

# 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](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.

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 strengthening health opportunity. 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:

- ▶ Participants will have a clear understanding of how facilitative and relational leadership promotes positive and more compassionate teams and workplaces, leading to reduced burnout and improved staff and organizational resiliency.
- ▶ Apply Key Performance Indicators (KPIs) to assess team efficiency and target high-impact process improvements that reduce costly inefficiencies.
- ▶ Guide leaders to create service line diversification utilizing demand studies/needs assessments.
- ▶ Understand the fundamentals of financing capital projects, including evaluating financial feasibility, estimating funding requirements, assessing loan eligibility, and identifying potential funding sources.
- ▶ Participants will learn best practices for engaging all internal stakeholders (BOD, leadership, staff and patients) in using data to create change.
- ▶ Describe practical clinical and administrative Artificial Intelligence (AI) use cases relevant to community health centers.

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](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

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.

## Opening Remarks

**Joan Watson-Patko, MSW**, Executive Director, Oregon Primary Care Association

## Faculty

**Amanda Laramie**, COO, Coleman Associates

**Melissa Stratman**, CEO, Coleman Associates

**Adrienne Mann**, CIO, Coleman Associates

**Rebecca Stauffer**, Manager, CohnReznick

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

**Katie Ebinger**, Senior Practice Coach, OCHIN

**Wei- Lin Huang**, Practice Coach, OCHIN

**Rachel House**, Senior Program Manager Consulting and Training, Primary Care Development Corporation

**Nancy Lager**, Senior Capital Investment, Primary Care Development Corporation

**Arnel Mendoza**



### 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 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. Moreover, in today’s healthcare landscape, marked by policy shifts, funding uncertainties, and increased burnout, organizations that foster trust, collaboration, and strong teams are better positioned to navigate change effectively, making collaborative, relationship-based approaches to leadership essential for sustaining mission-driven organizations. 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 presentations and discussions, participants will explore strategies to leverage these leadership styles to drive meaningful and lasting change in their healthcare organizations.

*Katie Ebinger, MSW, MPH*

*Wei-Lin Huang, MAS-PHM, MSW, LICSW*

*Oyinkansola “Bukky” Ogunrinde, MHSA*

*Molly Volk-Britton, MHS, PCMH CCE*

*CPE: 2.4/CEU:2*

**10:30am – 10:45am**      **Break**

**10:45am – 12:00**      **Productivity Without Burnout—Optimizing Patient Care Teams with Smart Workflows (Part I)**

Community health centers are under increasing pressure to do more with less—but simply pushing teams to work harder is a recipe for burnout, staff turnover, and compromised patient care. This session will explore how workflow redesign, smarter delegation, and data-driven decision-making can enhance Patient Care Team productivity without sacrificing staff well-being or patient experience. Participants will identify common inefficiencies, utilize Key Performance Indicators (KPIs) to drive improvements, and analyze case studies with supporting data to build high-performing, resilient care teams that enhance outcomes without increasing complexity. These improvements don’t just benefit patients and staff—they also help health centers strengthen their financial independence by optimizing resources, reducing waste, and improving operational efficiency.

*Amanda Laramie, COO, Coleman Associates*

*Adrienne Mann, CInO, Coleman Associates*

*CPE:1.5/CEU:1.25*

**12:00pm – 1:00pm**      **Lunch**

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

1:00pm – 3:00pm

### **From Chaos to Coordination—Building Sustainable Productivity in Patient Care Teams (Part II)**

After identifying productivity barriers and exploring smarter ways to measure success, this session focuses on implementation, sustainability, and team buy-in. Participants will learn how to translate data insights into practical, lasting workflow changes that enhance efficiency without overwhelming staff. Through real-world examples and interactive exercises, attendees will design and refine process improvements that optimize team collaboration, improve patient flow, and create a system that supports—not exhausts—its people. Additionally, we'll explore how these operational improvements lead to financial resilience by reducing costly inefficiencies, increasing patient access, and strengthening the bottom line—ensuring that health centers can provide high-quality care without depending on unpredictable funding sources.

**Amanda Laramie, COO, Coleman Associates**

**Adrienne Mann, CInO, Coleman Associates**

**CPE:2.4/CEU:2**

3:00pm – 3:15pm

### **Break**

3:15pm – 4:45pm

### **Strategic Planning for Service Line Diversification**

This session will provide guidance on how to strategically develop a diversified range of services, focusing on programmatic, operational, and financial planning that stems from a collaborative, community-based needs assessment. Presenters will also engage participants to align strategic planning goals with an implementation plan for achieving stated outcomes. 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.

**Rebecca Stauffer, Manager, CohnReznick**

**Aparna Mekala, Principal, CohnReznick**

**CPE:1.8/CEU:1.5**

## Training Agenda: Day 2

8:00am – 8:30am	<b>Registration and Continental Breakfast</b>
8:30am – 10:30am	<p><b>Capital Project Planning- From Service Analysis to Financing</b></p> <p>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. Attendees will learn about the key steps in the capital planning process, including analysis and planning, funding and financing, and construction. The presentation will include a discussion of potential sources of capital and criteria lenders use to evaluate an organization’s eligibility for a loan and ability to service debt. It will also demonstrate sample calculations for loan size determinations. The session 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 leader with project development and capital funding experience.</p> <p><i>Nancy Lagar and Rachel House, PCDC</i> <b>CPE: 2.4/CEU:2</b></p>
10:30pm – 10:45pm	<b>Break</b>
10:45am – 12:00pm	<p><b>Elevating Operations: Delivering Upon an Operational Data Strategy</b></p> <p>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!</p> <p><i>Shannon Nielson, Owner &amp; Principal Consultant, CURIS</i> <b>CPE:1.5/CEU:1.25</b></p>
12:00pm – 1:00pm	<b>Lunch</b>
1:00pm – 2:30pm	<p><b>Elevating Operations: Delivering Upon an Operational Data Strategy: Part Two</b></p> <p><b>CPE:1.8/CEU:1.5</b></p>
2:30pm – 2:45pm	<b>Break</b>
2:45pm – 4:15pm	<p><b>Understanding Artificial Intelligence (AI) and its Impact on Your Health Center Operations</b></p> <p>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.</p> <p><i>Arnel Mendoza, Healthcare IT Solutions Consultant for Community Clinics</i> <b>CPE:1.8/CEU:1.5</b></p>
4:15pm – 4:45pm	<p><b>Bringing it all Together</b></p> <p>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.</p>

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

# REGISTRATION FORM

## Elevating Health Center Operations Training (EHCO)

### PLAN TO ATTEND

In-Person       Virtually

### 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](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  
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 18, 2025**.

- Cancellations received on/before **June 18, 2025** will be assessed a \$100 processing fee.
- Cancellations received after **June 18, 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.