**

1:00pm – 3:00pm

**Extreme Makeover Scheduling Edition: Optimizing for Patients & Productivity Part 2**

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

**CPE:2.4/CEU:2**

3:00pm – 3:15pm

**Break**



## Training Agenda: Day 1 *(continued)*

3:15pm – 4:45pm

### **Cultivating Innovation: Strategies for Fostering a Culture of Creativity**

This training session empowers leaders and staff at community health centers to foster a culture of innovation that improves patient care and organizational efficiency. Participants will explore strategies to inspire creativity, embrace change, and promote collaborative problem-solving. Through interactive sessions, case studies, and hands-on exercises, attendees will gain the tools to identify innovation opportunities, overcome challenges, and implement sustainable solutions. By the end of the program, participants will be equipped to lead initiatives that drive continuous improvement and enhance service to their communities.

**Camila Silva**, Deputy Director, Development and Innovation, NACHC

**CPE:1.8/CEU:1.5**

## Training Agenda: Day 2

8:00am – 8:30am

### **Registration and Continental Breakfast**

8:30am – 10:30am

### **Staying Safe: Tips to Establish a Culture of Safety at your Health Center**

Establishing a Culture of Safety (CoS) at your health center requires a commitment of health center leadership to develop a blame-free culture by promoting a non-punitive reporting system, focusing on preventing errors, sharing safety events, training health center staff, and engaging the health center governance. This session will provide the steps to establish a blame-free culture at a health center, share key patient safety concepts evaluated by regulatory bodies and guide health centers in incorporating regulatory expectations into their patient safety and quality programs.

**Jenene R. Washington, MD, MBA, FAAP, PCMH-CCE**, Founder, CEO, Renaye James Healthcare Advisors

**CPE: 2.4/CEU:2**

10:45am – 12:00pm

### **Exploring the Role Day to Day Operations Plays in Interdepartmental Activities**

As health centers continue to build a quality-driven culture, it is essential to understand the interdepartmental and programmatic impact of our day to day activities. In today's HC world activities cannot be siloed in departments; expected outcomes, resource allocation, and data utilization must be strategic and interdepartmentally aligned. Participants will be introduced to operational tools, key performance indicators and operational strategies that can help achieve aligned goals between clinical, finance and HR. This session will explore the practicality of delivering upon organizational goals using aligned data and activities between departments through "trickle down operational planning."

**Shannon Nielson**, Owner & Principal Consultant, CURIS Consulting

**CPE:1.5/CEU:1.25**



## Training Agenda: Day 2 *(continued)*

12:00pm – 1:00pm

**Lunch**

1:00pm – 2:30pm

**Exploring the Role Day to Day Operations Plays in Interdepartmental Activities: Part Two**

*Shannon Nielson*, Owner & Principal Consultant, CURIS Consulting

**CPE:1.8/CEU:1.5**

2:30pm – 2:45pm

**Break**

2:45pm – 4:15pm

**Building Effective Operations: Developing Consistent and Practical Policies**

This session empowers participants to create policies and procedures that promote clarity and consistency within their organizations. Attendees will learn the importance of integrating well-considered approaches into operational frameworks to ensure guidelines are clear, practical, and adaptable to organizational needs. Through case studies and collaborative exercises, participants will gain practical skills to develop and implement policies that enhance operational efficiency while supporting a productive and cohesive workplace environment. This session is ideal for leaders committed to driving continuous improvement and embedding strong operational practices into their organizations.

*Tina Adamson*, Chief Human Resources Officer, Primary Health Network

*Michelle Fernandez Gabilondo, DSW, MSW*, Director of Workforce Development, Association of Clinicians for the Underserved

**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.

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

# REGISTRATION FORM

## Cultivating Health Center Operations Training (CHCO)

### I PLAN TO ATTEND

In-Person       Virtual

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

### COST INFORMATION\*

Early Bird Registration    \$875 per person    \$ \_\_\_\_\_  
(if received by April 1, 2025)

Regular Registration      \$975 per person    \$ \_\_\_\_\_  
(if received after April 1, 2025)

\* Registration cutoff date (Last day to register online): April 9, 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 April 9, 2025.**



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April 15-16, 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  
April 9, 2025**



#### FAX

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

**Fax Registration by  
April 9, 2025**

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

### ATTENDEE CANCELLATION POLICY:

All Cancellations must be in writing and must be received at NACHC on/before **April 9, 2025**.

- Cancellations received on/before **April 9, 2025** will be assessed a \$100 processing fee.
- Cancellations received after **April 9, 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).

### NACHC CANCELLATION POLICY:

If NACHC cancels or postpones a conference or online offering, NACHC will automatically issue a 100% registration refund.

For more information on our cancellation policies please contact our offices at 301-347-0400.