

Elevating Health Center Operations Training (EHCO)

June 24–25, 2025

PORTLAND, OREGON – A HYBRID EVENT



NATIONAL ASSOCIATION OF
COMMUNITY HEALTH CENTERS®



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Community Health Centers®

Elevating Health Center Operations Training (EHCO)

Elevating Health Center Operations Training

Dates:

June 24–25, 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

and click *Trainings & Events*.

For questions, comments
or complaints contact
eventlogistics@nachc.com
or 301-347-0400.

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. Attendees will gain practical insights, network with peers, and leave equipped to tackle today's operational challenges with confidence and innovation.

EHCO Learning Objectives:

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

- ▶ Identify and address key challenges impacting provider productivity and apply strategies to enhance operational efficiency while maintaining high quality care.
- ▶ Gain insights on how to strategically build sustainable financial models for new service lines.
- ▶ Explore strategies to leverage leadership styles to drive meaningful and lasting change in their organization.
- ▶ Assess key considerations for ethical AI adoption, data privacy, and governance to ensure responsible and effective implementation in their organization.

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 June 10, 2025

Regular Registration Fee: \$975 if registration received after June 10, 2025

* Registration fee includes continental breakfast, lunch, and refreshments.
Registration cutoff date (Last day to register online): June 18, 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.

Who Should Attend?

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

Hotel Information

DoubleTree by Hilton Hotel
1000 NE Multnomah St
Portland, OR 97232

Room Rates: \$159/night

Hotel Reservation Cutoff Date: May 25, 2025

Online Hotel Reservation Link: [DoubleTree by Hilton Hotel Portland](#)

Disclaimer: We encourage you to register and pay (by credit card) for this training and book your hotel accommodations 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 Portland (PDX). The airport is 9 miles away from the DoubleTree Hotel Portland. The DoubleTree Hotel offers 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 DoubleTree Hotel does not offer valet parking.

Welcome and Opening Remarks

XXX XXXXX, XXXXXXX XXXX XXXXXXXX

Faculty

XXXX XXXXXXXX, XXXXXXX XXXXXXXXXXX



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. (Sponsor #108392)

By attending the Elevating 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 Elevating Health Center Operations Training**

8:30am – 10:30am **Driving Impact Through Supportive Leadership in Your Health Center**
Workplace stress is often driven by feelings of being unheard and overwhelmed by workload, as highlighted in Becker's Hospital Review. As healthcare roles, technologies, and workforce needs evolve, leaders must equip themselves with tools for effective communication, collaboration, and motivation. This session will delve into facilitative and relational leadership, two approaches well-suited to the complex, multi-stakeholder healthcare environment. Facilitative leadership fosters collaboration, shared responsibility, and active participation, while relational leadership emphasizes emotional intelligence, psychological safety, and trust-building. Through interactive presentations and discussions, participants will explore strategies to leverage these leadership styles to drive meaningful and lasting change in their healthcare organizations.

CPE: 2.4/CEU:2

10:30am – 10:45am **Break**

10:45am – 12:00 **Driving Provider Productivity: Strategies for Overcoming Challenges and Using KPIs to Boost Performance Part I**
In today's increasingly complex healthcare environment, community health centers face the dual challenge of enhancing provider productivity while maintaining high-quality care for diverse populations. This advanced training session is designed for community health center professionals aiming to enhance provider productivity while maintaining high-quality care. Participants will learn to identify common obstacles to productivity, such as administrative burdens and resource limitations, and implement strategies to overcome them. The session will focus on the establishment, tracking, and effective use of Key Performance Indicators (KPIs) to monitor provider efficiency, improve workflows, and align performance with organizational goals. Attendees will leave with practical tools and strategies for fostering a culture of accountability and driving continuous improvement in their center's operations.

CPE:1.5/CEU:1.25

12:00pm – 1:00pm **Lunch**

1:00pm – 3:00pm **Driving Provider Productivity: Strategies for Overcoming Challenges and Using KPIs to Boost Performance Part II**

CPE:2.4/CEU:2

3:00pm – 3:15pm **Break**

Training Agenda: Day 1 *(continued)*

- 3:15pm – 4:45pm Strategic Planning for Service Line Diversification**
 This session will provide guidance on developing a diversified range of services, focusing on programmatic, operational, and financial planning that stems from a collaborative, community-based needs assessment. Participants will gain insights on how to strategically expand clinical operations, enhance clinical service delivery, optimize workforce allocation, and build sustainable financial models for new service lines, all while ensuring compliance with Health Center requirements.
CPE:1.8/CEU:1.5

Training Agenda: Day 2

- 8:00am – 8:30am Registration and Continental Breakfast**
- 8:30am – 10:30am Capital Project Planning- From Service Analysis to Financing**
 The goal of the “Capital Project Planning – From Service Analysis to Financing” session is to provide health center leaders with fundamental knowledge and skills for planning a capital project. The session will provide attendees with information about key steps in the capital planning process, including analysis and planning, funding and financing, and construction. The presentation will include a focus on potential sources of capital and financial feasibility. It will highlight examples and learnings from recent health center projects and offer enablers and barriers to success. The session will be led by Primary Care Development Corporation and a health center partner.
CPE: 2.4/CEU:2
- 10:45am – 12:00pm Elevating Operations: Delivering Upon an Operational Data Strategy**
 This session will focus on the use of data and tools to assess, optimize and sustain operational efficiency within your organization. Day to day operations are undoubtedly impacted by all financial, clinical and human resource decisions that are made within your health center. From creating an Access Program to designing effectively staffed care teams- it is essential that you have your hands on the right qualitative and quantitative data!
CPE:1.5/CEU:1.25
- 12:00pm – 1:00pm Lunch**
- 1:00pm – 2:30pm Elevating Operations: Delivering Upon an Operational Data Strategy: Part Two**
CPE:1.8/CEU:1.5
- 2:30pm – 2:45pm Break**

Training Agenda: Day 2 *(continued)*

2:45pm – 4:15pm

Understanding Artificial Intelligence (AI) and its Impact on Your Health Center Operations

As Artificial Intelligence (AI) transforms healthcare, understanding its operational and strategic implications is critical for leaders. This session provides a foundation in AI technologies, highlighting its potential to enhance efficiency, decision-making, and patient care. It also addresses workforce impacts, strategies for integration, and key considerations for ethical adoption, data privacy, and governance in health centers.

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

Elevating Health Center Operations Training (EHCO)

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (____) _____ Fax (____) _____

COST INFORMATION*

Early Bird Registration \$875 per person \$ _____
(if received by June 10, 2025)

Regular Registration \$975 per person \$ _____
(if received after June 10, 2025)

* Registration cutoff date (Last day to register online): June 18, 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 June 10, 2025.



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THREE WAYS TO REGISTER



ELECTRONICALLY

Online registration is available. Go to 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
June 10, 2025**



FAX

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

**Fax Registration by
June 18, 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 **June 20, 2025**.

- Cancellations received on/before **June 20, 2025** will be assessed a \$100 processing fee.
- Cancellations received after **June 20, 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.

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.