Community Health Centers: Driving Value in Delivery System Transformation

COMMUNITY HEALTH INSTITUTE & EXPO 2017
MANCHESTER GRAND HYATT SAN DIEGO, CA AUGUST 25-29
“The best example of public/private partnership for helping patients in need.”

Dr. Regina Benjamin
Former U.S. Surgeon General

BD Helping Build Healthy Communities™

BD Helping Build Healthy Communities™ awards health centers for innovative approaches to the delivery of primary and preventive health care to underserved and vulnerable populations related to the prevention and treatment of diabetes, cervical cancer, and HIV. Each award-winning program was tailored to fit a unique set of barriers within each community, using medication therapy management, lifestyle and behavioral changes, and education and outreach. Since 2013, 31 health centers have received awards, from Buffalo, New York, to Detroit, Michigan, to Lāna‘i City, Hawaii.

DIRECTRELIEF.ORG/BDHBHC

AWARD WINNERS

Cherokee Health Systems,
KNOXVILLE, TENNESSEE

Coastal Family Health Centers,
BILOXI, MISSISSIPPI

Community University Health Care Center,
MINNEAPOLIS, MINNESOTA

Family Health Centers of Southwest Florida,
FORT MYERS, FLORIDA

Neighborhood Health,
NASHVILLE, TENNESSEE
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2017 NACHC Board of Directors

EXECUTIVE COMMITTEE

Chair of the Board
J. Ricardo Guzman, LMSW, MPH
Community Health & Social Services Center
Detroit, MI

Secretary
Paloma Hernandez
Urban Health Plan
Bronx, NY

Chair-Elect
James Luisi
North End Waterfront Health
Boston, MA

Treasurer
Michael A. Holmes
Cook Area Health Services
Cook, MN

Immediate Past Chair
Gary M. Wiltz, MD
Teche Action Clinic
Franklin, LA

Consumer/Board Member
Representative
Yvonne G. Davis
Health Care Partners of South Carolina
Florence, SC

Speaker of the House
Henry Taylor, MPA
Mile Square Health Center
Chicago, IL

Parliamentarian
Rachel Gonzales-Hanson
Community Health Development
Uvalde, TX

Vice-Speaker of the House
Grace Wang, MD, MPH, FAAFP
International Community Health Services
Seattle, WA

NACHC 2017 Community Health Institute (CHI) & EXPO

#NACHC17CHI
REPRESENTATIVES FROM CHARTERED REGIONS

REGION I
Frances M. Anthes, MSW, LICSW
Family Health Center of Worcester
Worcester, MA
Tess Stack Kuenning
Bi-State Primary Care Association
Bow, NH

REGION II
Larry McReynolds, CHE, MHA, LNHA
The Family Health Center at NYU Langone
Brooklyn, NY
Eva Turbiner
Zufall Health Center
Dover, NH

REGION III
Allen J. Bennett, MPH, PD
Park West Health System
Baltimore, MD
Cheri Rinehart
Pennsylvania Association of Community Health Centers
Wormleysburg, PA

REGION IV
Carla Belcher
Community Health Care Systems
Wrightsville, GA
Philip A. Harewood
Lincoln Community Health Center
Durham, NC

REGION V
Berneice Mills-Thomas
Near North Health Service Corporation
Chicago, IL
Kimberly Mitroka
Christopher Greater Area Rural Health Planning Corporation
Christopher, IL

REGION VI
Santos Camarillo
Vida Y Salud Health Systems
Crystal City, TX
Seferino Montano
La Casa Family Health Center
Portales, NM

REGION VII
Theodore J. Boesen, Jr.
Iowa Primary Care Association
Urbandale, IA
Dennis Kruse
Family Care Health Centers
St. Louis, MO

REGION VIII
John Mengenhausen
Horizon Health Care
Howard, SD
John Santistevan
Salud Family Health Centers
Ft. Lupton, CO

REGION IX
Benjamin H. Flores, MPH
Ampla Health
Yuba City, CA
Nancy E. Hook
Nevada Primary Care Association
Carson City, NV

REGION X
Anita Monoian
Yakima Neighborhood Health Services
Yakima, WA
Thomas Trompeter
HealthPoint
Renton, WA

REGION IX
Benjamin H. Flores, MPH
Ampla Health
Yuba City, CA
Nancy E. Hook
Nevada Primary Care Association
Carson City, NV

REGION X
Anita Monoian
Yakima Neighborhood Health Services
Yakima, WA
Thomas Trompeter
HealthPoint
Renton, WA

NATIONALLY ELECTED REPRESENTATIVES

CLINICIAN BOARD REPRESENTATIVES
Daniel Miller, MD
Hudson River Community Health
Peekskill, NY
Felix M. Valbuena, Jr., MD
Community Health & Social Services Center
Detroit, MI

HEALTH CENTER BOARD MEMBER REPRESENTATIVES
Virginia (Ginger) Fuata
Waianae Coast Comprehensive Health Center
Waianae, HI
Rita Sorrento
East Boston Neighborhood Health Center
Boston, MA
NACHC House of Delegates Annual Meeting*  
Grand Hall  
Sunday, August 27, 2017  •  10:00am - 12:00pm (doors open at 9:30am)

This year, NACHC will elect three Officers: Chair-Elect, Speaker of the House, and Treasurer, and two Nationally-Elected Board Representatives: One Clinician Representative and One Health Center Board Member Representative.

Be present and cast your vote for the following:

**NACHC Executive Committee**  
- Chair-Elect  
- Speaker of the House  
- Treasurer

**NACHC Board of Directors**  
- One Clinician Representative  
- One Health Center Board Member

*NACHC members are encouraged to meet and visit with all candidates prior to the election. Space will be designated in the Seaport G Foyer for each candidate campaigning for NACHC office. Campaign signage and literature may not be posted or displayed anywhere in the Manchester Grand Hyatt San Diego, including lounge areas, registration area, exhibit hall, or any other conference venue. Hotel management strictly prohibits the affixing of signage to walls or structures within its edifice.

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AmeriHealth Caritas salutes  

National Association of Community Health Centers (NACHC)  
during its 2017 Community Health Institute CHI & Expo  

We are proud to support NACHC and the efforts of community health centers to provide high-quality, comprehensive, and affordable health care for those who need it most.

www.amerihealthcaritas.com
We assemble for the 2017 NACHC Community Health Institute (CHI) & Expo in recognition of our leadership in the nation’s health system.

With today’s turmoil in the health insurance marketplace and millions of Americans fearing the loss of health coverage, new awareness has been raised as to the importance of sustaining a reliable source of affordable primary care anchored in the nation’s communities. Thanks to the work you are doing and the progress we have made together, more have come to see clearly the value of our community-based health system that can keep the doors of health care open for low-income families, the uninsured and medically underserved – while balancing costs and protecting the health of communities.

For all of us, the past 12 months have been marked with many uncertainties. We have faced a challenging health care environment with ongoing health care transformation – impending shifts in health policy – and continuous threats to funding with budget constraints and aggressive efforts to restructure Medicaid. Yet, united behind a coordinated plan of action, we have persevered with strategically-focused goals and strong advocacy. Joined with partners and community stakeholders, we have brought greater understanding to the complex needs of the populations we serve and the issues we face as providers. Importantly, we have strengthened health centers operationally, integrating behavioral and oral health services and preparing our centers to take the lead on public health crises such as opioid addiction, among others.

Much work has been accomplished on many fronts. During the next few days of this conference, we will be assessing our progress as we look to the future and opportunities ahead. Members will also have the opportunity to engage in educational and training sessions and network with colleagues to learn about new partnerships and the exciting new projects underway at health centers.

Closing out the NACHC year and on behalf of the NACHC Board, I thank you for your support of our association and for your invaluable service and dedication to the Health Center Mission. Also, special thanks to our State/Regional Primary Care Associations and Health Center Controlled Networks along with many partners, lawmakers, and stakeholders who share the vision of a healthier and stronger America.

Tom Van Coverden
President and CEO
National Association of Community Health Centers
The National Association of Community Health Centers (NACHC) is the leading national advocacy organization for Community Health Centers and the more than 25 million patients they serve. Membership is open to health centers, professionals, non-profits, corporations, and students. Our members make us stronger. Join the movement!

Organizational Membership is open to any non-profit or public health center that provides comprehensive primary care services, is governed by a representative consumer-directed Board of Directors, and that shares the mission and goals of NACHC.

Corporate Membership is open to for-profit organizations that provide services or products to primary health care programs.

Associate Membership is open to non-profit primary health care affiliated organizations that support the mission of NACHC.

HCCNetwork Membership is open to any health center controlled network that supports the mission of NACHC.

Individual Membership is open to individuals who support the mission and goals of NACHC.

Benefits of Membership

• Members receive a range of services designed to support organizational growth, including exclusive access to resource and development grant opportunities.

• With five annual conferences, and a wide variety of online and in-person training opportunities, NACHC provides comprehensive technical assistance and training for your health center’s needs.

• Members receive exclusive discounts on medical, dental, and office supplies.

• Share best practices with colleagues and connect with industry experts while receiving discounts on NACHC conferences and meetings.

JOIN TODAY!

National Association of Community Health Centers
7501 Wisconsin Avenue, Suite 1100W | Bethesda, MD 20814
(301) 347-0400 | membership@nachc.org
www.nachc.org
A National CPA & Advisory Firm

Getting it right never goes out of style. That’s why BKD’s industry-focused advisors audit more CHCs than any other CPA firm and more than double the number of the closest-ranking firm.* Experience the benefits of our disciplined approach.

* According to data compiled by the U.S. Office of Management and Budget via the Federal Audit Clearinghouse

Jeff Allen // Partner
417.865.8701 // jeallen@bkd.com // @chccpa
bkd.com/chc
NACHC Has Gone Green

All conference presentations and handouts provided by speakers will only be available on the CHI Mobile App. **Hard copies of slides or handouts will not be provided on-site.**

Specific instructions for accessing course materials were sent to you in advance of the conference. It is your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available in paper form. Please keep in mind that only those presentations provided to NACHC by speakers, prior to the conference, will be available on the Mobile App. All presentations that are provided to us after the submission deadline will be available on-site via the Mobile App and posted to MyNACHC following the conference.

Mobile App

DOWNLOAD THE APP: Don’t miss out on important updates throughout the conference. Instructions for downloading the free 2017 CHI & EXPO App for Android, Apple, and Blackberry users are listed below.

**How to locate and download the App from Google Play Store for Android or App Store for Apple:**

1. Launch the Google Play Store or App Store
2. Search the name **NACHC Events**
3. Tap the event App icon/listing
4. Tap the Install button
5. Enter Google ID or Apple ID password and click OK
6. Tap the Accept and Download button
7. App begins downloading and displays on your phone
8. Tap the NACHC Events app
9. Tap Main Menu at the bottom of the screen
10. Tap Meeting icon on the bottom of the screen
11. Tap CHI 2017 – Community Health Institute (CHI) & EXPO

The PASSWORD to access the mobile app will be included with the Wi-Fi instructions in your badge holder.

For attendees who don’t have access to the smartphones listed above, you may view our web version of the 2017 CHI & EXPO Mobile App by visiting: [http://m4.goeshow.com/nachc/community/2017/mobile_index.cfm](http://m4.goeshow.com/nachc/community/2017/mobile_index.cfm)
Wi-Fi at the 2017 Community Health Institute (CHI) & EXPO

Conference attendees will have Wi-Fi access during the 2017 CHI & EXPO! Thanks to a generous sponsorship, on behalf of MEDCOR Revenue Services, Inc., Internet access will be available throughout the CHI conference areas and EXPO Hall.

Simply follow these easy steps for access:

To Log In:

1. Search for NACHC CONFERENCE and double click on it to connect.
2. Enter password: MEDCOR
3. Open a web browser and the Welcome page and the Terms and Conditions of Use will appear.
4. Once you have reviewed and accepted the Terms and Conditions of Use, you will be redirected to NACHC’s CHI website, where you can begin browsing the Internet.

Time Limit:

Your internet access will have a time limit of three hours. You can be reconnected immediately after three hours by opening a new web browser window and accepting the Terms and Conditions of Use. If you are unable to access the Terms and Conditions of Use page, disconnect the NACHC CONFERENCE network and connect again.

Note: NACHC cannot provide end-user support and personal assistance for PC configuration or troubleshooting; and does not screen or restrict access to any content placed on or accessible through the Internet.
Registration, Credentialing, and Speaker/Exhibitor Check-In

NACHC Registration is located on the second floor of the hotel, in the Palm Foyer. Registered attendees can pick up their registration packets, badges, and credentialing for the House of Delegates in the Palm Foyer during the following hours:

<table>
<thead>
<tr>
<th>Date</th>
<th>Registration</th>
<th>Credentialing</th>
<th>Speaker/Exhibitor Check-In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday, August 25</td>
<td>12:30pm – 5:00pm</td>
<td>12:30pm – 5:00pm</td>
<td>12:30pm – 5:00pm</td>
</tr>
<tr>
<td>Saturday, August 26</td>
<td>7:30am – 4:00pm</td>
<td>7:30am – 4:00pm</td>
<td>7:30am – 4:00pm</td>
</tr>
<tr>
<td>Sunday, August 27</td>
<td>8:00am – 4:00pm</td>
<td>8:00am – 10:00am</td>
<td>8:00am – 4:00pm</td>
</tr>
<tr>
<td>Monday, August 28</td>
<td>7:30am – 4:00pm</td>
<td></td>
<td>7:30am – 4:00pm</td>
</tr>
<tr>
<td>Tuesday, August 29</td>
<td>7:30am – 11:00am</td>
<td></td>
<td>7:30am – 2:00pm</td>
</tr>
</tbody>
</table>

Speaker/Exhibitor Check-In

NACHC’s Speaker/Exhibitor Check-In is located on the second floor of the hotel, in the Palm Foyer. All speakers and exhibitors are asked to report to this desk upon arrival at the conference. At this location, speakers will receive badges, and review or upload presentations. Exhibitors will receive badges and booth packets.

NACHC gratefully acknowledges the following sponsor:

Hotel Key Cards

NACHC gratefully acknowledges the following sponsor:

Tote Bags

GE Healthcare

eClinicalWorks

improving healthcare together
Hotel Information

**Manchester Grand Hyatt San Diego**
1 Market Place
San Diego, CA 92101
(619) 232-1234

**Omni San Diego Hotel**
675 L Street
San Diego, CA 92101
(800) THE-OMNI

**Embassy Suites by Hilton San Diego Bay Downtown**
601 Pacific Highway
San Diego, CA 92101
(619) 239-2400

**Hilton San Diego Gaslamp Quarter**
401 K Street
San Diego, CA 92101
(619) 231-4040

**Hard Rock Hotel San Diego**
207 5th Avenue
San Diego, CA 92101
(619) 702-3000

**Residence Inn/Gaslamp Quarter**
356 Sixth Avenue
San Diego, CA 92101
(619) 487-1200

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**Have You Started Using ECRI Institute’s Clinical Risk Management Program?**

**Free education opportunities are now available!**

Visit booth #517 to learn about NO COST resources provided to your organization by ECRI Institute on behalf of HRSA:

- Risk management certificate course
- Over 100+ risk management courses for CME/CNE
- Webinars and virtual conference
- Electronic fetal monitoring training for CME/CNE
- Toolkits
- Much more!

For more information or assistance in accessing your account, please email Clinical_RM_Program@ecri.org or call (610) 825-6000, ext. 5200.

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These resources are provided by ECRI Institute on behalf of the Health Resources and Services Administration. For issues and questions regarding HRSA requirements, please refer directly to relevant HRSA policy and requirement documents.

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#NACHC17CHI
**T³ (Timely Thirty-Minute Tips)**

In a world where we constantly do more with less; where products and processes change at the drop of a hat; and where new and innovative technologies enter the marketplace today, but are nearly obsolete tomorrow — it’s necessary that organizations move quickly and proactively in addressing all new information and guidance. NACHC’s **T³ (Timely Thirty-Minute Tips)** sessions are thirty-minute presentations that provide “quick and easy” tips, ideas, and best practices that you can Learn TODAY and Implement TOMORROW! These sessions address a variety of topics relevant to the business of community-based health care.

**T³ sessions scheduled during the 2017 CHI & EXPO:**

<table>
<thead>
<tr>
<th>Sunday, August 27</th>
<th>Seaport Foyer</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:15pm – 12:45pm</td>
<td><strong>T3-1</strong> Don’t Spend Another Minute Searching: How to Access Free Patient Education Materials (refer to page 56 for session details)</td>
</tr>
<tr>
<td>1:30pm – 2:00pm</td>
<td><strong>T3-2</strong> NACHC’s Payment Reform Readiness Assessment Tool (refer to page 57 for session details)</td>
</tr>
<tr>
<td>5:15pm – 5:45pm</td>
<td><strong>T3-3</strong> Reaching the Quadruple Aim Through NACHC’s New Value Transformation Framework (refer to page 57 for session details)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monday, August 28</th>
<th>Seaport Foyer</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:45am – 10:15am</td>
<td><strong>T3-4</strong> The NEW UDS Mapper: New Look, New Functionality, Plus All Your Favorite UDS Mapper Tools (refer to page 71 for session details)</td>
</tr>
<tr>
<td>12:45pm – 1:15pm</td>
<td><strong>T3-5</strong> High-Performing Health Centers: Applying Proven Success Principles (refer to page 72 for session details)</td>
</tr>
</tbody>
</table>

**T³ (Timely Thirty-Minute Tips):**
Another way that NACHC is maximizing the value of your conference experience.
Peer-to-Peer (P2P) Networking Sessions

A Peer-to-Peer (P2P) Networking Session is a training delivery method where industry experts facilitate sessions that focus on topics that affect health centers such as legislative and regulatory practices, operational issues, and the unique challenges that come with health center management and patient care. P2Ps are innovative opportunities for learning in small-group settings, where participants exchange ideas and network on issues most relevant to health centers.

P2P Networking Sessions scheduled during the 2017 CHI & EXPO:

**Tuesday, August 29**

8:30am – 10:00am  **CTuB1**  Payment Reform: Exploring Trends and the Health Center Experience  Harbor BC

(refer to page 90 for session details)

1:30pm – 3:00pm  **CTuE2**  A Hard-Knock Life – Managing Patients With Complex Needs: Emerging Models and Insights From the Field  Harbor H

(refer to page 97 for session details)

1:30pm – 3:00pm  **CTuF2**  Peer Networks Support Health Center Leaders Through Health Care Uncertainty  Harbor I

(refer to page 98 for session details)

--- Visit us at booth 210 for a chance to win a prize! ---

CPG is the leading group purchasing organization for FQHCs and similar non-profit organizations, saving health centers thousands of dollars on the products, supplies, services and equipment used every single day!

www.cwpurchasing.com • 617-988-2205 • bresendes@cwpurchasing.com
Conference Basics

Business Center
The Manchester Grand Hyatt Business Center can serve as your extended office while you’re in town. Located on the Lobby Level, the FedEx® Business Center offers a full range of services including: photocopying, faxing, shipping, and much more.

**Business Center Hours:**
Monday-Sunday    7:00am – 7:00pm

Cellular Telephones –
**PLEASE Turn OFF Your Cell Phone**
Please be considerate of others. Ringers on cell phones and other electronic devices should be turned off or switched to vibrate or silent mode in conference education sessions, meetings, and social events.

Conference Attire
We invite you to dress in comfortable business casual attire for the conference. Hotel meeting rooms can sometimes be chilly, so you are advised to bring a sweater or light jacket as well.

Health Center Board Members
Health Center Board Members are encouraged to visit with members of the NACHC Consumer/Board Member Committee. Share experiences with other board members from around the country and learn how to make the most of your conference experience. Committee members will be located in the Palm Foyer for your convenience.

Job Board
A job board will be on display in the NACHC Registration area, located in the Palm Foyer. If you wish to advertise job vacancies for your organization, please post them on the job board. Please limit all job postings to one page.

Lost and Found
Please check with the hotel’s front desk for lost and found items.

Messages
In case of an emergency, callers should contact the hotel directly and request that a copy of the message be given to the NACHC Registration staff. The telephone number of the Manchester Grand Hyatt San Diego is (619) 232-1234. Messages will be posted on a designated message board in the NACHC Registration area, located in the Palm Foyer.
Membership
Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400 or obtain a membership application by visiting the NACHC Booth in the Seaport Foyer.

MyNACHC Learning Center (MyNACHC)
Continuing education right at your fingertips
The world of NACHC events is just a click away! The MyNACHC Learning Center (MyNACHC) is your online portal to educational content from all NACHC events. All CHI education sessions are FREE to ALL paid 2017 CHI attendees.

This valuable online service provides access to meeting content on digital media — WHENEVER you need it — captured live and available to you via MyNACHC! View courses online (as released for inclusion), captured as true multimedia re-creations with synchronized slides, handouts, and much more. This is an excellent training tool and resource for missed courses.

The MyNACHC Learning Center (MyNACHC) provides:

- Quick and easy access to past and current content from NACHC conferences and other training events.
- The ability to earn additional continuing education (CME/CE) credits in the professional disciplines currently offered on-site at NACHC conferences (including NACHC’s Certificate of Board Governance Program).
- Session audio recordings synchronized to training presentations.
- The ability to track your own continuing education units and attendance certification.

Note: To access the MyNACHC Learning Center, use your iMIS ID and password. If you need login assistance or additional information, contact mylearning@nachc.com or call (301) 347-0400.

This icon designates education sessions audiotaped with presentations for the MyNACHC Learning Center (MyNACHC). These sessions will be available online after the conference and are FREE to ALL paid 2017 CHI attendees.

Did you get today’s email? Check your email every morning for your Daily Rundown to stay up-to-date on the latest at the 2017 CHI & EXPO.

Sponsored by

athlonhealth
Continuing Education

By attending education workshops, participants may qualify for continuing education units. Only full-paying participants and daily registrants are eligible for continuing education credits.

Due to individual state-by-state requirements, nurses and lawyers should have their badges scanned and go to the MyNACHC Learning Center at mylearning.nachc.com to download a certificate of completion, which can then be submitted to state licensing organizations to apply for credits. Instructions on how to access MyNACHC can be found on the back of your badge.

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 addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37217-2417 or by visiting their website at www.nasba.org. (Sponsor #108392)

Delivery Method: Group Live
Program Level: Basic
Duration of Training: 2.5 days

This program is being considered by the National Association of State Boards of Accountancy (NASBA) for 10 continuing education contact hours in the “Specialized Knowledge” category.

For questions or complaints, please contact Helene Slavin at hslavin@nachc.com or (301) 347-0400.

PHYSICIANS (CME)

This program is being considered by the American Academy of Family Physicians (AAFP) for 8.5 continuing education contact hours.

SOCIAL WORKERS (CE)

This program was approved by the National Association of Social Workers (NASW) for 8.5 continuing education contact hours. (Provider #886419070)

OTHER HEALTH PROFESSIONALS (CE)

The National Association of Community Health Centers, Inc. (NACHC) Certificate of Participation may be used toward state licensing requirements for a variety of disciplines requiring continuing education credits (e.g., health educators, nurses, physician assistants, doctors of osteopathic medicine, etc.). It is recommended that a Certificate of Participation and a copy of a conference program be submitted to your state-licensing agency.

Scanning and Evaluations

To receive Continuing Education Units (CEUs) at this NACHC conference, ALL attendees must:

- Have their conference badges scanned by room monitors at the end of each education session attended.

AND

- Complete session evaluations distributed at the conclusion of each session attended.

These simple steps ensure that CEUs are accurately processed and that valuable feedback is provided for the development of future NACHC programs.

In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com.
NACHC Certificate in Health Center Governance Program for Board Members

NACHC is pleased to provide a certificate program designed for Health Center Board Members who wish to follow a formal path of training and skills enhancement in health center governance. Individuals who wish to enroll in the Certificate in Health Center Governance Program must complete an enrollment form (refer to page 19) and submit it at the beginning of the conference to the NACHC Governance counter along with a $25 application fee.

Note: The application fee is waived for applicants who serve on the board of a NACHC Organizational Member in good standing and who are registered for the conference.

How do I become certified in Health Center Governance?

To obtain certification, you must complete a total of 31 contact hours through attendance/participation in education sessions offered at one of NACHC’s national conferences (Community Health Institute (CHI); Policy & Issues Forum (P&I); Financial, Operations Management/Information Technology (FOM/IT); Conference for Agricultural Worker Health; or PCA & HCCN Conference). One contact hour equals one hour of session time.

Program participants must attend the following sessions in person:

- Board Member Boot Camp: Parts A, B, C, and D (5 contact hours offered only at the CHI and P&I)
- Setting the Bar: Legal Approaches to Health Center Board Compliance (formerly At the Bar for Board Members)

In addition to the required sessions listed above (Board Member Boot Camp and Setting the Bar), you will need to complete an additional 24 contact hours. Participants may choose from all other NACHC conference education sessions that are designated for contact hours. NACHC provides education content in the areas of CLINICAL, FINANCE, GOVERNANCE, MANAGEMENT, TECHNOLOGY, and POLICY. Participants are encouraged to select a comprehensive course of study based on individual interests and needs. The total 31 contact hours must be completed within three years of enrollment in the program. If the 31 contact hours are not completed within that three-year period, you must re-enroll and pay the application fee, if applicable.

In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com.

This icon designates education sessions audiotaped with presentations for the MyNACHC Learning Center (MyNACHC). These sessions will be available online after the conference and are FREE to ALL paid 2017 CHI attendees.

Need your governance status? No more waiting!

All records will be updated within four weeks after the conference. Using your NACHC login information, go to the MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com. Log in using your iMIS ID and password, information for the governance program will be found under the “Governance Program” tab. If you need login assistance or additional information, contact mylearning@nachc.com or (301) 347-0400.

If you have questions about board governance credits during the conference, NACHC staff is available to assist you at NACHC’s Speaker/Exhibitor Check-In.

Certificates, with credits earned, will be available 3-4 weeks after the conference.
NACHC
Certificate in Health Center Governance Program
for Board Members

ENROLLMENT FORM

Name: ______________________________________________________________________________

Title: _______________________________________________________________________________

Health Center Organization: ________________________________________________________________________________________________________________

Address: ______________________________________________________________________________

City: ____________________________ State: _______ Zip: __________________

Phone: ____________________________ Fax: _____________________________

E-Mail: ____________________________ IMIS ID: ____________________________

(in the event NACHC may need to contact you directly) (your badge #)

I wish to receive all correspondence related to the Certificate in Health Center Governance Program:

☐ at the above address

☐ at the following address:

Mailing Address: ______________________________________________________________________

City: ____________________________ State: _______ Zip: __________________

Phone: ____________________________ Fax: _____________________________

E-Mail: ____________________________

The Certificate Program enrollment fee of $25 is waived for individuals who serve on the board of a NACHC Organizational Member in good standing.

☐ My health center is not a NACHC Organizational Member, and my enrollment fee of $25 is enclosed.

___________________________________________  ______________________________________

Signature  Date

For NACHC Use Only:

Date received: _____________  Enrollment Fee: $ _________  Enclosed Amount: $ _____________

Organizational Member in Good Standing: _____Yes   _____No
THANK YOU TO OUR SPONSORS

NATIONAL HEALTH CENTER WEEK

August 13-19th 2017

Celebrating America’s Health Centers:
The Key to Healthier Communities

#NACHC17CHI
Activities

Visit the NACHC Booth

From Advocacy to Training and Technical Assistance, whether you’re looking for information on the latest and greatest health center research or NACHC Membership benefits, visit the NACHC Booth to learn more about all NACHC has to offer. Stop by, ask questions, and discover more about NACHC activities and the many ways that NACHC supports Community Health Centers.

Become a Health Center Advocate

Becoming a Health Center Advocate has never been easier – or more important! Raise your voice and take action to support America’s Health Centers and the patients they serve. **Become an advocate by going to the Health Center Advocacy Network’s brand-new, mobile-friendly website at [www.hcadvocacy.org](http://www.hcadvocacy.org) or by texting HCADVOCATE to 52886.** By signing up as a Health Center Advocate, you will receive key policy and advocacy information from Washington, as well as Advocacy Calls to Action so you can raise your voice to support your health center and the millions of patients health centers serve across the nation.

Conviértase en un defensor de los centros de salud

Hacerse un defensor de los centros de salud nunca ha sido más fácil – ¡ni más importante! Use su voz para pasar a la acción y apoyar a los centros de salud y a los pacientes que sirven. **Únase a la red de defensores de los centros de salud a través de nuestro nuevo sitio de web en [www.hcadvocacy.org](http://www.hcadvocacy.org).** También puede utilizar su celular para hacerse un defensor, enviar DEFENSOR al 52886. Al hacerse un defensor, recibirá información importante sobre las políticas y la defensa de los centros de salud. Además de oportunidades para pasar a la acción para usar su voz y apoyar su centro de salud y los millones de pacientes que sirven.

Join the Health Center Advocacy Network

Receive the NACHC Washington Update & Advocacy Calls to Action

-AND/OR –

Text HCADVOCATE or DEFENSOR to 52886

Comunicaciones disponibles en español

Check out the Health Center Advocacy Network: [www.hcadvocacy.org](http://www.hcadvocacy.org)
Social Media and Conference Contests

#NACHC17CHI Social Media

Join the online conversation at the NACHC Community Health Institute (CHI) & EXPO using #NACHC17CHI when you post about the CHI on Facebook, Twitter, and Instagram. Share your conference experience with others in real time as events unfold. Also, be sure to follow @NACHC on Twitter (www.twitter.com/nachc) for important updates before and during the conference.

#NACHC17CHI Twitter Contest

Tweet using #NACHC17CHI throughout the CHI for your chance to win one of two $100 Amazon gift cards in a random drawing. The more you tweet, the more opportunities you have to win! The 2017 CHI Twitter Contest winners will be announced on Tuesday, August 29, at 10:15am in the EXPO Hall, located in the Seaport Ballroom. You MUST be present to win!

- Remember to follow @NACHC on Twitter.
- Make sure your Twitter stream is publicly visible.
- Use #NACHC17CHI to enter the random drawing, one entry per tweet.
- Submit all tweets, using #NACHC17CHI, by Monday, August 28, at 11:59pm to be eligible for prize drawings.

Fill-in-the-Blank Poster Scavenger Hunt Contest

Don’t miss out on all the great innovations presented during the poster sessions at the CHI! While you’re there, make sure to participate in the Fill-in-the-Blank Poster Scavenger Hunt to be entered into a random drawing for a $200 Amazon gift card. Simply drop by the NACHC Booth in the Seaport Foyer to pick up your scavenger hunt directions and fill-in-the-blank sheet. Then visit the poster presentations on Sunday, August 27 from 5:00pm – 6:30pm or Monday, August 28 from 12:30pm – 1:30pm in the Harbor Foyer to complete the scavenger hunt. Once you’ve filled-in all the blanks, turn the sheet back into the NACHC Booth with your name and contact information included to be entered in the random drawing.

All scavenger hunt entries must be submitted to the NACHC Booth by 9:00am on Tuesday, August 29. Contest winners will be announced on Tuesday at 10:15am in the EXPO Hall located in the Seaport Ballroom. You MUST be present to win!

CHI Poster Presentations Sponsored by blackbaud

RANDOM DRAWINGS RULES: (1) No purchase is necessary. (2) The Twitter Contest starts at midnight Sunday, August 27 and ends on Monday, August 28 at 11:59pm. The Fill-in-the-Blank Poster Scavenger Hunt contest begins Sunday, August 27 at 5:00pm and all scavenger hunt entries must be submitted to the NACHC Booth by 9:00am on Tuesday, August 29. (3) Adults over the age of 18, registered to attend the National Association of Community Health Center’s 2017 Community Health Institute (CHI) & EXPO, with Twitter accounts that follow @NACHC on Twitter are eligible to win the random Twitter drawing. NACHC employees and exhibitors are not eligible to win. (4) Adults over the age of 18, registered to attend the National Association of Community Health Center’s 2017 Community Health Institute & EXPO, who complete the Fill-in-the-Blank Poster Scavenger Hunt are eligible to win the random drawing. NACHC employees and exhibitors are not eligible to win. (5) How to enter the Twitter Contest: post a publicly viewable Tweet related to the CHI and include “#NACHC17CHI” for the random Twitter drawing will count as one entry. How to enter the Fill-in-the-Blank Poster Scavenger Hunt: complete a fill-in-the-blank poster presentation sheet and return it to the NACHC Booth with name and contact information. (6) Individual Twitter accounts are limited to 100 non-identical, CHI-related Tweet entries and individuals, primary care associations, or health centers are eligible to win only once. (7) Odds of winning are determined by total number of entries. (8) There are two prizes of Amazon gift cards valued at $100 each for the Twitter Contest and one $200 Amazon gift card prize for the Fill-in-the-Blank Poster Scavenger Hunt. (9) There will be two Twitter random drawing winners and one Fill-in-the-Blank Poster Scavenger Hunt random drawing winner. (Winners will also be announced publicly on http://twitter.com/nachc.) (10) You must be present to win. If you are not present, that prize will be awarded to another winner selected at random. (11) This is sponsored by the National Association of Community Health Centers, 7501 Wisconsin Ave., Suite 1100W, Bethesda, MD 20814.
Networking Events

Sunday, August 27

**Orientation for New Members and First-Time Attendees**
8:30am – 10:00am  Harbor GH
First time to the Community Health Institute (CHI) & EXPO? New NACHC Member? Attend this session to learn how you can make the most of your membership investment and gain a better understanding of conference committees, sessions, and activities. Get tips for navigating the conference and exhibits and make sure your CHI time is well spent!

**EXPO Opening Reception**
5:00pm – 6:30pm  Seaport Ballroom
Join us as we celebrate the grand opening of the NACHC 2017 Community Health Institute (CHI) & EXPO! Take this opportunity to also visit with colleagues and learn more about the innovative services and products that NACHC vendors will be showcasing throughout the EXPO. Identify new technologies and offerings that will enhance your health center operations and your overall delivery of patient care.

**Poster Presentations**
5:00pm – 6:30pm  Harbor Foyer
The Community Health Institute (CHI) & EXPO is the ideal place to learn about current health center research activities and innovative best practices. The 2017 Poster Presentations provide a unique opportunity to exchange ideas, problem-solve, and network with colleagues. Discover the results of innovative initiatives and enjoy the opportunity to ask in-depth questions. There are 73 posters this year addressing the topics most relevant to you and your health center!

To provide ample time for poster review, the 2017 Poster Presentations are scheduled for both Sunday and Monday during the CHI. Presenter attendance is required for Sunday, and strongly encouraged for Monday’s presentations.

*(For a complete description of 2017 posters and a diagram of the presentation area, refer to the Poster Presentation Guide in your conference registration bag.)*

**New Member Welcome Reception (Invitation Only)**
6:00pm – 7:00pm  America’s Cup CD
NACHC welcomes all New Members, as well as those considering membership, to this event. This is an ideal opportunity to meet and build relationships with fellow health center professionals, and learn about the many benefits of NACHC Membership.
National LGBT Primary Care Alliance Reception
6:30pm – 7:30pm
Balboa AB
The National LGBT (Lesbian, Gay, Bisexual, and Transgender) Primary Care Alliance invites you to a reception to meet your colleagues from health centers across the country. Join us for a glass of wine and learn more about available education, training, and community-based research initiatives focused on the LGBT community.

Young Professional Leadership Exchange Reception
6:30pm – 8:00pm
Off-Site: Seasons 52
With an expansive network of clinics and an ever-increasing patient population reaching more than 1 in 15 Americans, health centers are now more than ever looking to the next generation of leaders to continue the mission of high-quality, cost-effective, accessible health care for all. NACHC invites young leaders from across the Health Center Movement to the Young Professional Leadership Exchange Reception. Network with fellow health center leaders and exchange ideas related to our dynamic health care system, the future of health centers, and career development in the health care field. Take this opportunity to leave the hotel, discover the neighborhood, and join your peers!
This event will take place off-site at Seasons 52, San Diego - Seaport District, 789 W. Harbor Drive, San Diego, CA, (619) 702-0052.

Monday, August 28

Poster Presentations (continued)
12:30pm – 1:30pm
Harbor Foyer
(For a complete description of 2017 posters and a diagram of the presentation area, refer to the Poster Presentation Guide in your conference registration bag.)

CHI Theme Party: Uncorked and Uncapped LIVE
6:00pm – 10:00pm
Grand Hall
Experience San Diego's local wines, craft beers, and LIVE Music
Happy Hours: 6:00pm – 10:00pm
This LIVE event is created for YOU to connect with a community of inspiring friends, while engaging in unique experiences and making memories.
We have it all...the only thing missing is YOU!

Sponsored by
CHI EXPO

Meet one-on-one with NACHC exhibitors for an introduction to products and services that can help you build and manage your health care business! There are a variety of events planned throughout the 2017 CHI EXPO where you can network with other industry professionals and discover innovative practices that are making a difference in health centers across the country. And don’t forget, there are great prizes to win just by visiting the EXPO floor!

**Hours:**

<table>
<thead>
<tr>
<th>Day</th>
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<tr>
<td>Sunday, August 27</td>
<td>12:00pm – 6:30pm</td>
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<td>Monday, August 28</td>
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<tr>
<td>Tuesday, August 29</td>
<td>7:30am – 10:30am</td>
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**Visit the Community Health Ventures VIP (Very Important Partners) Row**

Community Health Ventures (CHV) VIP Row features over 15 (ViP, ViS, ViL, ViB, and 340Better) Partners. CHV is the business development affiliate of NACHC. These Partners have been vetted by NACHC/CHV leadership and tasked to provide the best in class customer service, favorable contracting terms, and discount prices on the products and services that health centers utilize.

During the 2017 CHI EXPO, CHV Partners will be located throughout the EXPO Hall, but mainly concentrated along Aisle 300. Their booths will be designated with light blue draping. To learn more about the CHV Partners, please visit the Community Health Ventures Booth in the Seaport Foyer.

**EXPO Opening Reception**

**Sunday, August 27, 5:00pm – 6:30pm**

Join us as we celebrate the opening of the NACHC 2017 Community Health Institute (CHI) & EXPO! Take this opportunity to visit with colleagues and learn more about the innovative services and products that NACHC vendors will be showcasing throughout the EXPO. Identify new technologies and offerings that will enhance your health center operations and your overall delivery of patient care.

**NACHCopoly!**

While networking with colleagues and exhibitors at the CHI EXPO, make sure to play NACHCopoly for the chance to win great prizes!

**It’s easy to play:**

**Step 1:** You’ll find the EXPO game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game pieces.

**Step 2:** Once you’ve collected all NACHCopoly game pieces from participating exhibitors, your game card is officially complete!

**Step 3:** Now just drop off your game card at the NACHC Booth, in the Seaport Foyer, and you are automatically entered for a chance to go home with great prizes!

*All completed game cards must be submitted to the NACHC Booth by 10:00am on Tuesday, August 29 to be eligible for the prize drawings. Prizes will be awarded at 10:15am on Tuesday, in the lounge in the rear of the Seaport Ballroom. You MUST be present to claim all prizes.*
Young Professional Leadership Exchange Track

NACHC invites individuals in the early stages of their professional careers to participate in the Young Professional Leadership Exchange activities at this year’s Community Health Institute (CHI) & EXPO. With an expansive network of clinics and an ever-increasing patient population of more than 24 million, America’s Health Centers are now more than ever looking to the next generation of leaders to continue the mission of high-quality, cost-effective, and culturally-competent health care for all.

Join other young professionals throughout the conference for various networking opportunities and education sessions, including a brand-new #CHCYP Hackathon that will speak to future challenges and opportunities to further the Health Center Movement. Identify skills and experiences needed to advance your leadership potential while simultaneously networking and forming friendships with the next generation of health center leaders. Advocate for yourself, your career, and the Health Center Movement by participating in this exciting new learning opportunity.

For more information about the YPLE, please contact Alex Harris (aharris@nachc.org), Shel Lessington (slessington@nachc.org), Liz Zepko (ezepko@nachc.org), or Russell Brown (rbrown@nachc.org).

NACHC gratefully acknowledges the following sponsor:

Water Bottles

UnitedHealthcare

NACHC gratefully acknowledges the following sponsor:

Lanyards

Benco Dental

We deliver success smile after smile.
Young Professional Leadership Exchange Track Outline

The following are all YPLE sessions scheduled during the 2017 CHI & EXPO. For easy reference, these sessions are shaded in this color throughout the conference program.

CMA1  Population Health Improvement Projects: Lessons Learned From the Field
Monday, August 28  •  8:00am – 9:30am  Harbor A

Effective population health management is essential for health centers to flourish in a value-based environment by applying a comprehensive, community-centered approach to improving the health of populations and patients they serve. The aims are to: (1) support CHCs in identifying and engaging an at-risk target population and applying interventions that upgrade processes of care, strengthen local partnerships, and address social determinants; (2) expand population health management capacity to additional patient or community target populations and additional social determinants of health; (3) enhance the potential for sustainability of the interventions, partnerships, and population health capacity; and (4) develop and implement a learning community to share information among grantees and to promote and expand collaboration through information sharing with partners and other audiences.

This session will address the strategies, data needs, early process, and outcome improvements in developing and tracking effective population health management in health centers. The audience will hear the lessons learned from RCHN Community Health Foundation and how they utilized their learning community specifically as a performance improvement strategy, with a diverse group of CHCs, that led to specific projects and interventions to produce very favorable outcomes. This session will also provide the payer’s perspective on how demonstrated, effective population health management supports the value equation in both outcomes and payments.

CMG2  Learning From the Pros: Advocacy Best Practices
Monday, August 28  •  1:30pm – 3:00pm  Coronado AB

During this session, panelists will share a diverse set of advocacy best practices, currently working on the ground at the health center and PCA level, to grow the health center advocacy network and drive increased engagement, achieve ACE/HACE status, effectively leverage social media for advocacy, cultivate relationships with key influencers, and more.

CMC3  Federal Legislative Update: The Latest From Capitol Hill
Monday, August 28  •  3:30pm – 5:00pm  Harbor DF

The congressional landscape in 2017 has been a roller coaster, with major debates on budget priorities, health care, and other key policy issues that directly impact health centers and our patients. We’ll look at the latest developments on Capitol Hill, including what’s happening with the health center funding cliff, workforce policy, Medicaid, 340B, telehealth, and other priority issues. We’ll also discuss how best to use the NACHC Federal Affairs team as a resource.
Community health workers (CHWs) are frontline public health workers that serve as an intermediary between health/social services and the communities they serve. Health centers have long utilized CHWs to address social determinants of health, facilitate access to services, and improve the quality and cultural competence of service delivery. CHWs - and other enabling services staff - play an increasingly important role as health centers redefine how they provide and coordinate care, serve as patient-centered medical homes, and manage population health in a value-based payment model.

This session will highlight models for utilizing CHWs in community health centers. Presenters will report on the findings of a recent comprehensive study on CHWs in health centers in the Pacific Northwest region. They'll also discuss the rationale for engaging CHWs; the range of current roles, titles, core competencies, and skills; and the varied work focus for CHWs. An overview will be provided of (1) health centers in Michigan that have successfully cross-trained various staff members as CHWs in order to provide a wide range of enabling services and (2) state payment mechanisms created to help finance the employment of CHWs and their activities.

This education session will discuss and compare the different generations operating alongside each other in health centers, and how to better engage the entire workforce, including non-clinicians and others who interface with patients, based on both their individual needs, as well as the experiences that have shaped their perspectives. Organizational and people development are the underlying premises to assure the viability and strength of health centers. We will explore what is behind the behavioral and attitudinal differences managers and supervisors perceive among diverse members of different generations, as well as the different generations’ relationship and facility with innovative technologies, and how those impact instructional design, training, and learning, leading to the development of an efficient learning ecology for the expanded primary care team.
Young Professional Leadership Exchange Networking Events

Young Professional Leadership Exchange Hackathon
(Special registration required.)
Saturday, August 26 • 2:00pm – 8:00pm
Regatta ABC

The Inaugural #CHCYP Hackathon
Last year, someone suggested in their CHI evaluation that the young professionals should do a health hack, and we thought that was a pretty cool idea. So, this year we are hosting the inaugural #CHCYP Hackathon. What is a hackathon? It’s an opportunity to come together with those who share your passion for a mission and work in solving a broad problem with an eye toward the future. We’ll get together and work on a shared goal. Speed-networking will help you get to know your peers better. You’ll hear from current health center leaders with experience in driving this Movement forward and get to ask questions and get advice. Finally, you’ll build on your peers’ various talents and work in small teams to design the skills, experience, insight, and perspective that health centers will need for decades to come. Registration is FREE and limited to 35 individuals to ensure that this event is interactive and dynamic.

Sponsored by

2017 Leader Sponsors

Young Professional Leadership Exchange Reception
Sunday, August 27 • 6:30pm – 8:00pm
Off-Site: Seasons 52

With an expansive network of clinics and an ever-increasing patient population reaching more than 1 in 15 Americans, health centers are now more than ever looking to the next generation of leaders to continue the mission of high-quality, cost-effective, accessible health care for all. NACHC invites young leaders from across the Health Center Movement to the Young Professional Leadership Exchange. Network with fellow health center leaders and exchange ideas related to our dynamic health care system, the future of health centers, and career development in the health care field. Take this opportunity to leave the hotel, discover the neighborhood, and join your peers!

This event will take place off-site at Seasons 52, San Diego - Seaport District, 789 W. Harbor Drive, San Diego, CA, (619) 702-0052.
Poster Presentations

Sunday, August 27, 2017, 5:00pm – 6:30pm
Monday, August 28, 2017, 12:30pm – 1:30pm

The Community Health Institute (CHI) & EXPO is the ideal place to learn about current health center research activities and Innovations. The 2017 Poster Presentations provide a unique opportunity to exchange ideas, problem-solve, and network with colleagues. Discover the results of innovative research initiatives and enjoy the opportunity to ask in-depth questions.

To provide ample time for poster review, the 2017 Poster Presentations are scheduled for both Sunday and Monday during the CHI. Presenter attendance is required for Sunday, and strongly encouraged for Monday's presentations.

(For a complete description of 2017 posters and a diagram of the presentation area, refer to the Poster Presentation Guide in your conference registration bag.)

2017 NACHC Poster Presentation Awards

There are 73 posters, including 14 A.T. Still University-School of Osteopathic Medicine posters, to be presented during the 2017 poster session. This year, Best in Show posters will be chosen by YOU! Vote for your favorite Research and Innovation posters on the mobile app, by clicking on Vote for the Best Posters, or complete a Poster Voting Card which can be obtained at the NACHC Booth in the Seaport Foyer. When judging poster presentations, please consider the following criteria: innovation of information, presentation of poster, relevance of topic, impact of findings, replicability of best practice, and value of information to other health centers.

All poster voting MUST be completed by 3:00pm on Monday, August 28.
If voting by the Mobile App, refer to the conference program for instructions on downloading the app.
If voting by Poster Voting Card, you MUST submit your completed card at the NACHC Booth in the Seaport Foyer.

All 2017 Poster Presentation winners will be announced during Tuesday’s General Session.

Prizes will be awarded to the TOP three winners in each category of Research and Innovation:

First Place: $250 AND a Complimentary Registration to the 2018 CHI & EXPO in Orlando!
Second Place: $150
Third Place: $100

A.T. Still University-School of Osteopathic Medicine

This is the seventh graduating class of A.T. Still University-School of Osteopathic Medicine in Arizona (ATSU-SOMA), with a very high percentage of these graduates continuing their professional journey into primary care. NACHC and ATSU continue their partnership in the development of America’s primary care physicians through the university’s innovative model of medical education, linking osteopathic training to the nation's community health centers. See these student and faculty posters, and become inspired by their commitment to community health and their vision of primary care delivery for the future.
What is a User Group?

Connect with your peers at a
NACHC Electronic Health Record (EHR)
User Group!

NACHC supports several user groups, specifically for health centers, that utilize select Electronic Health Record (EHR) programs. These user groups provide a vehicle for health centers to meet and discuss common issues, share experiences, and gain valuable insight on accomplishments and best practices.

EHRs Currently Supported

- eClinicalWorks
- GE Centricity
- NextGen Healthcare
- Greenway Intergy
- Greenway SuccessEHS

Benefits

✔ Connect with other health centers that use the same EHR that you do
✔ Focuses on issues and enhancements that are most important to health centers
✔ Led by health center, HCCN, and/or PCA staff on a voluntary basis
✔ Online forums to exchange ideas, lessons learned, and best practices
✔ Virtual and face-to-face meetings
✔ NACHC provides support via WebEx, conference calls, and meeting space at our major conferences

Saturday, August 26

12:30pm – 2:00pm  NACHC GE Centricity User Group  Harbor EF

Sunday, August 27

8:30am – 10:00am  NACHC NextGen User Group  Harbor EF
12:30pm – 2:00pm  NACHC eClinicalWorks User Group  Harbor EF

To learn more or to sign-up for NACHC User Groups, please visit our website at http://www.nachc.org/usergroups.cfm
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CAPITAL FINANCING | FINANCIAL AND OPERATIONAL SUPPORT
Centene is committed to transforming the health of the communities we serve, one person at a time. And our experience has taught us that every individual, and every community, faces unique challenges. That is why each of our health plans are developed and staffed locally—with local healthcare professionals serving as our chief advisors.

Through our collaborative partnerships with FQHCs, hospitals, physicians, and other providers, we bring better solutions for better health outcomes at lower costs.

True Partners in Care

Centene is committed to transforming the health of the communities we serve, one person at a time. And our experience has taught us that every individual, and every community, faces unique challenges. That is why each of our health plans are developed and staffed locally—with local healthcare professionals serving as our chief advisors.

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PROUD LEADER SPONSOR OF THE
2017 NACHC Community Health Institute & EXPO

*Pennsylvania Health & Wellness is expected to commence operations in Q1 2018.
## Education Sessions At-A-Glance
*(as of July 24, 2017 and is subject to change)*

### Sunday, August 27, 2017

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<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
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<tr>
<td>8:00am – 10:00am</td>
<td>Credentialing</td>
<td>Palm Foyer</td>
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<td>8:00am – 4:00pm</td>
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<tr>
<td>8:00am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Palm Foyer</td>
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<tr>
<td>8:30am – 10:00am</td>
<td>NACHC NextGen User Group</td>
<td>Harbor EF</td>
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<td>8:30am – 10:00am</td>
<td>Orientation for New Members and First-Time Attendees</td>
<td>Harbor GH</td>
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#### NACHC House of Delegates Annual Meeting (doors open at 9:30am)
Grand Hall

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<th>Time</th>
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<tr>
<td>10:00am – 12:00pm</td>
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<td>Grand Hall</td>
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#### EXPO Open
Seaport Ballroom

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<tr>
<td>12:00pm – 6:30pm</td>
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#### T3-1
Don’t Spend Another Minute Searching: How to Access Free Patient Education Materials
Seaport Foyer

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<td>T3-1</td>
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#### T3-2
NACHC’s Payment Reform Readiness Assessment Tool
Seaport Foyer

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<td>12:30pm – 2:00pm</td>
<td>T3-2</td>
<td>Harbor EF</td>
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#### CGS1
Opening General Session
Grand Hall

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<tr>
<td>3:00pm – 5:00pm</td>
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<td>Grand Hall</td>
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#### EXPO Opening Reception
Seaport Ballroom

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00pm – 6:30pm</td>
<td>EXPO Opening Reception</td>
<td>Seaport Ballroom</td>
</tr>
</tbody>
</table>

#### Poster Presentations
Harbor Foyer

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00pm – 6:30pm</td>
<td>Poster Presentations</td>
<td>Harbor Foyer</td>
</tr>
</tbody>
</table>

#### T3-3
Reaching the Quadruple Aim Through NACHC’s New Value Transformation Framework
Seaport Foyer

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:15pm – 5:45pm</td>
<td>T3-3</td>
<td>Seaport Foyer</td>
</tr>
</tbody>
</table>

#### New Member Welcome Reception (Invitation Only)
America’s Cup CD

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00pm – 7:00pm</td>
<td>New Member Welcome Reception</td>
<td>America’s Cup CD</td>
</tr>
</tbody>
</table>

#### National LGBT Primary Care Alliance Reception
Balboa AB

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30pm – 7:30pm</td>
<td>National LGBT Primary Care Alliance Reception</td>
<td>Balboa AB</td>
</tr>
</tbody>
</table>

#### Young Professional Leadership Exchange Reception
Off-Site: Seasons 52

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30pm – 8:00pm</td>
<td>Young Professional Leadership Exchange Reception</td>
<td>Off-Site: Seasons 52</td>
</tr>
</tbody>
</table>

*Sponsored by Walgreens, blackbaud, McKesson, 2017 Leader Sponsors*
EXPLANATION OF SESSION CODES

The first letter of the code is the meeting: C = CHI. The second letter of the code indicates the day of the week: Su = Sunday, M = Monday and Tu = Tuesday. The third letter in the code indicates the location with each letter A–M representing a different meeting room. The number at the end of the code signals whether it is the 1st, 2nd, or 3rd time slot of each day.
Monday, August 28, 2017

**Schedule**

**8:00am – 9:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**9:30am – 10:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**10:30am – 11:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**11:30am – 12:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**12:30pm – 1:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**1:30pm – 2:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**2:30pm – 3:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**3:30pm – 4:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**4:30pm – 5:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**5:30pm – 6:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**6:30pm – 7:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**7:30pm – 8:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**8:30pm – 9:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**9:30pm – 10:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**10:30pm – 11:30pm**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**11:30pm – 12:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**12:30am – 1:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**1:30am – 2:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**2:30am – 3:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**

**3:30am – 4:30am**

**Rooms**

- **BHD A**
- **BHD B**
- **BHD C**
- **BHD D**
- **BHD E**
- **BHD F**

**Registration**

- **BHD A**
### Tuesday, August 29, 2017

#### Rooms

<table>
<thead>
<tr>
<th>Time</th>
<th>Room</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am –</td>
<td>Harbor A</td>
<td>EXPO Open</td>
</tr>
<tr>
<td>10:30am</td>
<td>Harbor BC</td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>7:30am –</td>
<td>Harbor DF</td>
<td>Registration</td>
</tr>
<tr>
<td>11:00am</td>
<td>Harbor G</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>7:30am –</td>
<td>Harbor H</td>
<td>Speaker/Exhibitor Check-in</td>
</tr>
<tr>
<td>11:00am</td>
<td>Harbor I</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>7:30am –</td>
<td>Coronado AB</td>
<td></td>
</tr>
<tr>
<td>10:30am</td>
<td>Coronado C(C-E)</td>
<td></td>
</tr>
<tr>
<td>7:30am –</td>
<td>America's Cup</td>
<td></td>
</tr>
<tr>
<td>10:30am</td>
<td>Regatta</td>
<td></td>
</tr>
<tr>
<td>7:30am –</td>
<td>Grand Hall</td>
<td></td>
</tr>
</tbody>
</table>

#### Sessions

<table>
<thead>
<tr>
<th>Time</th>
<th>Room</th>
<th>Session Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am –</td>
<td>Harbor A</td>
<td>ExPO Open</td>
</tr>
<tr>
<td>10:30am</td>
<td>Harbor BC</td>
<td>Registration</td>
</tr>
<tr>
<td>7:30am –</td>
<td>Harbor DF</td>
<td>Speaker/Exhibitor Check-in</td>
</tr>
<tr>
<td>11:00am</td>
<td>Harbor G</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>7:30am –</td>
<td>Harbor H</td>
<td>Coronado AB</td>
</tr>
<tr>
<td>10:30am</td>
<td>Harbor I</td>
<td>Coronado C(C-E)</td>
</tr>
<tr>
<td>7:30am –</td>
<td>America's Cup</td>
<td>America's Cup</td>
</tr>
<tr>
<td>10:30am</td>
<td>Regatta</td>
<td>Regatta</td>
</tr>
<tr>
<td>7:30am –</td>
<td>Grand Hall</td>
<td>Grand Hall</td>
</tr>
</tbody>
</table>

#### Breaks

- Refreshment Break in the EXPO Hall
- Lunch on your own
- Lunch on your own

Legend:
- Young Professionals Track
- P2P Networking Session
- Learning Lab
Working with Benco on our new Vista Community Clinic Dental expansion project was an excellent experience.

Once we had a basic structural design in place, we were able to visit the Benco equipment showroom in Orange County to gain firsthand knowledge of all of our options. Everyone we met and continue to work with at Benco was and continues to be extremely helpful and supportive. Throughout the process they were available for questions at all times and have helped us navigate through the construction and outfitting of the operatories with our best interest and needs in mind. The final product is something that I am very proud of. Esthetically, it is beautiful! We have far surpassed the expectations of our patients and continue to be able to offer the highest quality of dentistry in a beautiful and functional space. It is an awesome place to care for the patients in need in our community.”

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866.McK.ANSWer (866.625.2679)

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Proud Sponsor of NACHC
### Schedule

**Thursday, August 24, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00pm – 8:00pm</td>
<td>Credentials Committee</td>
<td>Show Office 6</td>
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</table>

**Friday, August 25, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am – 1:00pm</td>
<td>PCA and HCCN General Session (Invitation only. Special registration required.)</td>
<td>Grand Hall B</td>
</tr>
<tr>
<td>8:30am – 10:30am</td>
<td>LGBT Task Force</td>
<td>Torrey Hills AB</td>
</tr>
<tr>
<td>9:00am – 10:00am</td>
<td>Conference for Agricultural Worker Health Planning Committee</td>
<td>Balboa AB</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Committee on Health Center Excellence and Training</td>
<td>Harbor G</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Healthcare for the Homeless Committee</td>
<td>Harbor I</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Rural Health Committee</td>
<td>Harbor H</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Subcommittee on Health Center Financing</td>
<td>Harbor DE</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Subcommittee on Elderly Issues</td>
<td>Harbor F</td>
</tr>
<tr>
<td>11:00am – 11:45am</td>
<td>Nominating Committee</td>
<td>Gaslamp A</td>
</tr>
<tr>
<td>11:00am – 1:00pm</td>
<td>Health Professions Education in Health Centers Task Force</td>
<td>Balboa C</td>
</tr>
<tr>
<td>12:00pm – 6:00pm</td>
<td>Grassroots Advocacy Leadership Program</td>
<td>La Jolla AB</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30pm – 5:00pm</td>
<td>Registration and Credentialing (Special registration required.)</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>12:30pm – 5:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td>Health Center Controlled Networks Task Force</td>
<td>Harbor I</td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td>Committee for Agricultural Worker Health</td>
<td>Harbor H</td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td>Healthcare in Public Housing Task Force</td>
<td>Balboa AB</td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td>Committee on Service Integration for Behavioral Health and HIV</td>
<td>Harbor DE</td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td>Membership Committee</td>
<td>Harbor G</td>
</tr>
<tr>
<td>4:00pm – 6:00pm</td>
<td>Health Policy Committee</td>
<td>Harbor ABC</td>
</tr>
</tbody>
</table>

**Saturday, August 26, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 4:00pm</td>
<td>Registration and Credentialing</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>7:30am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>8:00am – 10:00am</td>
<td>Finance Committee</td>
<td>Harbor D</td>
</tr>
<tr>
<td>8:00am – 10:00am</td>
<td>Clinical Practice Committee</td>
<td>Harbor AB</td>
</tr>
<tr>
<td>8:00am – 2:45pm</td>
<td>NACHC Board Member Boot Camp*</td>
<td>Grand AB</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Legislative Committee</td>
<td>Harbor AB</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>Consumer/Board Member Committee</td>
<td>Harbor D</td>
</tr>
<tr>
<td>12:30pm – 1:30pm</td>
<td>State Legislative Coordinators</td>
<td>Harbor AB</td>
</tr>
<tr>
<td>12:30pm – 2:00pm</td>
<td>NACHC GE Centricity User Group</td>
<td>Harbor EF</td>
</tr>
<tr>
<td>2:00pm – 8:00pm</td>
<td>Young Professional Leadership Exchange Hackathon (Special registration required.)</td>
<td>Regatta ABC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:00pm – 5:30pm</td>
<td>NACHC Board of Directors Meeting</td>
<td>Harbor D</td>
</tr>
</tbody>
</table>

*Board Member Boot Camp. This is the ONLY training included in the CHI conference registration fee. It is also available as a stand-alone training. Registration is REQUIRED for all Boot Camp participants.
Education Sessions
Saturday, August 26

Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

NACHC is a nonpartisan and noncommercial organization. Conference speaker presentations may not necessarily reflect the views of NACHC and the presence of vendors, exhibitors, and sponsors does not constitute endorsement of their respective products or services.

8:00am – 2:45pm
NACHC Board Member Boot Camp

**Special Registration Required**
(refer to NACHC CHI Registration Form)

Note: Coffee will be provided for all Boot Camp participants from 7:30am-9:00am.

A changing and increasingly complex health care environment presents many challenges for health center governing boards. To be effective, board members must be fully knowledgeable about their roles and responsibilities and the many issues their health centers face as health care businesses. This four-part comprehensive seminar is for new board members (as well as “seasoned” board members who want a refresher).

8:00am – 8:30am
Setting the Stage

8:30am – 10:00am
PART A: Legal Responsibilities and Liability

Health center boards must ensure full compliance with local, state, and federal laws governing the operations of health care businesses. This session covers the nuts and bolts of the board's legally mandated fiduciary responsibilities, including: federal regulations; statutes and policies impacting the health center; the board's legal liability and financial responsibility in connection with its decision-making role; and staff/board relationships and roles.

Jacqueline C. Leifer, Esq., Senior Partner, Feldesman Tucker Leifer Fidell LLP

10:00am – 10:15am
Break

10:15am–11:15am
PART B: The Quality Umbrella

Providing quality health care services is central to the mission, goals, and policies of health centers. The governing board is not only the caretaker and champion of the mission, but is also responsible to adopt and review health care policies, including quality assurance and quality improvement. This session will describe various health center activities that fall under the Quality Umbrella such as the Patient-Centered Medical Home initiative, deeming and credentialing requirements, and partnering with local health systems.

Donald L. Weaver, MD, Associate Medical Officer, NACHC

11:15am – 11:30am
Break
11:30am – 12:30pm  
PART C: Administrative Oversight/Personnel Policies and Procedures  
CBC3

Health center boards are responsible for establishing general policies for the organization. This session addresses the governing board’s oversight responsibilities related to personnel policies and procedures - including staff satisfaction - and policies related to facility standards.

Malvise A. Scott, Senior Vice President, Partnerships and Resource Development, NACHC

12:30pm – 1:30pm  
Lunch on your own

1:30pm – 2:45pm  
PART D: Financial Responsibilities  
CBC4

The governing board is responsible for safeguarding the organization’s assets. This session covers the establishment of financial priorities for the organization, the budget process, internal control policies and procedures, long-range planning, financial statements, and audits.

Mary Hawbecker, CPA, Senior Vice President, Operations and Chief Financial Officer, NACHC

2:00pm – 8:00pm  
Young Professional Leadership Exchange Hackathon  
(Special registration required. Refer to page 29 for event details.)

Sponsored by

Regatta ABC

3:00pm – 5:30pm  
NACHC Board of Directors Meeting

Harbor D
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You need more than technology to face the changes ahead.

Visit the NextGen Healthcare booth #7 for a new perspective and get change management tips you can implement today.

Be agile. Be focused. Be the champion of your Health Center.

Attend our sponsored session:
Payment and Achieving the Quadruple Aim
Tuesday, August 29 at 1:30-3:00pm
## Schedule

**Sunday, August 27, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am – 10:00am</td>
<td>Credentialing</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Registration</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>NACHC NextGen User Group</td>
<td>Harbor EF</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Orientation for New Members and First-Time Attendees</td>
<td>Harbor GH</td>
</tr>
<tr>
<td>10:00am – 12:00pm</td>
<td><strong>NACHC House of Delegates Annual Meeting</strong> (doors open at 9:30am)</td>
<td>Grand Hall</td>
</tr>
<tr>
<td>12:00pm – 6:30pm</td>
<td><strong>EXPO Open</strong></td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>12:15pm – 12:45pm</td>
<td>T3-1 Don’t Spend Another Minute Searching: How to Access Free Patient Education Materials</td>
<td>Seaport Foyer</td>
</tr>
<tr>
<td>12:30pm – 2:00pm</td>
<td>NACHC eClinicalWorks User Group</td>
<td>Harbor EF</td>
</tr>
<tr>
<td>1:30pm – 2:00pm</td>
<td>T3-2 NACHC’s Payment Reform Readiness Assessment Tool</td>
<td>Seaport Foyer</td>
</tr>
<tr>
<td>3:00pm – 5:00pm</td>
<td><strong>Opening General Session</strong></td>
<td>Grand Hall</td>
</tr>
<tr>
<td>5:00pm – 6:30pm</td>
<td><strong>EXPO Opening Reception</strong> <em>Sponsored by Walgreens</em></td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>5:00pm – 6:30pm</td>
<td><strong>Poster Presentations</strong> <em>Sponsored by Blackbaud</em></td>
<td>Harbor Foyer</td>
</tr>
<tr>
<td>5:15pm – 5:45pm</td>
<td>T3-3 Reaching the Quadruple Aim Through NACHC’s New Value Transformation Framework</td>
<td>Seaport Foyer</td>
</tr>
<tr>
<td>6:00pm – 7:00pm</td>
<td>New Member Welcome Reception <em>(Invitation Only)</em></td>
<td>America’s Cup CD</td>
</tr>
<tr>
<td>6:30pm – 7:30pm</td>
<td>National LGBT Primary Care Alliance Reception</td>
<td>Balboa AB</td>
</tr>
<tr>
<td>6:30pm – 8:00pm</td>
<td>Young Professional Leadership Exchange Reception <em>Sponsored by</em></td>
<td>Off-Site: Seasons 52</td>
</tr>
</tbody>
</table>
3:00pm – 5:00pm
OPENING GENERAL SESSION

CGS1
Opening General Session

Welcome

James Luisi
Chair of the Board
National Association of
Community Health Centers

Tom Van Coverden
President and CEO
National Association of
Community Health Centers

Presentation of Awards

2017 Outstanding Achievement Awards

Mary Bufwack, PhD
Chief Executive Officer
Neighborhood Health
Nashville, Tennessee

Irma Cota, MPH
President and Chief Executive Officer
North County Health Services
San Marcos, California

Carol P. Stivers
Board Member
HealthSource of Ohio
Milford, Ohio

2017 NACHC Power Through Partnership Award

CVS Foundation
In recognition of their outstanding commitment to America’s medically undeserved.
Our Congratulations to Irma Cota!

Outstanding Achievement Award Recipient

To say she is a hero is an understatement. Over the past 20 years, Irma Cota has fearlessly served the communities of North County San Diego, and most recently Riverside County championing the mission of NCHS. She gives tirelessly to the principle that healthcare is a right, not a privilege. From growing up in Calexico picking vegetables throughout the summer to now leading a multimillion dollar nonprofit corporation, Irma has never lost sight of the daily struggles the patients of NCHS face day in and day out because they were once hers.

Under her leadership, NCHS has grown to serve nearly 65,000 patients resulting in 292,495 visits in 2016. She has grown the operational budget from $36.20 million to $72.50 million over the past 11 years. In her pursuit to champion healthcare for all, Irma has orchestrated the opening of more than 10 new health centers across NCHS’ service areas providing comprehensive and specialty healthcare services to its communities. Her vision, passion, and unwavering dedication to the underserved have grown NCHS’ workforce to employ 745 total staff, some of which once called NCHS their medical home.

From the boardroom to the health center, your strategic leadership has changed the lives of so many people in North County San Diego and beyond.

Thank You!

nchs-health.org
# Education Sessions

**Sunday, August 27, 2017**

*Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.*

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am – 10:00am</td>
<td>Palm Foyer</td>
<td><strong>Credentialing</strong></td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Palm Foyer</td>
<td><strong>Registration</strong></td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Palm Foyer</td>
<td><strong>Speaker/Exhibitor Check-In</strong></td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Harbor EF</td>
<td><strong>NACHC NextGen User Group</strong></td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Harbor GH</td>
<td><strong>Orientation for New Members and First-Time Attendees</strong></td>
</tr>
<tr>
<td>10:00am – 12:00pm</td>
<td>Grand Hall</td>
<td><strong>NACHC House of Delegates Annual Meeting (doors open at 9:30am)</strong></td>
</tr>
</tbody>
</table>

Be present and cast your vote for the following:

**NACHC Executive Committee**
- Chair Elect
- Speaker of the House
- Treasurer

**NACHC Board of Directors**
- One Clinician Representative
- One Health Center Board Member

NACHC Members are encouraged to meet and visit with all candidates prior to the election. Candidates will be located in the Seaport G Foyer.

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00pm – 6:30pm</td>
<td>Seaport Ballroom</td>
<td><strong>EXPO Open</strong></td>
</tr>
<tr>
<td>12:15pm – 12:45pm</td>
<td>Seaport Foyer</td>
<td><strong>T3 (Timely Thirty-Minute Tip)</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Don’t Spend Another Minute Searching: How to Access Free Patient Education Materials</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Do you want to give your patients free, reliable plain language resources, but don’t know where to easily find them? Attend this session to learn about materials from the federal government. Materials from the Centers for Disease Control and Prevention, the Office of Disease Prevention and Health Promotion, and the Agency for Healthcare Research and Quality will be highlighted. You’ll receive a resource sheet with websites for accessing patient resources on a variety of health issues. Participants will also have an opportunity to see sample campaign videos and take home sample brochures.</td>
</tr>
<tr>
<td>Presenter(s):</td>
<td></td>
<td>Ellen Robinson, MHS, PMP, Director, Information Resources and Outreach, NACHC Richard Allen, ICPS, Health Education Specialist, Office on Smoking and Health, National Center for Chronic Disease and Prevention and Health Promotion, Centers for Disease Control and Prevention</td>
</tr>
</tbody>
</table>

56  |  NACHC 2017 Community Health Institute (CHI) & EXPO  |  #NACHC17CHI
12:30pm – 2:00pm
NACHC eClinicalWorks User Group

3:00pm – 5:00pm
CGS1 Opening General Session
(refer to page 54 for session details)

1:30pm – 2:00pm
T3-2 Seaport Foyer
NACHC’s Payment Reform Readiness Assessment Tool

NACHC, with the assistance of John Snow, Inc., developed the Payment Reform Readiness Assessment Tool in 2014 to assist health centers in the pursuit of cost-effective care by identifying key competency areas needed for successful implementation of a payment reform model. This Payment Reform Readiness Assessment Tool identifies key competency areas needed for successful health center engagement in the most prevalent and emerging payment reform models. It is designed to help health centers assess their current state of readiness, and to identify areas for improvement. The tool is not specific to one payer type or payment reform model. Rather, it is designed to capture core readiness areas that are needed for participation in a variety of payment reform models in use by both public and private payers. This 30-minute session will demonstrate how the tool can be used to put your health center on the path of payment reform and achieving the Quadruple Aim. Finally, presenters will discuss how the data provided by health centers will help drive payment reform efforts in their own states.

Presenter(s):
Luke Ertle, MPH, Program Associate, Public Policy and Research, NACHC

5:00pm – 6:30pm
Seaport Ballroom
EXPO Opening Reception
Sponsored by Walgreens

5:00pm – 6:30pm
Harbor Foyer
Poster Presentations
Sponsored by blackbaud

5:15pm – 5:45pm
T3-3 Seaport Foyer
Reaching the Quadruple Aim Through NACHC’s New Value Transformation Framework

This session showcases NACHC’s new Value Transformation Framework. Learn how the Framework organizes evidence-based strategies for addressing infrastructure, people, and delivery systems to reach the Quadruple Aim goals of:
- improved health outcomes,
- improved patient experiences,
- improved provider experiences, and
- reduced costs.

Learn about the components of the Framework and the ways to apply it in your organization.

Presenter(s):
Cheryl Modica, PhD, MPH, BSN, Director, Quality Center, NACHC
6:00pm – 7:00pm America’s Cup CD
New Member Welcome Reception
(Invitation Only)

6:30pm – 7:30pm Balboa AB
National LGBT Primary Care
Alliance Reception

6:30pm – 8:00pm Off-Site:
Young Professional
Leadership Exchange
Reception

Sponsored by

2017 Leader Sponsors

[Logos]
The following NACHC Awards will be presented during the 2017 Community Health Institute.

Please join us in recognizing the distinguished service and contributions of this year’s recipients.

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**2017 AWARDS OF EXCELLENCE RECIPIENTS**

**John Gilbert Award**

Robert J. Urso, MS, MHA, BSN  
President and Chief Executive Officer  
PCC Community Wellness Center  
Oak Park, IL

**Ethel Bond Memorial Consumer Award**

*John Di Perry*
Immediate Past Board Chair  
Shasta Community Health Center  
Redding, CA

*Sandra Moore, RSW*  
Board Chair  
Iberia Comprehensive Community Health Center  
New Iberia, LA

**Samuel U. Rodgers, MD Achievement Award**

Connie Favreau, RN, BSN  
Director, Project Development/Risk Management  
Shawnee Health Services  
Carterville, IL

**Louis S. Garcia Community/Migrant Health Service Award**

Anita Monoian  
President and Chief Executive Officer  
Yakima Neighborhood Health Services  
Yakima, WA

**Norton Wilson State/Regional Leadership Award**

*Julie Hulstein*  
Executive Director  
Community Health Association of Mountain/Plains States (CHAMPS)  
Denver, CO

*Joseph E. Pierle, MPA*  
Chief Executive Officer  
Missouri Primary Care Association  
Jefferson City, MO

**Jeffrey T. Latman Leadership in Health Care Finance Award**

Annette Ballew, MS, CPA  
Chief Financial Officer  
Heart of Texas Community Health Center  
Waco, TX

**Health Professions Education and Training Award**

Thomas F. Curtin, MD  
Consultant  
Cherry Health  
Grand Rapids, MI

*co-recipients*
## Schedule

**Monday, August 28, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 3:30pm</td>
<td>EXPO Open</td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>7:30am – 4:00pm</td>
<td>Registration</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>7:30am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Palm Foyer</td>
</tr>
<tr>
<td>8:00am – 9:30am</td>
<td>Education Sessions</td>
<td></td>
</tr>
<tr>
<td>9:30am – 10:30am</td>
<td>Dedicated EXPO Time and Refreshment Break in the EXPO Hall</td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>9:45am – 10:15am</td>
<td>T3-4 The NEW UDS Mapper: New look, New Functionality, Plus All Your Favorite UDS Mapper Tools</td>
<td>Seaport Foyer</td>
</tr>
<tr>
<td>10:30am – 12:30pm</td>
<td>General Session</td>
<td>Grand Hall</td>
</tr>
<tr>
<td>12:30pm – 1:30pm</td>
<td>Poster Presentations (continued)</td>
<td>Harbor Foyer</td>
</tr>
<tr>
<td>12:30pm – 1:30pm</td>
<td>Dedicated EXPO Time and Refreshment Break in the EXPO Hall (lunch on your own)</td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>12:45pm – 1:15pm</td>
<td>T3-5 High-Performing Health Centers: Applying Proven Success Principles</td>
<td>Seaport Foyer</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Education Sessions</td>
<td></td>
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<tr>
<td>3:00pm – 3:30pm</td>
<td>Refreshment Break in the EXPO Hall</td>
<td>Seaport Ballroom</td>
</tr>
<tr>
<td>3:30pm – 5:00pm</td>
<td>Education Sessions</td>
<td></td>
</tr>
<tr>
<td>6:00pm – 10:00pm</td>
<td>CHI Theme Party: Uncorked and Uncapped LIVE (refer to page 83 for event details)</td>
<td>Grand Hall</td>
</tr>
</tbody>
</table>

*Sponsored by [California Primary Care Association](#) [BD](#)*
10:30am – 12:30pm
GENERAL SESSION

CGS2  Grand Hall

Presentation of the 2017 NACHC Community Health Care Awards of Excellence

John Gilbert Award
Robert J. Urso, MS, MHA, BSN
President and Chief Executive Officer
PCC Community Wellness Center
Oak Park, IL

Ethel Bond Memorial Consumer Award
*John Di Perry
Immediate Past Board Chair
Shasta Community Health Center
Redding, CA

*Sandra Moore, RSW
Board Chair
Iberia Comprehensive Community Health Center
New Iberia, LA

Samuel U. Rodgers, MD Achievement Award
Connie Favreau, RN, BSN
Director, Project Development/Risk Management
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Chief Financial Officer
Heart of Texas Community Health Center
Waco, TX

Health Professions Education and Training Award
Thomas F. Curtin, MD
Consultant
Cherry Health
Grand Rapids, MI

*co-recipients

#NACHC17CHI
Guest Speaker:

Erik Wahl
Graffiti Artist, Best-Selling Author, and Founder of The Wahl Group

Erik Wahl discovered early in his career, as a partner in a corporate firm, that organizations that encouraged the mental discipline of creativity did better than those that did not put innovation as a priority mission. So, he set out to challenge organizations to change their way of thinking. In the meantime, inspired by street art, Erik also became an acclaimed graffiti artist.

Today as an internationally recognized artist, TED speaker, and bestselling author – Erik delivers the following message: *Disruption is the new normal and organizations must embrace creativity in a wholesale fashion, or risk being left behind. Some organizations will be disrupted while others will choose to be the disruptor. Choose wisely.*

Join us to experience how Erik’s passion for business growth and art converge in a unique and fascinating way that is sure to inspire everyone.
OUR INSIGHTS HELP YOU FOCUS ON CARE.

Providing high quality patient care is your first priority. Helping you achieve that mission is ours. That’s why we study the best practices of over 99,000 providers and share those insights across our network. Because by helping you drive clinical and financial performance, we can make sure you’re able to put your patients first.

76% encounters closed on day of service

28 days in accounts receivable*

72% of our PCMH sites achieved NCQA level 3 in 2016

Visit us at Booth #509 at the 2017 NACHC CHI & Expo and explore our new dental solution

athenahealth
EHR | Revenue Cycle | Care Coordination | Patient Engagement
athenahealth.com/community

* among upper-quartile FQHC clients
Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

7:30am – 3:30pm  Seaport Ballroom
EXPO Open

7:30am – 4:00pm  Palm Foyer
Registration

7:30am – 4:00pm  Palm Foyer
Speaker/Exhibitor Check-In

8:00am – 9:30am  Harbor A
CMA1  Population Health Improvement Projects: Lessons Learned From the Field
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic  Topic: Special Populations

Effective population health management is essential for health centers to flourish in a value-based environment by applying a comprehensive, community-centered approach to improving the health of populations and patients they serve. The aims are to: (1) support CHCs in identifying and engaging an at-risk target population and applying interventions that upgrade processes of care, strengthen local partnerships, and address social determinants; (2) expand population health management capacity to additional patient or community target populations and additional social determinants of health; (3) enhance the potential for sustainability of the interventions, partnerships, and population health capacity; and (4) develop and implement a learning community to share information among grantees and to promote and expand collaboration through information sharing with partners and other audiences. This session will address the strategies, data needs, early process, and outcome improvements in developing and tracking effective population health management in health centers. The audience will hear the lessons learned from RCHN Community Health Foundation and how they utilized their learning community specifically as a performance improvement strategy, with a diverse group of CHCs, that led to specific projects and interventions to produce very favorable outcomes. This session will also provide the payer’s perspective on how demonstrated, effective population health management supports the value equation in both outcomes and payments.

Moderator:
Jennifer Nolty, Director, Innovative Primary Care, PCA and Network Relations, NACHC

Presenter(s):
Feygele Jacobs, DrPH, President and CEO, RCHN Community Health Foundation
David Stevens, MD, FAAFM, Research Professor, Milken Institute School of Public Health, The George Washington University
Jessica Sanchez, RN, FNP, MSN, Vice President, Quality and Operations, Colorado Community Health Network
8:00am – 9:30am
EDUCATION SESSION

CMB1 Harbor BC
Accountable Care Best Practices
CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A basic understanding of new methods of care delivery and a desire to learn more about accountable care efforts across the country.
Topic: Demonstrating Value and Payment

Regardless of whether it is a clinically integrated network, independent practice association (IPA), or a unique funding relationship developed between a payer and a single health center, being accountable for the quality and cost of the care provided will be the determining factor for future health care delivery success. Because there are so many different ways to design a program, there are equally as many strategies to achieve the shared goals. This session will focus on three such strategies, each taking a different approach and focusing on different aspects of accountable care delivery. Presenters will include representatives from: a health center and critical access hospital partnership; a large health center that developed a program focused on cultivating buy-in at every level and focused on patient satisfaction; and a PCA that has developed both an IPA and Medicare Shared Savings Program using external partners.

8:00am – 9:30am
SPECIAL EXHIBITOR SESSION

CMC1 Harbor DF
Financial Strategies to Reduce Grant Dependency
CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A general knowledge of 330 grant requirements.
Topic: Finance

The community health center (CHC) industry is likely facing the reduction of operating grants in the near future. With that reality facing our industry and other financial challenges looming, thoughtful planning and careful preparation is a must to help ensure that there are minimal or no service disruptions. What other financial resources could be utilized to make up the difference? What services, locations, and programs provide much needed margin to the CHC and which ones reduce financial resources? Are other programs such as 340B, Medicare, and Medicaid reimbursement being utilized to their potential? Should the CHC consider out-of-scope programs and services and what implications are there (both regulatory and financial) to that avenue? Thoughts on these questions and more will be explored during this finance session.
Moderator:
Gervean Williams, Director, Health Center Financial Training, NACHC

Presenter(s):
Jeffrey Allen, CPA, Partner, BKD, LLP
Scott Gold, CPA, Partner, BKD, LLP
Catherine Gilpin, CPA, Senior Managing Consultant, BKD, LLP

8:00am – 9:30am
EDUCATION SESSIONS

CMD1 Harbor G
Strategizing Workflow Models to Collect and Respond to Social Determinants of Health Data Using PRAPARE
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Social Determinants

This session will provide an overview of health center-tested workflow models for collecting data on the social determinants of health and responding to needs identified using the national, standardized social determinants of health risk assessment protocol known as PRAPARE. A panel of health center staff, who have used PRAPARE, will present the workflow models that they used, ranging from using clinical staff to non-clinical staff (community health workers, patient navigators, etc.) to integrating it with behavioral health. This session will also introduce strategies to help health centers determine which models will work best in their own clinic’s workflow.

CME1 Harbor H
Laying the Foundation for Improving LGBT Health in Primary Care
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Practice Transformation/Population Health

LGBT patients experience unique social determinants of health related to stigma, laws and policies, demographic factors, and barriers to care and have unique health needs that are often not addressed in primary care. Ten community health centers, from nine states, spent one year laying the foundation for culturally responsible, clinically appropriate primary care for their LGBT patients through the use of two improvement strategies: Project ECHO and a Practice Improvement Collaborative.

Together, these strategies encouraged public health and primary care collaboration, supported integrated service delivery models, created communities of practice, and provided clinical knowledge and practice-based improvement strategies to lay the foundation for improved health outcomes for LGBT patients.

In this session, project partners will describe the structure and execution of the initiative; emerging practices for identifying, engaging, and caring for LGBT patients in community health centers; and key challenges and opportunities. A participant health center will describe their experience leveraging
care teams, health information technology, organizational leadership, and partnerships to improve the systems supporting the care they provide their LGBT patients.

**Presenter(s):**
**Sixto Muñoz, LICSW**, Senior BH Specialist and Coordinator of BH Training, Fenway Health
**Jane Lose, CNM, ANP**, Certified Nurse Midwife and Adult Nurse Practitioner, Jeffco Family Health Services Center, Metro Community Provider Network
**Wanda Montalvo, PhD, RN**, Associate Director, Weitzman Institute

**CMF1 Harbor I**
**Exploring Community-Oriented Primary Care: A.T. Still University and Health Center Partnerships**
CPE: 1.8  CME/CE/Governance: 1.5  Level: Basic  Topic: Student Research Projects

Students at A.T. Still University of Health Sciences are required to conduct community-based research while at a partner health center community campus. Come to this session to show your support and honor these future community healers as they share results of their projects. Learn how you can apply their methods or replicate their programs in your health center.

Health center campuses where these students conducted their research include: North Country HealthCare, Flagstaff, AZ; Beaufort Jasper Hampton Comprehensive Health Services, Ridgeland, SC; Family Health Centers at NYU Langone, Brooklyn, NY; ATSU Missouri School of Dentistry and Oral Health, Kirksville, MO; and Northwest Regional PCA, Multnomah County North Portland Health Center, Portland, OR.

**CMG1 Coronado AB**
**Plan Now for the Future: Succession Planning Tools and Tips for Boards and Health Center Teams**
CPE: 1.8  CME/CE/Governance: 1.5  Level: Basic  Topic: Workforce

In this session, participants will review the basic components of multi-level succession planning and receive tools and templates to apply within their health center setting. Learn from the experiences of health center professionals who have integrated succession planning activities into daily operations, from the perspective of a CHC board member, executive, and training and TA provider. The session will include time for peer-to-peer discussion.

**Moderator:**
**Kathy Grant-Davis**, Consultant, Emeritus Group, Southeastern Virginia Health System

**Presenter(s):**
**E. Roberta Ryder**, President and CEO, National Center for Farmworker Health, Inc.
**John Price**, Chair, Golden Valley Health Centers
**Vincent A. Keane**, President and CEO, Unity Health Care, Inc.

**Peer Expert(s):**
**Jack Cradock**, Emeritus Group/Former CEO, East Boston Neighborhood Health Center
**Tony Weber**, Chief Executive Officer, Golden Valley Health Center
**CMH1**  
**Coronado C (C-E)**  
**Using Mentors to Engage Consumer Board Members**

CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Intermediate  
Prerequisite(s): An understanding of the board-building cycle; and an awareness of personal leadership style and its impact on the work of the board.

**Topic:** Board

Mentoring is a relationship in which a more experienced person supports and encourages a less experienced person to maximize their potential, develop their skills, and improve their performance to become the person they want to be. In effective health center governance, the voice of consumer board members is essential to assure the center is responding to community needs and providing patient-centered care. Yet, recruiting and retaining consumer board members can be a challenge for health centers. In this session, participants will learn about developing and monitoring a mentor program to support and encourage participation of consumer board members. In addition, participants will hear lessons learned from fellow health center board members who serve as mentors.

**Presenter(s):**  
**Kimberly McNally, MN, RN, BCC,** President, McNally & Associates  
**David Brown,** Board Chair, Family Medical Center of Michigan, Inc.  
**Hiroshi Nakano,** Board Member, International Community Health Services

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**CMJ1**  
**America’s Cup**

**NIMAA - Creating an Advanced Medical Assistant Workforce to Promote the Transformation of Health Care Through On-Site Education and Employee Upskilling**

CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Intermediate  
Prerequisite(s): A knowledge of systems, operations, finance, impact to productivity, and retention/recruitment issues.

**Topic:** Workforce

With today’s growing emphasis on team-based care and holistic treatment, the role of the medical assistant is expanding and increasing in importance. The ability to hire medical assistants trained to support exceptional team-based primary care is a challenge for practices. Health centers typically hire directly from the communities they serve and are often tasked with filling in the gaps of work-ready skills. These hiring challenges make it difficult to ensure that medical assistants have the skills necessary to perform in the team-based care setting.

Be a part of the transformation! The National Institute for Medical Assistant Advancement (NIMAA), created by Community Health Center, Inc. and Salud Family Health Centers, designed a rigorous transformation of care curriculum that teaches and trains medical assistants on the floors of the community health center. Join us to explore the benefits of becoming a NIMAA Host Clinic and teaching institution. Learn how your teams can gain skills and knowledge by hosting a NIMAA student. See the return on investment for training costs and upskilling employees and how to begin the steps to grow a sustainable pool of hiring candidates. NIMAA: an affordable resource for a medical career pathway in your community.
Presenter(s):
Teri Brogdon, MEd, Education and Training Design Director, Salud Family Health Centers and Colorado School Director, NIMAA
Tillman Farley, MD, Chief Medical Officer, Salud Family Health Centers

CMK1 Regatta
Transforming Care: Using Cancer Screening Strategies to Build a Transformation Approach
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Practice Transformation/Population Health

This session will highlight efforts taking place, in eight health centers across two states, to advance both colorectal and cervical cancer screening within a systems transformation approach. The project focuses on colorectal and cervical cancer screening, as well as hypertension, diabetes, obesity, and depression, all of which are important clinical priorities for health centers and HRSA and reported to the Uniform Data System (UDS). The project’s systems transformation approach is based on the Value Transformation Framework developed by NACHC’s Quality Center. The Framework organizes the evidence-base and strategies for addressing infrastructure, people, and delivery systems to reach the Quadruple Aim goals of: improved health outcomes, improved patient experiences, improved provider experiences, and reduced costs.

Moderator:
Cheryl Modica, PhD, MPH, BSN, Director, Quality Center, NACHC

Presenter(s):
Jay Floyd, MD, Medical Director, Coastal Community Health Services
James Hotz, MD, Clinical Services Director, Albany Area Primary Health Care
Kimberly Smith, MSN, RN, Nurse Care Manager, Primary Health Care
Brenda Keller, RN, Director of Quality, Community Health Centers of Southeastern Iowa

CMK1 Grand Hall
Operational Site Visits 101: Lessons Learned and Promising Practices From the Field
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Health Center Operations

The Health Center Program Requirements provide Federally Qualified Community Health Centers - both 330-funded grantees and Look-Alikes - with a valuable framework and floor on which they can build and enhance their operations. HRSA conducts regular oversight of health centers through Operational Site Visits (OSVs). The OSV provides health centers with an important opportunity to strategically examine and assess their delivery of services, management and finance, governance structure, and how they conduct needs assessments.

This session will provide participants with an overview of how health centers can utilize the OSV preparation process to significantly improve clinical and operational performance. Speakers include leaders from health centers that engaged in a robust internal review process ahead of their OSV. Speakers will share lessons learned from engaging in this process and promising practices for using this process to strategically assess areas in need of greater oversight or improvement. Learn about key trends and patterns that emerge in OSVs and how these can translate
into becoming higher performing, innovative providers of comprehensive primary health care services.

Presenter(s):
**Ana Taras, MPH**, Chief of Strategic Development, William F. Ryan Community Health Network

**Lorraine Estradas, RN, MPH**, Chief Executive Officer, Arroyo Vista Family Health Center

**Marcie H. Zakheim, Esq.**, Partner, Feldesman Tucker Leifer Fidell LLP

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9:45am – 10:15am  
**T3-4**  
Seaport Foyer  
The NEW UDS Mapper: New look, New Functionality, Plus All Your Favorite UDS Mapper Tools

The UDS Mapper first launched in 2010 and quickly became a vital tool for strategic growth, outreach and enrollment, and assessing population health for health centers. In 2017, the UDS Mapper underwent a facelift and is now included on a more robust, secure, visually pleasing platform. This new version of the UDS Mapper is built on JavaScript, meaning it is more readily accessible on all Apple products and other mobile devices. In the transition, we enhanced the existing functionality and added new tools that will soon become favorites, including the ability to save your map! Attend this session to learn about the changes and see the UDS Mapper in action. The presenter will highlight where to find the tools and functionality that you are used to accessing. The presentation will also include a demonstration of how to use the newest tools.

Presenter(s):
**Jennifer L. Rankin, PhD**, Senior Manager, Research and Product Services, HealthLandscape

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This icon designates sessions audiotaped with presentations for the MyNACHC Learning Center (MyNACHC).
10:30am – 12:30pm  Grand Hall
CGS2  GENERAL SESSION
(refer to page 62 for session details)

12:30pm – 1:30pm  Seaport
Dedicated EXPO Time  Ballroom
(Refreshment Break in the EXPO Hall and lunch on your own)

12:30pm – 1:30pm  Harbor Foyer
Poster Presentations (continued)
Sponsored by blackbaud®

12:45pm – 1:15pm  Seaport Foyer
T3-5  (Timely Thirty-Minute Tip)
High-Performing Health Centers: Applying Proven Success Principles
Based on the recently published book, The Secrets to Managing a High-Performing Health Center: Based on the Success Principles of Napoleon Hill, the presenter will share a set of standards gathered by Hill in which he interviewed over 500 successful businessmen in the early 1900s. They are as applicable today as they were then.
Presenter(s): David Brown, Board Chair, Family Medical Center of Michigan, Inc.

1:30pm – 3:00pm  Harbor A
EDUCATION SESSIONS

CMA2  Harbor A
FQHC From the Financial Perspective
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A general knowledge of the Medicaid PPS rate.
Topic: Finance
The FQHC Prospective Payment System, which is cost-based and volume-driven, does not appear to be consistent with the Quadruple Aim and national health care goals. Health centers in several states are looking at new models of payment that focus on population health and outcomes. This session will discuss the goals, structures, and implementation considerations of FQHC alternative payment methodologies (APMs) around the country, as well as other innovative payment systems.
Presenter: Curt Degenfelder, President, Curt Degenfelder Consulting, Inc.

CMC2  Harbor DF
Refugee, Immigrant, and Migrant Health: Shared Public Health and Primary Care Priorities
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Special Populations
This session will address both clinical and policy issues involved in caring for immigrant, refugee, and migrant patients in health centers. Learn from Centers for Disease Control and Prevention (CDC) experts about how primary care clinicians in the U.S. can access overseas vaccination records for their refugee patients and about CDC resources aimed at improving the health of refugees and preventing disease. An attorney with
the National Immigration Law Center will highlight important policy developments that health center providers and their patients should be aware of. There will be ample time for discussion.

**Moderator:**
**Elizabeth Oseguera**, Senior Policy Analyst, California Health+ Advocates

**Presenter(s):**
**Gabrielle Lessard, Esq.**, Senior Policy Attorney, National Immigration Law Center  
**Deborah Lee, MPH**, Epidemiologist, Division of Global Migration and Quarantine, Centers for Disease Control and Prevention

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**CMD2** Harbor G

**The FTCA Program: The Future Is Now**

CPE: 1.8  CME/CE/Governance: 1.5  
Level: Basic  
Topic: Federal Policy

From deeming to claims, ensuring that your health center maintains its Federal Tort Claims Act (FTCA) coverage has never been more challenging. Maintaining FTCA coverage is not easy. The new deeming requirements; involvement of various agencies including HRSA, the Office of the General Counsel, and the Department of Justice; and the increased accountability and responsibility mean that health centers need to pay the closest attention ever to the elements of their FTCA program and claims.

In this session, trusted and experienced health center attorneys will discuss the complex multitude of risks in FTCA coverage for health centers. The risks range from being related to their applications and participation, either deeming or redeeming, in the FTCA program, including the new possibility that 330 grant conditions may preclude health centers from receiving their FTCA deeming, to common concerns around the complex set of rules on which FTCA coverage is based. The speakers will also provide information and answer questions about the most up-to-date FTCA “hot topics” that health centers across the country face in the ever-changing health care environment, including adding volunteers to your FTCA coverage.

**Moderator:**
**Vincent A. Keane**, President and CEO, Unity Health Care, Inc.

**Presenter(s):**
**Martin J. Bree, JD**, Of Counsel, Feldesman Tucker Leifer Fidell LLP  
**Molly S. Evans, JD**, Partner, Feldesman Tucker Leifer Fidell LLP  
**Matthew S. Freedus, JD**, Partner, Feldesman Tucker Leifer Fidell LLP

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**CME2** Harbor H

**Health Centers and Family Planning: Now and in the Next Five Years**

CPE: 1.8  CME/CE/Governance: 1.5  
Level: Basic  
Topic: Population Health

Health centers’ role in and contributions to preventive women’s health and family planning has been significant. This session will spotlight recent vanguard family planning activities, including results of a George Washington University/Kaiser Family Foundation national survey of family planning in health centers; an LGBTQIA Technical Expert Panel convened by the U.S. Office of Population Affairs; a model used in Colorado that reduced teen pregnancy by 40 percent; and new recommendations for the National Quality Forum (NQF) and e-measures. A look at practice, policy, provider engagement as well as local issues related to organizational culture and support will be provided.
MONDAY, AUGUST 28, continued

Moderator:
Lucy W. Loomis, MD, MSPH, FAAFP, Director of Family Medicine, Denver Health

Presenter(s):
Susan B. Moskosky, MS, WHNP-BC, Deputy Director, Office of Populations Affairs, Office of the Assistant Secretary for Health/U.S. Department of Health & Human Services
Julia Strasser, MPH, DrPH(c), Doctoral Candidate and Senior Research Associate, Department of Health Policy, Milken Institute School of Public Health, The George Washington University
Jane Lose, CNM, ANP, Certified Nurse Midwife and Adult Nurse Practitioner, Jeffco Family Health Services Center, Metro Community Provider Network
Brittni Frederiksen, MPH, PhD, Health Scientist, Office of Populations Affairs, Office of the Assistant Secretary for Health/U.S. Department of Health & Human Services
Jody Camp, MPH, Colorado Title X State Director, Colorado Department of Public Health and Environment

CMF2 Harbor I
Hepatitis C - The New Epidemic: Emerging Models and Promising Practices in Combatting a Silent Disease
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Practice Transformation/Population Health

In the United States, deaths caused by hepatitis C have now surpassed most blood-borne infectious diseases, including HIV. With health centers caring for over 24 million patients, they are at the frontline of this epidemic, carrying the burden of screening, linking, and treating the most vulnerable populations. To make matters worse, the rise of opioid abuse in the U.S. could have catastrophic implications on the spread of the virus. This session will focus on three different topics: Health Information Technology and Moving Patients Through the Hepatitis C Care Cascade, Primary Care-Public Health Partnerships, and 340B Utilization in a Health Center Setting. Each topic will offer exciting emerging models and practices that address the rise of hepatitis C infections within this country.

Presenter(s):
Ned Mossman, MPH, Program Manager, Value-Based Care and Social Determinants of Health, OCHIN, Inc.
Felicity Homsted, PharmD, BCPS, Chief Pharmacy Officer, Penobscot Community Health Care
Rachel McLean, MPH, Chief, Office of Viral Hepatitis Prevention-STD Control Branch, California Department of Public Health
Claudia Vellozzi, MD, MPH, Chief, Prevention Branch, Division of Viral Hepatitis National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention, Centers for Disease Control and Prevention
Melissa Collier, MD, MPH, Team Lead, Division of Viral Hepatitis, Centers for Disease Control and Prevention

This icon designates sessions audiotaped with presentations for the MyNACHC Learning Center (MyNACHC).
1:30pm – 3:00pm

**YOUNG PROFESSIONAL TRACK**

**CMG2**

**Coronado AB**

**Learning From the Pros: Advocacy Best Practices**

- **CPE**: 1.8
- **Level**: Basic
- **Topic**: Advocacy

During this session, panelists will share a diverse set of advocacy best practices, currently working on the ground at the health center and PCA level, to grow the health center advocacy network and drive increased engagement, achieve ACE/HACE status, effectively leverage social media for advocacy, cultivate relationships with key influencers, and more.

**Presenter(s):**

- **Kenny McMorris, MPA, FACHE, CHCEF**, Chief Executive Officer, Charles Drew Health Center, Inc.
- **Dorian Wanzer, MPA**, Grassroots Advocacy Manager, Outreach and Communications, NACHC
- **Chris Rodgers, MBA, MPA**, Board Member, Charles Drew Health Center, Inc.
- **Ryan Sinitiere**, Marketing and Community Development Coordinator, Louisiana Primary Care Association

**1:30pm – 3:00pm**

**EDUCATION SESSIONS**

**CMH2**

**Coronado C (C-E)**

**Understanding Risk and Attribution**

- **CPE**: 1.8
- **Level**: Basic
- **Topic**: Demonstrating Value and Payment

The various value-based payment models present a significant opportunity for health centers to increase revenues and demonstrate their value. However, these opportunities increase risk health center leaders need to recognize and understand how to navigate. This session will discuss the legal, financial, and operational aspects of risk; the importance of risk in value-based payment models; and strategies health centers can use when approaching these contracts. As part of this session, panelists will discuss how attribution, the process of assigning patients to a primary care physician in a population health program, is an essential element of risk when considering new care delivery and payment methodologies.

**Moderator:**

- **Jennifer Nolty**, Director, Innovative Primary Care, PCA and Network Relations, NACHC

**Presenter(s):**

- **Gervean Williams**, Director, Health Center Financial Training, NACHC
- **Adam Falcone, Esq., MPH**, Partner, Feldesman Tucker Leifer Fidell LLP
- **Arleatha Nichols**, Market Manager, Collaborative Health Systems
CMJ2  America’s Cup
Innovation and Philanthropic Funding: Practical Strategies for Expanding Health Center Funding Streams
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A working knowledge of a health center’s funding streams and how it manages grants.
Topic: Fundraising/Development

Rapid changes in population health and health care policy mean that new, flexible, and creative ideas are more important than ever before, particularly for vulnerable communities. Yet resources to advance new ideas and experiment with new models of care can be elusive and uncertain. Within this gap between opportunity and uncertainty, private philanthropy plays a key role. Community health centers can benefit from philanthropic funding, including local, regional, and national organizations, foundations, corporations, and other nonprofits with an interest in community health, to build programs that may not qualify for federal reimbursement. Grant funding — private and public — provides opportunities for health centers to increase revenue coming into their organization.

Grants should complement existing resources and not create unnecessary burdens on already-leveraged resources. Presenters will focus on the fact that although grants — private and public — are important to a health center, they may not always be the panacea to save a program or start a new one.

This session will serve as a guide to analyze opportunities to ensure that grants benefit your health center, and do not become burdensome. Attendees will learn proven strategies that work such as mapping health center funding priorities, identifying aligned funding partners, creating internal grant review teams, and establishing ‘post-award’ policies for tracking and reporting. Finally, attendees should consider the role innovation plays in community health and how outside funders may look at the efforts of health centers.

Moderator:
Jason Patnosh, Associate Vice President, Partnership and Resource Development, NACHC

Presenter(s):
Damon Taagher, Director, U.S. Programs, Direct Relief
Kim Schwartz, Chief Executive Officer, Roanoke Chowan Community Health Center
Beth Short, Director of Marketing and Development, Greater Lawrence Family Health Center
Richard Napolitano, Jr., MS, Senior Vice President, External Relations/Chief Development Officer, Greater Lawrence Family Health Center

CMK2  Regatta
Patient-Centered Medical Home: Insights and Updates From Three National Accreditation/Recognition Organizations
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Practice Transformation

This session will provide the latest updates from the three national patient-centered medical home (PCMH) organizations recognized by HRSA through its Accreditation and Patient-Centered Medical Home Recognition Initiative, which has as its priority to support health centers to achieve national quality standards and ongoing quality improvement. Speakers from the National Committee for Quality Assurance (NCQA), The Joint Commission (TJC), and the Accreditation Association of Ambulatory Healthcare (AAAHC) will discuss their PCMH recognition/
accreditation programs: new and existing programs, benefits and challenges, start-up and maintenance, and guidance around top risks and stumbling blocks.

Moderator:
Cheryl Modica, PhD, MPH, BSN, Director, Quality Center, NACHC

Presenter(s):
Joyce Webb, RN, MBA, Project Director, Department of Standards and Survey Methods and Project Lead, PCMH Initiative, The Joint Commission
William Tulloch, MA, PCMH CCE, Director, Government Recognition Initiatives, National Committee for Quality Assurance
Mona Sweeney, RN, BSN, Assistant Director, Primary Care, Accreditation Association of Ambulatory Health Care

1:30pm – 4:30pm LEARNING LAB

CMB2 Harbor BC
Operational Site Visits 201
CPE: 3.6  CME/CE/Governance: 3.0
Level: Basic
Topic: Health Center Operations

Limited to 50 participants.

HRSA’s Operational Site Visits (OSVs) are conducted to assess a Federally Qualified Health Center’s compliance with the 19 Health Center Program requirements. While these program requirements are critical to a health center’s success, they ultimately provide health centers with a foundation on which they can build high-performing, operationally excellent organizations.

This learning lab provides an in-depth look into the HRSA Operational Site Visit. OSV reviewers and a legal expert will offer their perspectives and insights on performance improvement as a result of OSV trends. Each presenter will describe how high-performing health centers prepare and execute the OSV, and how the preparation process provides a strategic opportunity for health centers to strengthen and improve their overall operations. Presenters include a clinical reviewer, fiscal reviewer, governance and administrative reviewer, and legal expert. The presenters will address the four major areas under review during OSVs - services, management and finance, governance, and need - and discuss promising practices observed at high-performing centers. Time will be reserved for table discussions with both the reviewers and peers from other health centers.

Presenter(s):
Michelle Layton, BSN, MBA, Managing Director, Infidium Healthcare Solutions, LLC
Jennifer Genua-McDaniel, Chief Executive Officer, Genua Consulting, LLC
Marcie H. Zakheim, Esq., Partner, Feldesman Tucker Leifer Fidell LLP
Renee Filson, Principal, Fiscal Solutions, Inc.

3:00pm – 3:30pm Seaport Ballroom
Refreshment Break in the EXPO Hall
WELCOME TO OUR HOMETOWN!

CNECT is a leading group purchasing organization working on behalf of community health centers across the country since 1979. Stop by our booth today to learn more about our robust savings portfolio and how you can begin to drive operational efficiencies at your own health center.

COME VISIT US AT BOOTH #615

ENTER TO WIN A $100 VISA GIFT CARD!
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www.cnectgpo.com
3:30pm – 5:00pm
EDUCATION SESSION

CMA3 Harbor A
Providing Essential Health Services to Veterans

CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A general knowledge of the “Veterans Access to Care Through Choice, Accountability and Transparency Act,” aka “Choice Act” of 2014; a working knowledge of the Veterans Choice Program; and experience as a health center board member or senior manager.
Topic: Special Populations

Since enacted in August of 2014, the Veterans Access, Choice and Accountability Act (“Choice Act”) has expanded options for how veterans enrolled for health care with the VA can choose to access health care in their communities. The Choice Act opened the door for health centers to serve more veterans in their communities and strengthen partnerships with both local VA facilities and veteran non-profit organizations in the community. Since becoming law, the Choice Act has been refined and updated to simplify processes and better meet the needs of veterans.

The extension of the Choice Act beyond August 7, 2017, provides time for congressional and VA leadership to work on further needed changes to this act. Of interest to health centers is the notion of an expanded and improved community provider program. Earlier efforts in this area have named health centers as “core” community providers in any expanded community care partnership arrangements. This session will provide an update on the Choice program and other VHA programs directed at providing veterans care within their communities; detail resources and strategies aimed at increasing veteran community care; and highlight health centers that are connecting, engaging, and serving veterans within their communities.

Moderator:
Richard Bohrer, Consultant, Network Relations, NACHC

Presenter(s):
Kameron Matthews, MD, JD, Deputy Executive Director, Provider Relations and Services, Office of Community Care Delivery Operations, Veterans Health Administration
Regan Crump, MSN, DrPH, Assistant Deputy Under Secretary for Health, Policy and Planning, Veterans Health Administration
Greg Nycz, Executive Director, Family Health Center of Marshfield
Graham Rae, MBA, MEd, Chief Financial Officer, Indian Stream Health Center
3:30pm – 5:00pm

SPECIAL EXHIBITOR SESSION

CMD3 Harbor G

**The Use of Social Determinants of Health and Analytics to Maximize Alternative Payment Model Programs**

CPE: 1.8  CME/CE/Governance: 1.5

Level: Basic

Topic: Social Determinants

Emerging alternative payment models (APMs) and accountable care organization (ACO) models increasingly require accurate social determinant of health (SDH) and community resource information. Infrastructure and processes are required to collect and aggregate patient and community-level SDH data, and efficiently utilize it to connect patients to the right community services, evaluate risk, transform care, and maximize new payment models. In OCHIN’s network, health centers have been using the Protocol for Responding to and Assessing Patients’ Assets, Risks, and Experiences (PRAPARE) tool developed by NACHC, the Association of Asian Pacific Community Health Organizations, the Oregon Primary Care Association, and the Institute for Alternative Futures to collect and respond to SDH data. Presenters will share lessons learned on aggregating data across OCHIN’s member health centers and analyzing that data to inform care transformation and APMs.

**Presenter(s):**

Ned Mossman, MPH, Quality Improvement Advisor and APM Program Manager, OCHIN, Inc.

Kersten Burns Lausch, MPP, Deputy Director, State Affairs, NACHC

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This icon designates sessions audiotaped with presentations for the **MyNACHC Learning Center (MyNACHC).**
3:30pm – 5:00pm
EDUCATION SESSIONS

**CMF3**

**Harbor I**

**Effecting Change Through the Use of Motivational Interviewing**

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Behavioral Health

Motivational interviewing (MI) is a counseling method for enhancing an individual’s internal motivation for positive behavior change through exploring and resolving ambivalence. With this approach, patients are effectively engaged in a discussion about their problematic behavior, typically stemming from behavioral health and other medical and psychological conditions. In this session, attendees will learn that by employing a person-centered counseling style, care providers at all levels can improve communication with patients, more effectively explore and address problematic behaviors, improve patients’ medical and psychological health, and reduce their own work stress. This course is intended for individuals with a beginning or intermediate MI skill level.

*Moderator:*

**Ellen Robinson, MHS, PMP**, Director, Information Resources and Outreach, NACHC

*Presenter(s):*

**Andrew Kurtz, MA, LMFT**, Clinical Specialist, UCLA Integrated Substance Abuse Programs, Pacific Southwest Addiction Technology Transfer Center

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**CMG3**

**Coronado AB**

**NIH’s All of Us Research Program FQHC Pilot: Bringing Precision Medicine Research to the Safety-Net Community**

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Precision Medicine

The National Institutes of Health’s (NIH’s) *All of Us (AoU)* Research Program is a nationwide effort to gather health data from one million or more participants reflecting the nation’s diversity, with a goal of generating a platform for biomedical research to improve health. Participants will contribute physical measurements, biospecimens, survey responses, and EHR data. *AoU* is initially recruiting participants in health care provider organizations (HPOs) and direct volunteer sites across the country. In preparation for expanding this program within the safety-net community, including Federally Qualified Health Centers (FQHCs), *AoU* is piloting the implementation of this research protocol in six FQHCs.

This “study within a study” is exploring and testing the implementation of the *AoU* research protocol within an FQHC setting and within the diverse communities they serve. The FQHC pilot will generate lessons learned and provide recommendations to scale-up participation to other FQHCs. Pilot FQHC sites, including Centro de Salud de la Comunidad San Ysidro (CA), Community Health Center, Inc. (CT), Central Mississippi Civic Improvement Association (MS), Hudson River Health Care (NY), Eau Claire Cooperative Health Center (SC), and Cherokee Health Systems (WV), will be on hand to share their experiences.

*Moderator:*

**Jason Patnosh**, Associate Vice President, Partnership and Resource Development, NACHC
**CMH3** ‣ Coronado C (C-E)

**340B Medicaid Pharmacy Reimbursement: Trends, Risks, and Opportunities for the Health Center C-Suite**

CPE: 1.8  CME/CE/Governance: 1.5  Level: Intermediate  
Prerequisite(s): A working knowledge of the 340B Drug Discount Program.  
Topic: Federal Policy

In order to comply with the CMS Covered Outpatient Drug Rule, states have implemented a variety of strategies to establishing 340B Medicaid policy through state plan amendments (SPAs). This session will provide an overview of the approaches states have taken that impact health centers, the trends nationally that have emerged, and both long- and short-term anticipated consequences. Pharmacy leadership from health centers will describe their experience working with Medicaid on 340B policies, as well as the risks and opportunities they have encountered. Presenters will focus on the unique experiences of health centers, based upon lessons learned in this emerging area.

*Presenter(s):*

**Michael Banyas, LCDR**, Public Health Analyst, National Institutes for Health-Precision Medicine Initiative  
**Joan Grand, RN, MSN**, Principal Health Care Consultant, The MITRE Corporation

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**CMJ3** ‣ America’s Cup

**Best Practices in Engaging the Media on Hot-Button Issues**

CPE: 1.8  CME/CE/Governance: 1.5  Level: Basic  
Topic: Health Center Operations

In today’s polarized political climate, the news media are increasingly focused on health care and proposals that will impact the future operations of community health centers. Health centers and associations are already fielding questions from reporters about the repeal of the Affordable Care Act, proposals to block Medicaid, and immigration-related policy actions. This session will review and share best practices from the field when engaging media on these and other hot-button topics.

*Presenter(s):*

**Katheryne Richardson, PharmD**, Associate Vice President, 340B Compliance, Apexus|340B Prime Vendor Program  
**Sue Veer, MBA, CMPE**, Chief Executive Officer, Carolina Health Centers, Inc.

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**CMK3** ‣ Regatta

**La defensa de los centros de salud: cómo ser un campeón para la salud comunitaria**

CPE: 1.8  CME/CE/Governance: 1.5  Level: Basic  
Topic: Advocacy

En un mundo de cambios políticos constantes, financiamiento incierto y para mejorar el entendimiento de los factores sociales que afectan la salud. Hoy es más importante que nunca, que usted, como un defensor de los centros de salud de su comunidad tenga los instrumentos y recursos necesarios para ser un campeón para su centro de salud. Esta sesión cubrirá los principios básicos de la defensa y los nuevos recursos de la Red de Defensores de los Centros de Salud y lo que
usted puede hacer para apoyar a su centro de salud. En la segunda parte, aprenderá las estrategias para desarrollar y motivar a la base de defensores comunitarios en su comunidad incluyendo el uso de las redes sociales y la colección de cuentos diseñados para atraer la atención a temas importantes. En esta sesión obtendrá un plan para organizar y movilizar a su comunidad, y pasar a la acción de apoyo a los centros de salud y la salud en su comunidad.

Presenter(s): Alexandra Harris, MSPH, Deputy Director for National Advocacy, NACHC

3:30pm – 5:30pm
EDUCATION SESSION

CME3 Harbor H
Collecting SO/GI Data: Lessons Learned and Next Steps for Using Data to Support LGBT Patients
CPE: 2.4  CME/CE/Governance: 2.0
Level: Basic
Topic: HIT/Population Health

The UDS 2016 requirement to report sexual orientation and gender identity (SO/GI) data inspired health centers to collect this information from patients for the first time. In order to implement systems to collect this demographic data, many health centers learned that they needed to educate patients on the “why” of sharing this personal information; engage staff in understanding why care teams need to understand a patient’s sexual orientation and gender identity; educate the health care organization about what factors may impact a lesbian, gay, bisexual, and/or transgender patient’s quality of care and experience of care; and use quality improvement methods to develop systems incorporating workforce skills and responsibilities and HIT fields and forms to collect, report, and begin to use SO/GI data to improve patient care. In this two-hour session, experts from the field will share promising practices for collecting SO/GI data and then lead a discussion about outstanding challenges and next steps for use of SO/GI data.

Moderator:
Alex Keuroghlian, MD, MPH, Director of Education and Training Programs, The Fenway Institute

Presenter(s):
Chris Grasso, MPH, Associate Director for Informatics and Data Services, The Fenway Institute
Andrew Cronyn, MD, Pediatrician, El Rio Community Health Center
Robin Tenenbaum, MBA, IT Director, El Rio Community Health Center
Luis R. Garza, MD, Chief Medical Officer, Project Vida Health Center
Aida Ponce, Chief Outreach/Wellness Officer, Project Vida Health Center

CHI Theme Party: Uncorked and Uncapped LIVE
6:00pm – 10:00pm
Grand Hall

Experience San Diego’s local wines, craft beers, and LIVE Music
Happy Hours: 6:00pm – 10:00pm
This LIVE event is created for YOU to connect with a community of inspiring friends, while engaging in unique experiences and making memories.

We have it all...the only thing missing is YOU!

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CHI Conference Program sponsored by BD
NACHC 2017 Community Health Institute (CHI) & EXPO
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As the contract pharmacy market leader, Walgreens 340B Complete® delivers:

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Further your organization’s mission with Walgreens 340B Complete.

Visit us at booth 215.
Tuesday, August 29
OCHIN provides hosted EHR, data analytics, research, and professional services for community health centers, including:

- Billing
- Compliance & Security
- Consulting
- HIE & APM Support
- Networking & Broadband Services
- Practice Coaches
- Staff Augmentation
- Telehealth
- Workflow Engineers

Please visit us in **Booth #6** and join us for **Happy Hour on Monday from 5:00–6:00 pm**
## Schedule

**Tuesday, August 29, 2017**

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<td>Registration</td>
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<td>Speaker/Exhibitor Check-In</td>
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<td>10:00am–10:30am</td>
<td>Refreshment Break in the EXPO Hall</td>
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<td><strong>10:30am – 12:30pm</strong></td>
<td><strong>General Session: Federal Update</strong></td>
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<td>12:30pm – 1:30pm</td>
<td>Lunch on your own</td>
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<td>1:30pm – 3:00pm</td>
<td>Education Sessions</td>
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<td>3:30pm – 5:30pm</td>
<td>PCA Emergency Management Advisory Coalition Meeting</td>
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**Need Help?**

We want to ensure that your attendance at this conference is an enjoyable experience. If we can be of any assistance, please call on any member of the Meetings Team.

Mary Hawbecker  
Senior Vice President,  
NACHC Operations and Chief Financial Officer

Cynthia J. Gady  
Associate Vice President

Tricia Fleisher Willhide, CMP, CEM  
Deputy Director

Narine Hovnanian  
Meetings Manager

Helene Slavin  
Meetings Associate
10:30am – 12:30pm
GENERAL SESSION

CGS3  ▶
General Session: Federal Update

Jim Macrae, MA, MPP
Associate Administrator
Bureau of Primary Health Care
Health Resources and Services Administration
U.S. Department of Health and Human Services

Announcement of Best Poster Awards winners in the categories of Research and Innovation.

Helping Expand Community Health Services to an Aging Population

- Financing from $1 million to $5 million through our Age Strong fund
- Specialized loans for FQHCs & PACE organizations serving a 50+ population
- Supporting policy change & adoption of innovative practices

Questions? Visit our team at Booth #114 or contact iwiesner@capitalimpact.org
Education Sessions
Tuesday, August 29

Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

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8:00am – 10:00am Education Session

**CTuH1**
**Coronado C (C-E)**
**Setting the Bar: Legal Approaches to Health Center Board Compliance** *(formerly At the Bar for Board Members)*

*CPE: 2.4  CME/CE/Governance: 2.0  Level: Advanced*

Prerequisite(s): An understanding of the board’s legal authority and responsibilities to monitor and assure compliance with applicable local, state, and federal laws, rules, and requirements.

Topic: Board

Members of health center boards of directors have a legal duty under Section 330 of the Public Health Service Act (the law creating the Health Center Program) and other federal health care laws to assure that the health center complies with all applicable laws and regulations. Congress has significantly increased penalties for non-compliance and federal agencies, including the Justice Department and the Internal Revenue Service, have stepped up their oversight activities. Speakers will discuss areas of potential liability under federal health care and tax laws and explain the board’s role in reducing the risk of violations, including the important role that an effective corporate compliance program plays in protecting the board and the health center.

Presenter(s):
- Jacqueline C. Leifer, Esq., Senior Partner, Feldesman Tucker Leifer Fidell LLP
- Michael Glomb, Esq., Partner, Feldesman Tucker Leifer Fidell LLP
- Matthew S. Freedus, JD, Partner, Feldesman Tucker Leifer Fidell LLP

8:30am – 10:00am EDUCATION SESSION

**CTuA1**
**Harbor A**
**Visit Planning Care Team Transformation to Achieve the Quadruple Aim**

*CPE: 1.8  CME/CE/Governance: 1.5  Level: Intermediate*

Prerequisite(s): A working knowledge of value-based care delivery systems, data analytic and/or EHR systems; and experience working with FQHCs, PCAs, and/or HCCNs.

Topic: Demonstrating Value and Payment

The Community Health Care Association of New York State (CHCANYS) piloted a patient-centered care team transformation project with 11 Federally Qualified Health Centers over a two-year period with funding from the CDC and the New York State Department of Health. Through implementation of a pre-visit planning tool, health centers streamlined care delivery processes and redistributed
patient care responsibilities across the care team. Participating health centers engaged leadership to make key decisions related to technical and clinical workflows, configuration of the pre-visit planning report, and redefinition of staff roles and responsibilities. Medical assistant and provider teamlets utilized the tool during daily huddles to identify gaps in required preventative and chronic disease care, and then addressed these needs during scheduled patient visits. A key focus of the project was ensuring data accuracy of the report, and successful implementation of data-driven huddling to other care teams. Following the three-month pilot, each health center demonstrated improved patient outcomes (some by up to 30%) and staff satisfaction. Common challenges and successes will be presented, followed by the specific experience of Settlement Health, a participating CHC in New York City.

Presenter(s):
Heather Budd, Vice President, Clinical Transformation, Azara Healthcare
Diane Ferran, MD, MPH, Vice President, Clinical Affairs & Performance Improvement, CHCANY
Warria Esmond, MD, Medical Director, Settlement Health

8:30am – 10:00am
EDUCATION SESSIONS

CTuB1 Harbor BC
Payment Reform: Exploring Trends and the Health Center Experience

Health centers, through their mission, structure, and programmatic focus, have a unique ability to provide high-quality, cost-effective care that engages patients, and thus contributes substantially to the achievement of the Quadruple Aim. At the same time, payment and delivery system reform efforts have critical implications for health centers’ financial performance, sustainability, and their mission. This session will explore recent payment and delivery trends and provide participants with an opportunity to connect with peers to both learn how other health centers are charting their path in a value-based environment as well as to share their own experiences.

Facilitator:
Kersten Burns Lausch, MPP, Deputy Director, State Affairs, NACHC
Expert(s):
Leesha Hoilette, MD, MsC, Chief Clinical Officer of Practice Transformation, Jordan Health
Michele Hannagan, MS, FNP, Director for Strategic Implementation and Organizational Development, Jordan Health

8:30am – 10:00am
P2P NETWORKING SESSION

CTuC1 Harbor DF
Health Center Advocacy for Board Members
CPE: 1.8 CME/CE/Governance: 1.5
Level: Basic
Topic: Board

The role health center board members play in driving effective and powerful advocacy at their health centers, both personally and as an organization, cannot be overstated. Active participation by the board of directors is a key element to building a successful advocacy program at all levels of health center operations and outreach. This session will share best practices on how health center boards can and should work with health center leadership to drive advocacy initiatives, develop board structure and advocacy planning to make advocacy an organizational priority, and effectively leverage relationships
with other community leaders to raise awareness and increase power and influence.
Presenter(s) being finalized.

**CTuD1**  Harbor G

**Transforming the Culture to Prosper in a Climate of Change**

- CPE: 1.8  CME/CE/Governance: 1.5
- Level: Basic
- Topic: Health Center Operations

Deloitte Consulting describes organizational and workplace culture like an iceberg; its most important components - values, beliefs, and reward systems - lie below the surface. Transforming culture is often substantially more difficult than changing business processes or information systems. The landscape in health care is rapidly changing and the only thing for certain right now will be the competitive market for talent and the health center’s capabilities in recruiting and retaining this talent. Transforming the culture to prosper in a climate of change goes directly to the heart of what health centers must be doing right now. This interactive presentation will identify critical workplace culture characteristics and provide steps toward the path to transformation, assuring success now and in the future.

**Presenter(s):**

Gary Campbell, MBA, SPHR, Chief Executive Officer, Johnson Health Center

**CTuE1**  Harbor H

**Leveraging Community Health Workers to Provide Care Coordination and Enabling Services**

- CPE: 1.8  CME/CE/Governance: 1.5
- Level: Basic
- Topic: Practice Transformation/Population Health

Community health workers (CHWs) are frontline public health workers that serve as an intermediary between health/social services and the communities they serve. Health centers have long utilized CHWs to address social determinants of health, facilitate access to services, and improve the quality and cultural competence of service delivery. CHWs - and other enabling services staff - play an increasingly important role as health centers redefine how they provide and coordinate care, serve as patient-centered medical homes, and manage population health in a value-based payment model.

This session will highlight models for utilizing CHWs in community health centers. Presenters will report on the findings of a recent comprehensive study on CHWs in health centers in the Pacific Northwest region. They’ll also discuss the rationale for engaging CHWs; the range of current roles, titles, core competencies, and skills; and the varied work focus for CHWs. An overview will be provided of (1) health centers in Michigan that have successfully cross-trained various staff members as CHWs in order to provide a wide range of enabling services and (2) state payment mechanisms created to help finance the employment of CHWs and their activities.
Presenter(s):
Seth Doyle, MA, Community Health Improvement Program Manager, Northwest Regional Primary Care Association
Feygele Jacobs, DrPH, President and CEO, RCHN Community Health Foundation
Jaspreet Malhotra, MPH, Enabling Services Manager, Michigan Primary Care Association
Ted Henson, MS, Director, Health Center Performance and Innovations, NACHC

Moderator:
Meg Meador, MPH, C-PHI, Director, Clinical Integration and Education, NACHC

Presenter(s):
Joseph Humphry, MD, Program Medical Director, Lana'i Community Health Center
Gina DeVito, RD, CDN, Director of Wellness Initiatives, Open Door Family Medical Center
Jennifer Covin, MPH, Director of Programs, Health Quality Partners of Southern California

8:30am – 10:00am
EDUCATION SESSIONS

CTuF1    Harbor I
Making Self-Measured Blood Pressure Monitoring Work in Your Health Center: Lessons From the Field
CPE: 1.8   CME/CE/Governance: 1.5
Level: Basic
Topic: Practice Transformation/Population Health

Did you know that having patients measure their blood pressure outside of the clinical setting can significantly improve blood pressure outcomes? Did you know that a recent study also found that reimbursement of home blood pressure monitoring, also called self-measured blood pressure monitoring (SMBP), would generate overall net savings and up to a 4:1 positive return on investment (ROI) in the first year and up to 20:1 ROI after 10 years? The health care system is moving toward SMBP as a standard of care - don’t wait to get on board! This session will provide tips, lessons learned, and quick wins to accelerate implementing a successful SMBP program in your own health center.

CTuG1   Coronado AB
Forecasting the Impact of Value-Based Payment on Health Center Financial Performance
CPE: 1.8   CME/CE/Governance: 1.5
Level: Basic
Topic: Health Center Operations

Health reform and the evolution of value-based payment (VBP) is changing the way health centers will be paid by third-party payors including Medicare and Medicaid. Most VBP models introduce the payment mechanism of rewarding CHCs for managing the total cost of care of their patients. Although FQHC wraparound protections remain, CHCs must become familiar with how VBP arrangements will impact financial operations and begin the processes of both adjusting financial and operational management systems and forecast the impact such payment models will have on the bottom-line and cash flow.

This session will begin with an overview of VBP arrangements, the individual payment components, and what can be done today to prepare for the future. In addition, the presenters will discuss the key drivers to financial success under VBP and what business processes and reporting systems will require adjustment. Since care coordination, paying for quality, and managing the total
cost of care are front and center in VBP, the session will also begin to address forecasting revenue under VBP and the “new” costs of participation so that centers can understand the potential return on investment (ROI) and demands on cash flow and overall operations.

**Moderator:**
Jennifer Nolty, Director, Innovative Primary Care, PCA and Network Relations, NACHC

**Presenter(s):**
Peter R. Epp, CPA, Partner and Community Health Centers Practice Leader, CohnReznick LLP

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CTuJ1  📢 America’s Cup

**Engaging and Retaining Patients With Substance Use and Behavioral Health Issues in Ongoing Primary Care**

**CPE:** 1.8  **CME/CE/Governance:** 1.5

**Level:** Basic

**Topic:** Practice Transformation/Population Health

People with substance abuse disorders and behavioral health issues experience significant health disparities and barriers to care. They comprise one of the most medically underserved populations in the United States today. Yet many health centers report feeling ill-equipped to address the needs of these patients or have difficulty engaging/retaining them in care. Come to this session for an overview of addiction science, insights into the unique needs of this patient population and how to keep them engaged in care. Explore practical steps your health center can take to create a patient-centered environment, which offers both a welcoming experience and quality primary care to “using” patients that is culturally responsible, sensitive, affirming, and effective. A panel of your health center colleagues will share the tools they have used to create success and meet challenges in caring for this growing epidemic in their communities. Bring your own experiences and questions.

**Moderator:**
Roderick Seamster, MD, MPH, President and CEO, Watts Healthcare Corporation

**Presenter(s):**
Jorge Reyes, MS, Director, Behavioral and Social Services, Watts Healthcare Corporation
Timothy W. Fong, MD, Professor of Psychiatry and Director, UCLA Addiction Psychiatry Fellowship, University of California, Los Angeles
Roderick Seamster, MD, MPH, President and CEO, Watts Healthcare Corporation
Raphael G. Irving, MA, MDiv, Immediate Past Board Chair, Watts Healthcare Corporation

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CTuK1  📢 Regatta

**Accountable for the Health of a Population? You Must Include Oral Health**

**CPE:** 1.8  **CME/CE/Governance:** 1.5

**Level:** Intermediate

**Prerequisite(s):** A working knowledge of the five domains of HRSA’s Integration of Oral Health and Primary Care clinical core competencies.

**Topic:** Practice Transformation/Population Health

The health care environment is undergoing significant changes that include caring for the whole person, paying for value not volume, and being accountable for the health of a population. To address these changes, you must include oral health. Data and models are available to support your health center’s need to address the five domains of HRSA’s Integration of Oral Health and Primary Care clinical core competencies (risk assessment, oral health evaluation, preventive interven-
tion, communication and education, and interprofessional collaborative practice), develop or enhance your dental program, and make the business case. This session will focus on the resources and technical assistance available to your health center.

Moderator: Donald L. Weaver, MD, Associate Medical Officer, NACHC

Presenter(s): Kim Perry, DDS, MSCS, Associate Vice President, University Strategic Partnerships, A.T. Still University; President, National Dental Association
Huong Le, DDS, MA, Chief Dental Officer, Asian Health Services; Board Member, National Network for Oral Health Access
Theodore Wymyslo, MD, Chief Medical Officer, Ohio Association of Community Health Centers; National Oral Health Innovation and Integration Network
Melody Martin, Director, Development and Training, Kansas Association for the Medically Underserved; National Oral Health Innovation and Integration Network

CTuL1  Grand Hall
BPHC Update: Part One - Quality, Data, and FTCA
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A working knowledge of current BPHC data and quality measures.
Topic: Federal Policy

Interested in learning the latest from the Bureau of Primary Health Care (BPHC) on improvements in quality and data? Session attendees will hear from BPHC’s Office of Quality Improvement and will focus on quality and data updates impacting health centers. Previous attendees, please note this year we are breaking the traditional BPHC Update into two sessions, Part One (this session) focuses on updates on quality and data, while Part Two will focus on policy updates.

Moderator: Colleen Meiman, Director, Regulatory Affairs, NACHC

Presenter(s): Suma Nair, MS, RD, Director, Office of Quality Improvement, Bureau of Primary Health Care/HRSA

10:00am – 10:30am Seaport
Refreshment Break in the EXPO Hall

10:30am – 12:30pm Grand Hall
CGS3  General Session: Federal Update
(refer to page 88 for session details)

12:30pm – 1:30pm Lunch on your own

This icon designates sessions audiotaped with presentations for the MyNACHC Learning Center (MyNACHC).
1:30pm – 3:00pm
EDUCATION SESSIONS

CTuA2 Harbor A
Hunger as a Vital Sign: Health Centers Responding to Food Insecurity
CPE: 1.8 CME/CE/Governance: 1.5
Level: Basic
Topic: Social Determinants

Food insecurity, defined by difficulty in accessing affordable nutritious food, affects approximately 14 percent of our nation’s population, with health centers serving those at highest risk. Recent research details the linkages between diabetes, hypertension, cancer, obesity, and food insecurity.

Health centers are responding to food insecurity through screening for hunger, including incorporating such screening as a “vital sign.” Coupling screening with intervention, health centers are able to monitor the impact of food intervention practices on the health outcomes of their patients.

This session will highlight how health centers are incorporating efforts to reduce food insecurity into their practices with an emphasis on food insecurity screening, electronic health record integration, and measurement of health outcomes related to food intervention practices. Resources for health centers interested in incorporating food security practices into their programs will be shared.

Moderator:
Malvise A. Scott, Senior Vice President, Partnership and Resource Development, NACHC

Presenter(s):
Patrisia Vigil, MBA, Patient Services Manager, OLE Health
David Brewer, RD, LD, Clinical Dietitian Coordinator, PrimaryOne Health
Aaron D. Clark, DO, Chief Clinical Officer, PrimaryOne Health
Pedro Toledo, JD, Chief Administrative Officer, Petaluma Health Center

CTuB2 Harbor BC
Business Intelligence Strategy in the Community Health Environment
CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A working knowledge of data analytic and/or EHR systems; and experience working with FQHCs, PCAs, and/or HCCNs.
Topic: Health Center Operations

To be successful in the future, health centers will need a system of tools that work for all members of the care team, administrators and executives, community-based care givers, and the patient. Business intelligence tools will help community health centers prove they are already serving, and well-positioned to care for complex populations facing a variety of socioeconomic challenges. Health centers need data to show they are caring for safety-net populations who comprise a significant percentage of the highest risk, highest cost patients in our health system at a lower cost, while achieving better outcomes and increasing patient satisfaction.

Presenter(s):
Heather Budd, Vice President, Clinical Transformation, Azara Healthcare
LuAnn Kimker, RN, MSN, CPHIMSS, PCMH, CCE, Director Clinical Innovation, Azara Healthcare
Susan C. Wilson, MBA, Consultant, Susan Wilson LLC
CTuC2  Harbor DF
Understanding Accountable Care for Health Center Boards
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Board

The Affordable Care Act (ACA) fundamentally changed the way health care is delivered in the United States in several ways. Most fundamental to the Health Center Program is the ACA-heralded, local decision making as the preferred method for health care delivery. As a result, health center boards now have even greater responsibility for assuring that care provided inside the health center is of the highest quality— but they also are creating and establishing “networks of care” at the local level. This session will examine basic health center financing, the new types of care models health centers will be asked to join (Accountable Care Organizations, Independent Practice Associations, etc.), and how a health center board should strategize for entering into these types of conversations with external partners or other health centers.

Moderator:
Julie Bindelglass, JD, Specialist, Provider Networks, NACHC

Presenter(s):
Yvonne G. Davis, Consumer/Board Member Representative, NACHC Board of Directors, Health Care Partners of South Carolina
Shawn Frick, Associate Vice President, PCA and Network Relations, NACHC
Jennifer Nolty, Director, Innovative Primary Care, PCA and Network Relations, NACHC

1:30pm – 3:00pm

CTuD2  Harbor G
Assessing a Diverse Multi-Generational Workforce for Inclusion and Differentiated Learning
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): A basic understanding of the different generations at work in health centers.
Topic: Workforce

This education session will discuss and compare the different generations operating alongside each other in health centers, and how to better engage the entire workforce, including non-clinicians and others who interface with patients, based on both their individual needs, as well as the experiences that have shaped their perspectives. Organizational and people development are the underlying premises to assure the viability and strength of health centers. We will explore what is behind the behavioral and attitudinal differences managers and supervisors perceive among diverse members of different generations, as well as the different generations’ relationship and facility with innovative technologies, and how those impact instructional design, training, and learning, leading to the development of an efficient learning ecology for the expanded primary care team.

Moderator:
Katja Laepke, MA, Director, Clinical Trainings and Workforce, NACHC

Presenter(s):
Rosa Agosto, MEd, MA, CRC, Chief Talent and Learning Officer, Urban Health Plan, Inc.
Michelle Fernandez, MSW, Manager, Clinical Trainings, NACHC
1:30pm – 3:00pm

CTuE2

A Hard-Knock Life – Managing Patients With Complex Needs: Emerging Models and Insights From the Field

Note: Due to the format of this networking session, participation is limited to the first 50 attendees on a first-come, first-served basis.

Many of the 24 million patients health centers serve have some degree of complexity to their care needs, including multiple medical and behavioral diagnoses and barriers due to social determinants of health. Managing those needs, whether few or many, requires a comprehensive approach, often outside the four walls of the health center. This peer-to-peer session will provide a dynamic roundtable format in which you will engage in discussion with and learn from your peers with guidance and facilitation from leaders in the field. Discussion topics include: Expanded Care Teams and Visit Types; Complex Data for Complex Patients; Positioning Your Health Center to Work With Payers; and Care Coordination and Referrals.

Facilitator(s):
Raphael G. Irving, MA, MDiv, Immediate Past Board Chair, Watts Healthcare Corporation
Roderick Seamster, MD, MPH, President and CEO, Watts Healthcare Corporation

Discussion Topic 1: Expanded Care Teams and Visit Types
Expert(s):
Veena Channamsetty, MD, Chief Medical Officer, Community Health Center, Inc.
Parinda Khatri, PhD, Chief Clinical Officer, Cherokee Health Systems

Discussion Topic 2: Positioning Your Health Center to Work With Payers
Expert(s):
Douglas J. Spegman, MD, MSPH, FACP, Chief Clinical Officer, El Rio Community Health Center

Discussion Topic 3: Complex Data for Complex Patients
Expert(s):
Chris Espersen, MSPH, Consultant, Espersen Consulting
Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer/Deputy Director, AllianceChicago

Discussion Topic 4: Care Coordination and Referrals
Expert(s):
Zara Marselian, MA, FACHE, President and CEO, La Maestra Community Health Center
Sue Veer, MBA, CMPE, Chief Executive Officer, Carolina Health Centers, Inc.
1:30pm – 3:00pm  
**P2P NETWORKING SESSION**

**CTuF2**  
*Harbor I*  
**Peer Networks Support Health Center Leaders Through Health Care Uncertainty**

Enormous change in health care delivery and reimbursement, coupled with uncertainty about Medicaid and health insurance reform, expectedly leads to great concern and anxiety among health center leaders about how to navigate this brave new world. Where can they turn to share both their angst and experience? To their peers, of course. In these uncertain times, leadership peer networks can prove to be more valuable than ever!

Join alumni from NACHC’s CEO and CFO Institutes and various PCA/college/university-partnered Leadership Development Institutes to discuss your concerns, share best practices, and identify approaches to engaging your elected officials, transitioning to team-based care and value-based payments, to securing savings, adding revenue, and expanding operations while growing your peer network.

**Facilitator:**  
**Gerrard Jolly**, Director, Health Center Workforce Career Advancement Strategies, NACHC

**Expert(s):**  
**Heather Pelletier**, Chief Executive Officer, Fish River Rural Health  
**Tasha Blackmon, MBA**, Chief Operations Officer, Cherry Health  
**Amanda Pears Kelly**, Director, National Advocacy and Civic Engagement, NACHC

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1:30pm – 3:00pm  
**EDUCATION SESSIONS**

**CTuG2**  
*Coronado AB*  
**Cybersecurity: What Every Health Center Should Know**

CPE: 1.8  
Level: Intermediate  
Prerequisite(s): A working knowledge of HIPAA/HITECH and IT systems; and experience working with FQHCs, PCAs, and/or HCCNs.

Cybersecurity is an ever-increasing threat to health centers and networks charged with securing protected health information. The best defense to these threats is to consider an attack before it happens. Among the key considerations panelists will discuss are: lessons learned from the experience of a network which came under a ransomware attack; preparing appropriate physical, technical, and administrative safeguards necessary to protect systems; and additional insurance safeguards.

**Presenter(s):**  
**Adam Bullian**, Director, QIP Solutions  
**John Hand**, Executive Underwriter, The Chubb Insurance Company  
**Karen Kukoda**, Partner Alliance Director, FireEye Mandiant  
**James Paul, III**, Senior Risk Consultant, RCM&D  
**Greg L. Wolverton, FHIMSS**, Chief Information Officer, ARcare/KentuckyCare
CTuH2  Coronado C (C-E)
Medicaid and Marketplaces: The Landscape and Waivers
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite(s): Some knowledge or experience working on state waiver applications, comments, or implementation.
Topic: Demonstrating Value and Payment
States may seek a waiver as a vehicle for demonstrating or implementing new or different ways to administer (deliver and pay for) their Medicaid, CHIP, and Health Insurance Marketplace programs. While there are many types of waivers, those that are most often relevant for health centers and their patients are Section 1115 and Section 1332 waivers. An 1115 waiver is the broadest type of waiver available under Medicaid and is used by states to create demonstration projects intended to improve Medicaid and/or CHIP programs. A 1332 waiver, otherwise known as a “State Innovation Waiver,” allows states to waive certain Affordable Care Act (ACA) provisions related to the Health Insurance Marketplaces and the individual and employer mandates.
Moderator:  
Susan Sumrell, Deputy Director, Regulatory Affairs, NACHC
Presenter(s):  
Lisa Olson, Director of Policy and Programs, Wisconsin Primary Health Care Association

CTuJ2  America’s Cup
Integrated Models to Support an Aging Population
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Special Populations
In the rapidly changing health care market, FQHCs are well positioned to act as a ‘node’ for the delivery of integrated care, especially to support the growing, vulnerable aging population eligible for both Medicaid and Medicare benefits - dual eligible patients. Since older adults are among the nation’s vulnerable populations affected by chronic disease, FQHCs have an opportunity to increase the number of older adults they serve and provide them with critical self-management services. Enabling older adults to age in community-based settings is recognized as a top priority for public policy and health leaders. The integrated care model already common at FQHCs is well suited for serving this population.

This session will provide an overview of the demographic trends that will lead to a marked increase in the number of older patients at FQHCs over the next few years as well as best practices for serving this population. Presenters will focus on a wide range of models that are currently serving dual eligible Medicare and Medicaid patients including the Program of All-Inclusive Care for the Elderly (PACE) model. The panel will also touch on how to source the capital needed to support these models.

Moderator:  
Candace Baldwin, Director of Strategic Aging Initiatives, Capital Impact Partners
Presenter(s):
Patsy Jensen, Executive Director, Shawnee Health Service
Allison Coleman, MBA, Chief Executive Officer, Capital Link
Marty Lynch, PhD, Chief Executive Officer, LifeLong Medical Care

CTuK2   Regatta Payment and Achieving the Quadruple Aim
CPE: 1.8  CME/CE/Governance: 1.5  Level: Basic  Topic: Demonstrating Value and Payment

Both public and private payers have adopted goals to improve patient experience and population health while reducing system costs. Payment reform is being recognized as a pivotal catalyst and support for a transformed health care system. But what does this mean for health centers? This session will explore ways health centers are engaging in new and emerging payment models to support their work to meet Quadruple Aim goals.

Moderator:
Thomas Farmer, National Director Community Health, Tribal Health, PCE, NextGen Healthcare

Presenter(s):
Mari Kaptain-Dahlen, Chief Executive Officer, Siouxland Community Health Center
Leesha Hoilette, MD, MsC, Chief Clinical Officer of Practice Transformation, Jordan Health
Angel Greer, MPH, Chief Executive Officer, Coastal Family Health Center
Kersten Burns Lausch, MPP, Deputy Director, State Affairs, NACHC

CTuL2   Grand Hall BPHC Update: Part Two - Policy and Program Development
CPE: 1.8  CME/CE/Governance: 1.5  Level: Intermediate  Prerequisite(s): A working knowledge of current BPHC policy and program requirements.  Topic: Federal Policy

Interested in the latest policy developments from the Bureau of Primary Health Care (BPHC)? This session will provide attendees with an update from BPHC’s Office of Policy and Program Development, as well as a litigation update. Previous attendees, please note this year we are breaking the traditional BPHC Update into two sessions, Part One focuses on updates on quality and data, while Part Two (this session) will focus on policy updates.

Learning Objectives:
- Learn the latest developments from the BPHC’s Office of Policy and Program Development.
- Understand the latest developments on the recent BPHC Compliance Guide.
- Identify new BPHC resources and opportunities for health centers.

Moderator:
Colleen Meiman, Director, Regulatory Affairs, NACHC

Presenter(s):
Jennifer Joseph, PhD, MSEd, Director, Office of Policy and Program Development, Bureau of Primary Health Care/HRSA
Jacqueline C. Leifer, Esq., Senior Partner, Feldesman Tucker Leifer Fidell LLP
Edward T. Waters, Esq., Managing Partner, Feldesman Tucker Leifer Fidell LLP
3:30pm – 5:30pm Harbor A
PCA Emergency Management Advisory Coalition Meeting

The Primary Care Association (PCA) Emergency Management Advisory Coalition (EMAC) is a well-developed and highly functioning peer network of PCA professionals that focus on the needs of community health centers -- and the patients they serve -- before, during, and after an emergency or disaster. This meeting will serve as the yearly in-person meeting of EMAC members at the NACHC CHI.

BECOME A COMMONWEALTH FUND FELLOW
THE COMMONWEALTH FUND MONGAN FELLOWSHIP IN MINORITY HEALTH POLICY

PROGRAM: At the Harvard Medical School, Boston, applications are now being accepted for a one-year, degree-granting, full-time fellowship beginning July 2018. Program prepares physicians for leadership roles in transforming health care delivery systems and promoting health policies and practices that improve access to high performance health care for racial and ethnic minorities, economically disadvantaged groups, and other vulnerable populations. Program offers intensive study in leadership/health policy, public health, and management. Fellows complete academic work leading to a Master of Public Health degree at the Harvard T.H. Chan School of Public Health or a Master of Public Administration degree at the Harvard Kennedy School. Fellows also participate in leadership forums and seminars with nationally recognized leaders in health care delivery systems, minority health, and health policy; site visits; shadowing; and practicum projects.

QUALIFICATIONS: BC/BE required, experience in addressing health needs of vulnerable populations, interest in health policy, interest in transforming health care delivery systems for vulnerable populations, U.S. citizenship or U.S. permanent residency.

FUNDING: $60,000 stipend; tuition and fees; health insurance; other program expenses.

DIRECTOR: Joan Y. Reede, MD, MPH, MS, MBA, Dean for Diversity and Community Partnership

APPLICATION DEADLINE: December 1, 2017

TO APPLY CONTACT:
CFMF Program Coordinator
Tel: 617-432-2922 | Email: mfdp_cfmf@hms.harvard.edu
Application materials and instructions are available electronically. Website: www.mfdp.med.harvard.edu/cfmf/how-apply

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Meet one-on-one with NACHC exhibitors for an introduction to products and services that can help you build and manage your health care business! There are a variety of events planned throughout the 2017 CHI EXPO where you can network with other industry professionals and discover innovative practices that are making a difference in health centers across the country. And don’t forget, there are great prizes to win just by visiting the EXPO floor!

2017 CHI EXPO HOURS
Sunday, August 27  12:00pm – 6:30pm
Monday, August 28   7:30am – 3:30pm
Tuesday, August 29   7:30am – 10:30am

EXPO SCHEDULE
Sunday, August 27
12:00pm – 6:30pm  EXPO Open
12:15pm – 12:45pm  T3-1  Don’t Spend Another Minute Searching: How to Access Free Patient Education Materials  in the Seaport Foyer  (refer to page 56 for session details)
1:30pm – 2:00pm  T3-2  NACHC’s Payment Reform Readiness Assessment Tool  in the Seaport Foyer  (refer to page 57 for session details)
5:00pm – 6:30pm  EXPO Opening Reception  Sponsored by Walgreens
5:00pm – 6:30pm  Poster Presentations in the Harbor Foyer and don’t forget the Fill-in-the-Blank Poster Scavenger Hunt!  Sponsored by blackbaud  (refer to the Poster Presentation Guide for details)
5:15pm – 5:45pm  T3-3  Reaching the Quadruple Aim Through NACHC’s New Value Transformation Framework  in the Seaport Foyer  (refer to page 57 for session details)

Monday, August 28
7:30am – 3:30pm  EXPO Open
9:30am – 10:30am  Dedicated EXPO Time and Refreshment Break in the EXPO Hall
9:45am – 10:15am  T3-4  The NEW UDS Mapper: New Look, New Functionality, Plus All Your Favorite UDS Mapper Tools  in the Seaport Foyer  (refer to page 71 for session details)
11:59pm  All tweets, using #NACHC17CHI, must be submitted to enter the Twitter Contest prize drawing!
12:30pm – 1:30pm  Dedicated EXPO Time and Refreshment Break in the EXPO Hall  (lunch on your own)
12:30pm – 1:30pm  Poster Presentations (continued) in the Harbor Foyer and don’t forget the Fill-in-the-Blank Poster Scavenger Hunt!  (refer to the Poster Presentation Guide for details)  Sponsored by blackbaud
12:45pm – 1:15pm  **T3-5 High-Performing Health Centers: Applying Proven Success Principles** in the Seaport Foyer
*(refer to page 72 for session details)*

3:00pm – 3:30pm  Refreshment Break in the EXPO Hall

**Tuesday, August 29**

7:30am - 10:30am  **EXPO Open**

9:00am  All Fill-in-the-Blank sheets for the Poster Scavenger Hunt must be submitted to the NACHC Booth (in the Seaport Foyer) for the 10:15am prize drawings!

10:00am  All NACHCopoly game cards must be submitted to the NACHC Booth (in the Seaport Foyer) for the 10:15am prize drawings!

10:00am – 10:30am  Refreshment Break in the EXPO Hall

10:15am  Twitter, Fill-in-the-Blank Poster Scavenger Hunt, and NACHCopoly prizes awarded in the lounge in the rear of the Seaport Ballroom! **You MUST be present to win!**

**EXPO Networking Events**

**Sunday, August 27**

5:00pm – 6:30pm  **EXPO Opening Reception**  Seaport Ballroom

Join us as we celebrate the opening of the NACHC 2017 Community Health Institute (CHI) & EXPO! Take this opportunity to also visit with colleagues and learn more about the innovative services and products that NACHC vendors will be showcasing throughout the EXPO. Identify new technologies and offerings that will enhance your health center operations and your overall delivery of patient care.

*Sponsored by Walgreens*

5:00pm – 6:30pm  **Poster Presentations**  Harbor Foyer

The Community Health Institute (CHI) & EXPO is the ideal place to learn about current health center research activities and innovative best practices. The 2017 Poster Presentations provide a unique opportunity to exchange ideas, problem-solve, and network with colleagues. Discover the results of innovative initiatives and enjoy the opportunity to ask in-depth questions. There are 73 posters this year addressing the topics most relevant to you and your health center!

To provide ample time for poster review, the 2017 Poster Presentations are scheduled for both Sunday and Monday during the CHI. Presenter attendance is required for Sunday, and strongly encouraged for Monday’s presentations.

*(For a complete description of 2017 posters and a diagram of the presentation area, refer to the Poster Presentation Guide in your conference registration bag.)*

*Sponsored by blackbaud*
Fill-in-the-Blank Poster Scavenger Hunt Contest

Don’t miss out on all the great innovations presented during the poster sessions at the CHI! While you’re there, make sure to participate in the Fill-in-the-Blank Poster Scavenger Hunt to be entered into a random drawing for a $200 Amazon gift card. Simply drop by the NACHC Booth in the Seaport Foyer to pick up your scavenger hunt directions and fill-in-the-blank sheet. Then visit the poster presentations on Sunday, August 27 from 5:00pm – 6:30pm or Monday, August 28 from 12:30pm – 1:30pm in the Harbor Foyer to complete the scavenger hunt. Once you’ve filled-in all the blanks, turn the sheet back into the NACHC Booth with your name and contact information included to be entered in the random drawing.

All scavenger hunt entries must be submitted to the NACHC Booth by 9:00am on Tuesday, August 29. Contest winners will be announced on Tuesday at 10:15am in the EXPO Hall located in the Seaport Ballroom. You MUST be present to win!

Monday, August 28
12:30pm – 1:30pm  Poster Presentations (continued)  Harbor Foyer
(For a complete description of 2017 posters and a diagram of the presentation area, refer to the Poster Presentation Guide in your conference registration bag.)

Monday, August 28

**CHI Theme Party: Uncorked and Uncapped LIVE**
6:00pm – 10:00pm  Grand Hall

*Experience San Diego’s local wines, craft beers, and LIVE Music*

Happy Hours: 6:00pm – 10:00pm

This LIVE event is created for YOU to connect with a community of inspiring friends, while engaging in unique experiences and making memories.

We have it all…the only thing missing is YOU!  

**NACHCopoly!**

While networking with colleagues and exhibitors at the CHI EXPO, make sure to play NACHCopoly for the chance to win great prizes!

*It’s easy to play:*

- **Step 1:** You’ll find the EXPO game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game pieces.
- **Step 2:** Once you’ve collected all NACHCopoly game pieces from participating exhibitors, your game card is officially complete!
- **Step 3:** Now just drop off your game card at the NACHC Booth, in the Seaport Foyer, and you are automatically entered for a chance to go home with great prizes!

All completed game cards must be submitted to the NACHC Booth by 10:00am on Tuesday, August 29 to be eligible for the prize drawings.

Prizes will be awarded at 10:15am on Tuesday, in the lounge in the rear of the Seaport Ballroom. You MUST be present to claim all prizes.
The National Association of Community Health Centers Would Like to Thank the Following 2017 CHI Sponsors for Their Support

Confirmed sponsors as of 7/24/17
Visit the Community Health Ventures VIP (Very Important Partners) Row

Seaport Ballroom, Aisle 300

Community Health Ventures (CHV) VIP Row features over 15 (ViP, ViS, ViL, ViB, and 340Better) Partners. CHV is the business development affiliate of NACHC. These Partners have been vetted by NACHC/CHV leadership and tasked to provide the best in class customer service, favorable contracting terms, and discount prices on the products and services that health centers utilize.

During the 2017 CHI EXPO, CHV Partners will be located throughout the EXPO Hall, but mainly concentrated along Aisle 300. Their booths will be designated with light blue draping. To learn more about the CHV Partners, please visit the Community Health Ventures Booth in the Seaport Foyer.

CHV was created by and for health centers and is endorsed by NACHC. Our dedicated staff and management have over 50 years of combined community health center experience and ensure that our programs meet the specialized needs of health centers. Simply put – CHV provides the expertise and tools to maximize your budget and fulfill your mission of improving health-status outcomes for the underserved. Community Health Ventures leverages the collective purchasing volume of health centers to negotiate discounted rates from manufacturers and suppliers.

CHV Program Key Features:

- Over 850 community health centers enrolled.
- The largest Group Purchasing Organization in the country – leveraging aggressive savings.
- Over 1 million products and services under contract, encompassing nearly 90 percent of products that health centers purchase, including medical, facility, and office supplies.
- Flexibility – work with your choice of distributors, including Henry Schein, Kreisers, McKesson, and NDC.
- Better CHC-tiered contract pricing exclusive to CHV members with manufacturers like BD, Midmark, Welch Allyn, TIDI, Quidel, LabCorp, Staples, and Office Depot.
- Easy contract access with voluntary commitment and no membership fees.
- Free RFP consultation – ability to gather bids from multiple distributors.
340Basics Booths 407 and 426

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Benco Dental, headquartered in Pittston, Pennsylvania, is THE largest privately owned, full-service distributor of dental supplies, dental equipment, dental consulting in the U.S. Founded in 1930 by Benjamin Cohen, the company has remained family-owned and focused on the unique mission of “delivering success smile after smile.”
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Cardinal Health Booth 312

At Cardinal Health, we strive to provide high-quality health care and pharmacy access to patients in their communities. Community health centers offer a comprehensive approach to keeping patients healthy by striving to be true Patient-Centered Medical Homes. Cardinal Health is proud to serve your community with local, passionate health care professionals.
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Community Health Ventures and Booth 315

Community Health Ventures, offering the Value in Purchasing (ViP), Value in Staffing (ViS), Value in Laboratory (ViL), and Value in Benefits (ViB) programs, is the only NACHC-endorsed National Group Purchasing Program. Come visit us and see how to get discounted pricing for your staffing, medical, dental, office supplies and services, capital equipment, and injectibles. ViP, ViS, ViL, and ViB partners offer the deepest discounts and the best products and services supporting community health centers.
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Nonstop Administration and Insurance Services

Nonstop Administration and Insurance Services is a mission-based health care broker revolutionizing the way health care is delivered to the health center community through the Nonstop Wellness program. By removing the financial barriers to a partially self-insured insurance program, Nonstop is able to provide a previously unavailable health plan model to health centers. Nonstop is proud to partner with Community Health Ventures to offer our program through its Value in Benefits (ViB) pilot. Learn more at: www.nonstopwellness.com/value-in-benefits/.

Kristin Donahue, Washington High School Bldg., 1300 SE Stark St., Ste. 209, Portland, OR 97214
Phone: (503) 939-0548 Email: kdonahue@nonstopwellness.com
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BankFinancial  ●  Booth 222

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Capital Impact Partners

Capital Impact Partners is a national nonprofit Community Development Financial Institution that has been working with community health centers for more than 25 years. Capital Impact improves access to high-quality health and elder care, healthy foods, housing, and education in low-income communities nationwide. To date, Capital Impact has provided more than $800 million in financing to over 500 community health centers around the country, creating the capacity for an additional 2 million patient visits annually.

Ian Wiesner, 2011 Crystal Dr., Ste. 700, Arlington, VA 22202
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Capital Link

Capital Link is a non-profit organization that has worked with hundreds of health centers and primary care associations for over 18 years to plan capital projects, finance growth, and identify ways to improve performance. We provide innovative consulting services and extensive technical assistance with the goal of supporting and expanding community-based health care.

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CDC’s “Learn the Signs. Act Early.” Program
Harbor Foyer Tabletop 9
The Centers for Disease Control and Prevention (CDC), in collaboration with a number of national partners, launched a public awareness campaign called “Learn the Signs. Act Early.” to educate parents about developmental milestones and the warning signs of developmental delays. To learn more about the campaign and its free resources, go to www.cdc.gov/ActEarly.
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Centene Corporation
Seaport Foyer 1
Centene Corporation, a Fortune 500 company, is a diversified, multi-national health care enterprise that provides a portfolio of services to government-sponsored health care programs, focusing on under-insured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children’s Health Insurance Program, as well as Aged, Blind or Disabled, Foster Care and Long Term Care, in addition to other state-sponsored programs, including Medicare. Centene operates local health plans, offering a range of health insurance solutions.
Kristina Ingram, 7700 Forsyth Blvd., Suite 400, St. Louis, MO 63105
Phone: (314) 619-9152 Email: kingram@centene.com
www.centene.com

Centering Healthcare Institute
Booth 217
Centering Healthcare Institute is a non-profit organization that works closely with health care providers from all sectors to change health care. With over two decades of experience as the go-to resource for group care, we’ve developed and sustained the Centering model in more than 470 practice sites and in some of the largest health systems in the world.
Tanya Munroe, 89 South St., Ste. 404, Boston, MA 02111
Phone: (857) 284-7570 Email: tmunroe@centeringhealthcare.org
www.centeringhealthcare.org

Centerprise, Inc.
Booth 519
Centerprise connects you to team insights built with over more than 50 years of health care and center management. Created out of Ohio’s largest FQHC, we are the experts community health centers and their national and state associations call on for leading-edge expertise, education, and training on successful health center operation in a highly-regulated, competitive, and dynamic environment. We excel at health care in a changing world and across the nation.
Ken Page, 5300 Dupont Cir., Ste. C, Milford, OH 45150
Phone: (513) 707-5674 Email: centerprise@centerpriseinc.com
www.centerpriseinc.com
Centers for Disease Control and Prevention

The Centers for Disease Control and Prevention, through its Office on Smoking and Health (OSH), is the lead federal agency for comprehensive tobacco prevention and control. OSH’s mission is to develop, conduct, and support strategic efforts to protect the public’s health from the harmful effects of tobacco use.

Richard Allen, 4770 Buford Hwy., Atlanta, GA 30341
Phone: (770) 488-5256       Email: gfq5@cdc.gov
www.cdc.gov

Centers for Disease Control and Prevention

Richard Allen, 4770 Buford Hwy., Atlanta, GA 30341
Phone: (770) 488-5256       Email: gfq5@cdc.gov
www.cdc.gov

Certintell Telehealth

Your patients are mobile. Many times an in-office visit for your patients is not convenient. Up to two-thirds of primary care visits can be done remotely with a virtual video visit or secure messaging. Improve patient satisfaction scores, decrease no-shows/missed appointments, and improve patient outcomes in your medical home. Our HIPAA-compliant platform allows FQHCs to offer secure text messaging, image sharing, and video visits to patients via mobile devices and web browsers. Access is everything!

Benjamin Lefever, 321 E. Walnut St., Ste. 202, Des Moines, IA 50309
Phone: (515) 802-1281       Email: benjamin@certintell.com
www.certintell.com

Certintell Telehealth

Benjamin Lefever, 321 E. Walnut St., Ste. 202, Des Moines, IA 50309
Phone: (515) 802-1281       Email: benjamin@certintell.com
www.certintell.com

Chembio Diagnostic Systems, Inc.

Chembio Diagnostic Systems, Inc. develops, manufactures, and markets point-of-care diagnostics for the rapid detection of infectious diseases globally. Chembio’s 3 HIV rapid tests (FDA and CLIA-waived) are available for oral fluid, blood, serum, and plasma. They entail the least invasive sample size, and are simple, reliable, and fast.

Max Fayan, 3661 Horseblock Rd., Medford, NY 11763
Phone: (631) 924-1135       Email: mfayan@chembio.com
www.chembio.com

Chembio Diagnostic Systems, Inc.

Max Fayan, 3661 Horseblock Rd., Medford, NY 11763
Phone: (631) 924-1135       Email: mfayan@chembio.com
www.chembio.com

Cherokee Health Systems

Cherokee Health Systems is both an FQHC and CMHC that has provided an integrated practice for nearly 40 years. We assist our safety-net colleagues in the planning and implementation of the model. Our peer-to-peer approach covers the clinical and operational applications of the practice, and can include on-site readiness assessments, technical assistance with planning and implementation, staff training, systems analysis, and sustainability consultation.

Joel Hornberger, 2018 Western Ave., Knoxville, TN 37921
Phone: (865) 934-6709       Email: joel.hornberger@cherokeehealth.com
www.cherokeehealth.com

Cherokee Health Systems

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www.cherokeehealth.com
Chiropractic Service Corp, Inc.  ●  Booth 526

Chiropractic Service Corp is an MSO for America’s safety net. We work exclusively with FQHCs to bring chiropractic care to your organization. Since every establishment is unique, our near turn-key operation is custom designed to fit the needs of your FQHC, with patient-focused care at its heart. Chiropractic care offers wellness care and pain management without the use of opioid drugs.

Michel Tetrault, 2054 Kildaire Farm Rd., 216, Cary, NC  27518  
Phone: (919) 961-7329  Email: vogel.lorianne@gmail.com  
www.chirocorps.com

CNECT  ●  Booth 615

CNECT, a national group purchasing organization and Premier Affiliate, offers free access to a comprehensive savings portfolio that includes thousands of contracts covering all aspects of an organization’s purchasing from med/surg supplies to office furniture, car rentals, and cell phone services. Without compromising quality, we strive to leverage the lowest possible price on contracted services and products for our 6,000+ members, allowing them discounts and services specifically designed to enhance their financial strength.

Rasaun Robinson, 7535 Metropolitan Dr., San Diego, CA  92108  
Phone: (800) 640-1662  Email: rrobinson@cnectgpo.com  
www.cnectgpo.com

CohnReznick LLP  ●  Booth 518

CohnReznick is one of the top accounting, tax, and advisory firms in the United States, combining the resources and technical expertise of a national firm with the hands-on, entrepreneurial approach that today’s dynamic business environment demands. Headquartered in New York, with offices nationwide, CohnReznick serves a number of diverse industries and offers specialized services for middle market and Fortune 1000 companies, private equity and financial services firms, government contractors, government agencies, and not-for-profit organizations.

Peter Epp, 1301 Ave. of the Americas, New York, NY  10019  
Phone: (646) 254-7411  Email: Peter.Epp@cohnreznick.com  
www.cohnreznick.com

Collaborative Health Systems  ●  ●  Booth 507

Collaborative Health Systems is a management services organization helping community physicians transform, culturally and operationally, to become practitioners in the new value-based care environment. Our collaborative approach ensures our physician partners have resources, expertise, support and guidance in areas that make value-based care work—from population health analytics to clinical care coordination to patient engagement to back office management. We steadily work with doctors to make the culture changes necessary to practice in the new paradigm.

Jeffery Spight, 44 South Broadway, Ste. 1200, White Plains, NY  10601  
Phone: (914) 597-2073  Email: Jeffery.Spight@UniversalAmerican.com  
www.collaborativehealthsystems.com
CommonWealth Purchasing Group, LLC
Booth 210

Commonwealth Purchasing Group (CPG) is the nation’s leading group purchasing organization for community health centers and other community-based nonprofits. We combine the purchasing power of more than 500 member organizations across the country with 75 nationally recognized vendors. Our members save over $30 million a year on everything from medical, dental, and office supplies to computers, patient communications services, and financial services.

Rick Bryant, 40 Court St., 10th Fl., Boston, MA 02108
Phone: (617) 426-2767 Email: RBryant@cwpurchasing.com
www.cwpurchasing.com

Community Health Ventures
Seaport Foyer 2 and Booth 315

Community Health Ventures, offering the Value in Purchasing (ViP), Value in Staffing (ViS), Value in Laboratory (ViL), and Value in Benefits (ViB) programs, is the only NACHC-endorsed National Group Purchasing Program. Come visit us and see how to get discounted pricing for your staffing, medical, dental, office supplies and services, capital equipment, and injectibles. ViP, ViS, ViL, and ViB partners offer the deepest discounts and the best products and services supporting community health centers.

Danny Hawkins, 211 North Union St., Ste. 200, Alexandria, VA 22314
Phone: (703) 684-3982 Email: djhawkins@nachc.com
www.communityhealthventures.com

Consilium Staffing
Booth 420

Consilium, Your Partner in Locum Tenens, connects contract health care professionals with understaffed medical facilities across the country. For more information about Consilium and to view locum tenens job opportunities for nurse practitioners, physicians and physician assistants, please visit: www.consiliumstaffing.com

Christian Hall, 6225 N. State Hwy. 161, Ste. 400, Irving, TX 75038
Phone: (469) 426-3805 Email: chall@consiliumstaffing.com
www.consiliumstaffing.com

Darby Dental Supply LLC
Booth 713

Darby Dental Supply provides extensive, affordably priced products with unique and innovative services. As an authorized dealer of all the major manufacturers, Darby carries over 40,000 products in stock. The broad product assortment includes everyday operatory necessities to the latest equipment and technological innovations.

Wes Steingraber, 300 Jericho Quadrangle, Jericho, NY 33065
Phone: (800) 645-2310 Email: wes.steingraber@darby.com
www.darby.com
Direct Relief

Since 2004, Direct Relief has supported health centers’ critical work by mobilizing and providing $690 million in free medications and supplies to a network of more than 1,300 nonprofit safety-net facilities nationwide – 10,500 deliveries of $124 million in requested items in the last year. Leveraging philanthropic partnerships, unique status as the only VAWD®-accredited nonprofit, and a 50-state Rx-distribution licensing, Direct Relief continues to network safety-net facilities for rapid assessment and efficient response in emergencies.

Katie Lewis, 27 S. La Patera Ln., Santa Barbara, CA 93117
Phone: (805) 879-4945 Email: klewis@directrelief.org
www.DirectRelief.org

ECHO Institute

Project ECHO® (Extension for Community Healthcare Outcomes) is a movement to demonopolize knowledge and amplify the capacity to provide best practice care for underserved people all over the world. This low-cost, high-impact intervention is accomplished by linking expert inter-disciplinary specialist teams with multiple primary care clinicians simultaneously through teleECHO™ clinics, where experts mentor and share their expertise via case-based learning, enabling primary care clinicians to treat patients with complex conditions in their own communities.

Elizabeth Clewett, 1650 University Blvd., NE, Albuquerque, NM 87102
Phone: (505) 272-6859 Email: Eclewett@salud.unm.edu
www.echo.unm.edu

eClinicalWorks

eClinicalWorks helps 700 health centers nationwide deliver affordable, evidence-based care, with patient communication, referral management, hospital interoperability, population health, UB04 billing, UDS reports, and more.

Kelli Smith, 2 Technology Dr., Westborough, MA 01581
Phone: (508) 836-2700 Email: sales@eclinicalworks.com
www.eclinicalworks.com

ECRI Institute

For nearly 50 years, ECRI Institute, a nonprofit organization, has been dedicated to bringing the discipline of applied scientific research to discover which medical procedures, devices, drugs, and processes are best-- all to enable you to improve patient care. We firmly believe that seeking and finding the best ways to improve patient care require “The Discipline of Science” and “The Integrity of Independence.”

Samantha DiPino, 5200 Butler Pike, Plymouth Meeting, PA 19462
Phone: (610) 825-6000 Email: sdipino@ecri.org
www.ecri.org
eMedApps

Booth 418

eMedApps provides business continuity, data exchange, integration, migration, MACRA, MIPS, and data conversions for EHR and Practice Management solutions, along with hosting and HIT infrastructure management services. We offer a wide range of NextGen services and products, such as automatic care guidelines, EHR operations dashboard, Custom LAB template, CCDA, batch write-off, and batch eligibility. Our new partnership with GE Healthcare enables Centricity users to take advantage of Centricity, our business continuity and archiving solution.

Cheryl Neapolitan, 1305 Remington Rd., Suite P, Schaumburg, IL 60173
Phone: (847) 490-6869  Email: neapolitanc@emedapps.com
www.emedapps.com

Enli Health Intelligence

Booth 625

Enli Health Intelligence is a Best in KLAS population health technology company that enables care teams to perform to their full potential by integrating health care data with evidence-based guidelines embedded in provider workflows across the population and at the point of care.

Aydin Kirkewoog, 1600 NW 167th Pl., Ste. 330, Beaverton, OR 97006
Phone: (503) 888-1878  Email: akirkewoog@enli.net
www.enli.net

Equiscript

Booth 214

Reach the patients you’re missing. Equiscript helps find patients who aren’t using your contract pharmacies and recruits them to a home delivery option with personalized patient care. Different than a TPA or pharmacy, Equiscript creates a home delivery option to complement your existing pharmacy network. Visit us for a personalized prospectus showing savings our program could generate for your organization, helping you realize a new revenue stream, while keeping high-risk, high-need patients healthier and happier.

Tyler Klozotsky, 1360 Truxtun Ave., Ste. 300, North Charleston, SC 29405
Phone: (920) 328-4741  Email: tklozotsky@equiscript.com
www.equiscript.com

ERDMAN

Booth 224

At ERDMAN, we believe that the questions of new service offerings, population health, patient experience, new care models, and facilities are not separate, isolated challenges. We believe that by looking at these challenges through multiple perspectives simultaneously, we come up with more effective and efficient solutions. Through our Integrative Thinking, we take on the complex challenges of health care to help our clients build healthier communities.

Jenne Meyer, 1 Erdman Pl., Madison, WI 53717
Phone: (608) 410-8000  Email: jmeyer@erdman.com
www.erdman.com
**eSolutions**

eSolutions’ clearinghouse offers innovative, web-based solutions designed to accelerate the claim lifecycle. With enhanced editing, payer-specific scrubbing and smarter eligibility verification, our online claims management delivers powerful analytics and executive level controls to put our clients in charge of their entire claims process. In addition to superior customer support, eSolutions offers connectivity to professional, institutional, and dental payers to seamlessly integrate with your practice management software for optimal workflow.

Renee Lamatina, 8215 W. 108th Ter., Overland Park, KS  66210  
Phone: (707) 623-1435   Email: rlamatina@claimremedi.com  
www.esolutionsinc.com/claimremedi

**Feldesman Tucker Leifer Fidell LLP**

Feldesman Tucker Leifer Fidell LLP (FTLF) is the leader in health center law and training from a legal perspective. FTLF leads numerous face-to-face trainings and webinars focused on the most up-to-date issues for health centers and PCAs including FTCA, sliding fee scale, and compliance. In addition, FTLF’s HealthCenterCompliance.com website provides a broad range of compliance and FTCA resources in a single location.

Jaime Hirschfeld, 1129 20th St., NW, Ste. 400, Washington, DC  20036  
Phone: (202) 466-8960   Email: jhirschfeld@ftlf.com  
www.FTLF.com

**First American Healthcare Finance**

First American Healthcare Finance provides the capital necessary to help healthcare organizations grow their business and provide the highest quality of care to their community.

Jessica Kerner, 225 Woodcliff Dr., Fairport, NY  14450  
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www.fahf.com

**FQHC Germane**

FQHC Germane (part of Germane Solutions) is a national health care consulting firm, with an emphasis on Federally Qualified Health Center (FQHC) programs and collaborations. Our team of experts brings decades of multi-faceted FQHC experience to a variety of clients in the health care industry, including FQHCs, Look-Alikes, PCAs, hospital systems, behavioral health centers, academic institutions, health departments, clinically integrated networks, Ryan White programs, and medical practices.

Jennifer Garces de Marcilla, 5745 SW 75th St., Ste. 356, Gainesville, FL  32608  
Phone: (352) 219-1975   Email: JGarces@Germane-Solutions.com  
www.fqhc.org
GE Healthcare - EMR and Practice Management  

GE Healthcare provides transformational medical technologies and services to meet the demand for increased access, enhanced quality, and more affordable healthcare around the world. GE works on things that matter – great people and technologies taking on tough challenges. From medical imaging, software and IT, patient monitoring and diagnostics to drug discovery, biopharmaceutical manufacturing technologies and performance improvement solutions, GE Healthcare helps medical professionals deliver great healthcare to their patients.

Charles Neimeth, 40 IDX Dr., South Burlington, VT 05403  
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Email: charles.k.neimeth@ge.com  
www.gehealthcare.com

GE Healthcare - Women’s Health and Specialty Ultrasound  

GE Healthcare provides transformational medical technologies that will shape a new age of patient care. GE Healthcare’s expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, disease research, drug discovery and biopharmaceuticals is dedicated to detecting disease earlier and tailoring treatment for individual patients. GE Healthcare offers a broad range of services to improve productivity in healthcare and enable healthcare providers to better diagnose, treat, and manage patients.

Dustin Fix, 9900 Innovation Dr., Wauwatosa, WI 53226  
Phone: (262) 825-1057  
Email: DustinFix@ge.com  
www.geultrasound.com

Greenway Health  

Greenway Health is an established leader in information solutions meeting the needs of community health centers and clinics caring for medically underserved patient populations. With its PrimeSUITE and SuccessEHS solutions, Greenway serves more than 250 CHCs with complete EHR and practice management solutions, electronic dental imaging solutions, and medical billing services.

Greg Murchison, 1 Metroplex Dr., Ste. 500, Birmingham, AL 35209  
Phone: (205) 949-1325  
Email: greg.murchison@greenwayhealth.com  
www.greenwayhealth.com

Greg Facktor & Associates  

Greg Facktor & Associates (GFA) is a health care consulting firm servicing the health care industry nationwide with expertise working with FQHCs, hospitals, and primary care associations. Since 2001, GFA has worked with clients on strategic planning, grant writing, infrastructure/program development, implementation, interim management, governance, finance, administration, risk management, training, regulatory compliance, and more. Through its multi-faceted model, the GFA team ensures clients receive needed expertise and experience when it matters most.

Brian Nolan, 316 N. Rossmore Ave., Ste. 505, Los Angeles, CA 90004  
Phone: (213) 215-0541  
Email: brian.nolan@gfahealthconsulting.com  
www.gfahealthconsulting.com
GSK  
Booth 516

GSK is a science-led global health care company with a mission to help people do more, feel better, live longer. We research, manufacture, and make available a broad range of medicines, vaccines, and consumer health care products. Visit our exhibit for information about our products and resources.

Tim Horvath, 5 Crescent Dr., Philadelphia, PA 19112
Phone: (732) 274-2000 Email: tim.horvath@impact-xm.com
www.gsk.com

Health Center Gurus, LLC  
Booth 427

Health Center Gurus, LLC co-founders are two FQHC CEOs with 50 years FQHC leadership experience. Finally, an FQHC vendor introduces real expertise to CHC leaders in the areas of Complete Interactive EHR with Billing/Revenue Maximization, Provider Credentialing/Enrollment, and FQHC development, AWP/CCM and other FQHC topics. We are excited about the new EHR service ReliMed, offering access to the management/engineers of the actual product and upgrades. Tired of the EHR giants? Reduce downtime and maximize revenue with our product.

JMichael Baker, 1000 CentreGreen Wy., Cary, NC 27513
Phone: (919) 522-4981 Email: HealthCenterGurus@aol.com
www.HealthCenterGurus.com

Health Information Technology, Evaluation, and Quality Center  
Harbor Foyer Tabletop 8

The Health Information Technology, Evaluation, and Quality (HITEQ) Center collaborates with HRSA partners including Health Center Controlled Networks, Primary Care Associations, and National Cooperative Agreements to support health centers in full optimization of their electronic health record/health information technology (IT) systems. HITEQ identifies and disseminates promising practices and resources for using health IT to improve quality and health outcomes. HITEQ services include a searchable web-based health IT knowledge base, workshops and webinars on health IT and quality improvement topics, and technical assistance.

Suz Friedrich, 501 South St., 2nd Fl., Bow, NH 03304
Phone: (603) 573-3315 Email: s_friedrich@jsi.com
www.hiteqcenter.org

Henry Schein  
Booth 719

Henry Schein, Inc. is the world’s largest provider of health care products and services to office-based dental, animal health, and medical practitioners. Henry Schein is dedicated to providing customers with a superior experience through expert advice, strategic resources, and integrated solutions that enable the best quality patient care and enhance efficiency and productivity. We offer a comprehensive selection of products and value-added business and technology solutions.

Irfan Buddha, 135 Duryea Rd., Melville, NY 11747
Phone: (201) 749-7068 Email: irfan.buddha@henryschein.com
www.henryschein.com/medical
HITCare

HITCare is dedicated to the needs of FQHCs and provides comprehensive Health IT Management, NextGen and eClinicalWorks EHR professional services and support. The HITCare team has decades of experience with health care technology projects. “Caring for our health centers” means we drive down TCO, improve health center ROI, and take the pain out of managing IT and EHR in your health center.

Tony Niemotka, 775 Baywood Dr., Ste. 314, Petaluma, CA 94954  
Phone: (707) 324-4870  
Email: info@hitcare.com  
www.hitcare.com

Howard Brown Health

Our mission is to eliminate disparities in access and to improve the quality of health care for LGBT individuals and families through clinical education, advocacy, and policy change. Our coordination with community-based, health care and professional organizations, as well as national and state agencies, aims to build upon the high-quality, culturally-competent and fiscally-responsible best practices and continuum of primary care pioneered by leading health centers with LGBT expertise.

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Email: anthonym@howardbrown.org  
www.howardbrown.org

Hu-Friedy Mfg. Co., LLC

Founded in 1908, Hu-Friedy is a global leader in the manufacturing of dental instruments and products designed to help dental practitioners perform at their best. Its products, hand-crafted by highly skilled artisans, are known for their precision, performance, longevity, reliability, and quality. Headquartered in Chicago, Hu-Friedy’s 10,000+ products are distributed in more than 80 countries and the company maintains offices in Rotterdam; Tuttlingen, Germany; Milan; Shanghai; and Tokyo.

Andy Molnar, 3232 N. Rockwell St., Chicago, IL 60618  
Phone: (773) 975-6100  
Email: Amolnar@HU-FRIEDY.COM  
www.hu-friedy.com

Hudson Headwaters 340B Pharmacy Services

Hudson Headwaters 340B Pharmacy Services is a leading 340B provider for health centers and hospitals. As both a vendor and a Federally Qualified Health Center participating in the 340B program, we share our first-hand experience with our clients. Hudson Headwaters services include: management services for contract pharmacies, program consulting and implementation, and auditing/compliance services.

Jim Donnelly, 9 Carey Rd., Queensbury, NY 12804  
Phone: (518) 761-0300  
Email: jdonnelly@hhhn.org  
www.340bsolutions.org
i2i Population Health

The KLAS Leader in the delivery of actionable population health, i2i’s integrated Population Health Management and Analytics solutions have proudly served health care organizations for more than 16 years. i2i Population Health offers a depth of experience gained from over 2,500 U.S. health care delivery sites across 35 states supporting 20 million lives. With i2i, health plans leverage real-time clinical data from health centers to manage clinical and quality goals, improve risk scores, and reduce patient cost.

Dawn Berg, 3663 N. Laughlin Rd., Ste. 200, Santa Rosa, CA 95403
Phone: (707) 575-7100     Email: maryanner@i2ipophealth.com
www.i2ipophealth.com

InnovaTel Telepsychiatry

InnovaTel was established to provide timely access to quality psychiatric care. InnovaTel provides psychiatric coverage to community mental health centers, correctional facilities, integrated primary care organizations, and other health care organizations in need of psychiatric coverage. The founders of the company, recognizing the significant shortage of psychiatrists and the increasing demand for care, established the company to serve this national need. In 2016, The National Council for Behavioral Health named InnovaTel their Strategic Partner.

Lee Penman, 900 State St., Erie, PA 16501
Phone: (814) 528-4609     Email: lee.penman@intelpsych.com
www.intelpsych.com

Innovative Cost Solutions

Innovative Cost Solutions (ICS) helps community health centers reduce their medical waste costs and on average we’re able to cut your costs in HALF! We offer a risk-free audit and simply share in the savings we produce. ICS will continue to audit your invoices each month and essentially take the management of these expenses off your plate, allowing you to focus on more important areas of your business.

Matt Littlefield, 863 Turnpike St., Unit 224, North Andover, MA 01845
Phone: (781) 704-4241     Email: mlittlefield@icsmgt.com
www.innovativecostsolutions.com

Intacct Corporation

Intacct is the AICPA’s preferred provider of cloud financial management applications. Specializing in helping nonprofits of all types, Intacct’s modern solution and open API streamlines grant, fund, project, and donor accounting—while maximizing automation, visibility, and integration. Intacct helps nonprofits strengthen stewardship, build influence, grow funding, and achieve mission success.

Intacct Corporation, 300 Park Ave., Ste. 1400, San Jose, CA 95110
Phone: (877) 437-7765     Email: info@intacct.com
www.intacct.com
InteCare, Inc.

InteCare is a non-profit administrative service organization specializing in Payer Contracting, Enrollment, and Credentialing with all payers, Medicaid, Medicare, and Commercial plans specifically for FQHCs and CMHCs. Our C-level contracting experts will act on your behalf to develop a strategic plan to optimize your payer contracts and mix while our Credentialing and Enrollment team will act as your credentialing department and maximize your revenue cycle management.

Kimberly McDaniel, 8604 Allisonville Rd., Ste. 325, Indianapolis, IN 46250
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www.intecare.org

Jackson Physician Search

Jackson Physician Search specializes in permanent recruitment of physicians and advanced practice providers to hospitals and health systems across the United States. The company is recognized for its track record of results built on their clients’ trust in the skills of their team and the transparency of their process. As one of the Best Places to Work in Healthcare, Jackson Physician Search attracts and retains the most talented and motivated recruitment professionals in the industry.

Tim Sheley, 2655 Northwinds Pkwy., Alpharetta, GA 30009
Phone: (770) 643-5554 Email: sheley@jacksonphysiciansearch.com
www.jacksonphysiciansearch.com

John Snow, Inc.

John Snow, Inc. (JSI) works across a full range of public and community health areas, strengthening health systems to improve services - and ultimately, people’s health. We partner with our clients to develop flexible, innovative approaches that solve complex public health problems. Strong management systems make our programs more successful, sustainable, and cost-effective.

Rachel Tobey, 44 Farnsworth St., Boston, MA 02210
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www.jsi.com

Kavo Kerr

Kavo Kerr is a cohesive organization comprised of two global leaders, united to provide dental excellence and serve as a single premier partner for the dental community. KaVo Kerr operates with a common vision inspiring and helping our customers, their patients, and our own associates realize their potential. KaVo Kerr offers solutions for endodontics, restoratives, treatment units, infection prevention, imaging, rotary, and instruments.

Karen Lauder, 11727 Fruehauf Dr., Charlotte, NC 28214
Phone: (318) 259-8055 Email: Karen.Lauder@KavoKerr.com
www.KavoKerr.com
LabCorp

LabCorp continues to provide leading diagnostic tests and laboratory services in esoteric testing, genomics, clinical, and anatomic pathology. Our extensive test offerings – including pediatric allergy, assays for developmental delay and infertility, and QFT testing – deliver timely, accurate results for improved patient care. Visit us at this year’s event to discuss how LabCorp and our national network of primary clinical laboratories can help meet your specific needs.

Kimberly Mascaro, 531 S. Spring St., Burlington, NC 27215
Phone: (508) 389-8324     Email: mascark@labcorp.com
www.labcorp.com

Lyon Software

Lyon Software’s CBISA Plus program is currently used by more than 2,000 hospitals and health systems across the country. Our web-hosted software enables organizations to comprehensively collect data for all of their community benefit tracking and reporting requirements, including IRS 990 Schedule H, CHNA, and state-specific reporting. As a management tool, CBISA tracks identified community needs, goals, partnerships, programs and quantifiable statistics, measurable indicators, narratives and outcomes, encouraging strategic thinking and collaboration.

Trina Hackensmith, 5800 Monroe St., Bldg. E, Sylvania, OH 43560
Phone: (419) 882-7184     Email: thackensmith@lyonsoftware.com
www.lyonsoftware.com

McKesson Medical-Surgical

McKesson Medical-Surgical is pleased to continue our support of Community Health Centers and NACHC. We’re committed to helping CHCs deliver on the triple-aim by delivering the products you need, when you need them. We offer tools that help you manage costs and enhance patient care – while providing insights and expertise to navigate the changing world of health care. We deliver the right products and right solutions to address today’s challenges, while preparing you for tomorrow.

Kathryn Gray, 9954 Mayland Dr., Richmond, VA 23233
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www.mms.mckesson.com/chc

Med Tech Solutions

Med Tech Solutions is a leading national health care Cloud computing company that works exclusively with payers and providers to provide simple and cost-effective HIT and Cloud solutions. To fulfill our mission to reduce the complexity of health care IT, MTS offers health care Cloud computing services, Managed HIT and HIPAA services, and patient engagement solutions powered by CuragoHealth.

Rich Lessa, 25060 Avenue Stanford, Ste. 2540, Valencia, CA 91355
Phone: (562) 235-1346     Email: rlessa@medtechsolutions.com
www.medtechsolutions.com
**MEDCOR Revenue Services, Inc.  ●  Booth 610**

MEDCOR Revenue Services, Inc. is a California corporation, established in 1988, providing a full range of Revenue Cycle Management services for FQHC and CHC entities on a national basis. We are a CHC-centric RCM company that is unmatched in managed care and we understand the unique and complex issues associated with FQHC/CHC clinics. We optimize revenue, provide dashboards, live metric driven reports, and comparables to national benchmarks.

Jonathan Gerber, 725 Town and Country Rd., Ste. 550, Orange, CA 92868
Phone: (714) 221-8511  Email: jon@medcorinc.com
www.medcorinc.com

**MediQuire  ●  Booth 624**

MediQuire’s data analytics platform collects, converts, and utilizes your health center clinical and financial data to improve performance with quality measures and outcomes for easy transition to new models of accountable, clinically-integrated care and reimbursement. MediQuire’s proprietary data aggregation tool processes all EHR data entries including non-discrete data so your health center is measured accurately on true clinical documentation and receives HEDIS and QI credit as deserved to meet clinical, operational, and financial measures.

Dante Rankart, 333 W 39th St., Ste. 1101, New York, NY 10018
Phone: (850) 999-4405  Email: drankart@mediquire.com
www.mediquire.com

**Medline Industries, Inc.  ●  Booth 323**

Medline is a proud partner of Community Health Ventures-ViP, NACHC, and PCAs. Medline is a basic manufacturer who distributes directly to community health centers from one of our forty-two owned distribution centers across America, generally next day. This role, as a market-leading manufacturer of commonly used items, helps you lower costs while maintaining or improving quality. Ask us about free CE accredited education through Medline University, too!

Greg Smith, One Medline Pl., Mundelein, IL 60060
Phone: (502) 836-7908  Email: gsmith@medline.com
www.medline.com

**Merino Computer Concepts  ●  Booth 419**

Merino Computer Concepts provides organizations with live helpdesk support, 24/7 proactive monitoring, and IT infrastructure design and deployment in both on-premise and cloud environments.

Jeff Poblano, 1822 W. Kettleman Ln., Ste. 4, Lodi, CA 95242
Phone: (209) 365-6800  Email: tech@mccpros.com
www.mccpros.com
Merritt Hawkins

Merritt Hawkins® is a national leader in physician search and consulting company specializing in the recruitment of physicians in all medical specialties as well as advanced practice allied healthcare professionals. Founded in 1987, Merritt Hawkins is a company of the publicly-traded AMN Healthcare, the nation's largest health care staffing and workforce solutions company.

Travis Singleton, 8840 Cypress Waters Blvd., Ste., 300, Dallas, TX 75019
Phone: (469) 524-1400  Email: travis.singleton@merritthawkins.com
www.merritthawkins.com

MHS Inc.

MHS is a trusted publisher of an extensive line of clinical products designed to help mental health professionals assess children to adults for the possible presence and severity of psychological disorders. Our large selection of assessment tools cover the spectrum of mental disorders and aid in the treatment management process.

Jill Thornhill, 3770 Victoria Park Ave., North York, ON M2H 3M6
Phone: (800) 456-3003  Email: jill.thornhill@mhs.com
www.mhs.com

Midmark Corporation

Founded in 1915, Midmark Corporation is committed to developing quality products, services, and technologies that allow health care providers to increase effectiveness in their practices. With a full line of high-quality products for the medical, dental and digital diagnostics markets, Midmark's trusted equipment helps providers deliver more efficient patient care. Headquartered in Versailles, Ohio, Midmark also has subsidiaries in Torrence, California; Glasgow, Kentucky; and Lincolnshire, Illinois.

Josie Kunk, 60 Vista Drive, Versailles, OH 45380
Phone: (800) 643-6275  Email: tradeshows@midmark.com
www.midmark.com

National Association of Community Health Centers

The National Association of Community Health Centers (NACHC) is the leading membership organization representing the nation’s network of community-based health centers. Through NACHC, health centers have direct access to benefits and services tailored specifically to their needs and unique environments. Stop by our booth to learn more about NACHC and discover some of our new and exciting benefits, products, programs, and services.

Maurice Denis, 7501 Wisconsin Ave., Ste. 1100W, Bethesda, MD 20814
Phone: (301) 347-0400  Email: mdenis@nachc.com
www.nachc.org
National Cooperative Bank  
National Cooperative Bank (NCB) has over 35 years of experience serving the capital needs of health care, senior living, and aging services throughout the United States. NCB possesses the expertise to tailor transactions to meet its client’s short- and long-term strategic objectives and is always seeking new innovations in long-term care. Complementing this financing capability, NCB provides a full suite of depository and cash management services.
Bob Montanari, 2011 Crystal Dr., Ste. 800, Arlington, VA 22202
Phone: (703) 302-1942    Email: bmontanari@ncb.coop
www.ncb.coop

National Family Planning & Reproductive Health Association  
The National Family Planning & Reproductive Health Association (NFPRHA) is a membership organization representing providers and administrators committed to helping people get the family planning education and care they need to make the best choices for themselves and their loved ones. NFPRHA works to enhance the ability of thousands of nurse practitioners, doctors, and other health professionals to provide high-quality, family planning care through training and advocacy.
Julia Dieperink, 1627 K St., NW, 12th Fl., Washington, DC 20006
Phone: (202) 293-3114    Email: jdieperink@nfprha.org
www.nationalfamilyplanning.org

National Library of Medicine  
The National Library of Medicine, the world’s largest medical library, offers a vast collection of free online health information resources. Visit our booth and explore how our public health, environmental health, and other Web resources can help you.
George Franklin, 8600 Rockville Pike, Bethesda, MD 20894
Phone: (301) 385-2510    Email: franklig@mail.nlm.nih.gov
www.nlm.nih.gov

Neenan Archistruction  
Designing and building more than 25 CHCs across the United States, Neenan Company helps from land acquisition, pre-development, design, and interior design through construction and warranty. We believe an appropriately designed clinic can be a transformational tool for CHCs. Come and find out why our past clients keep coming back to us when they need another new clinic.
Steve Barnes, 2607 Midpoint Dr., Ft. Collins, CO 80525
Phone: (303) 710-1601    Email: steve.barnes@neenan.com
www.neenan.com
Netgain

Netgain is a health care IT provider delivering private cloud hosting to medical practices nationwide. We closely partner with health care organizations to help navigate technology challenges and increasing regulations. Netgain’s Private Cloud provides a dedicated and flexible environment, tailored to health care organizations’ exact needs. From designing the cloud solution around desired outcomes to implementing and maintaining it, we have the people with experience that can take care of it all.

Bill Hafdal, 720 West Saint Germain St., St. Cloud, MN 56301
Phone: (877) 797-4700  Email: bill.hafdal@netgainhosting.com
www.netgainhosting.com

NextGen Healthcare

NextGen Healthcare helps community health centers improve collaborative coordinated care, patient engagement, and outcomes with integrated technology solutions for medical, dental, and behavioral health. We empower CHCs to nurture measurably healthier communities at lower cost for success in new value-based care models. Cost-effective solutions and expertise include integrated EHR, practice management, interoperability, patient engagement and population health, care management, and analytics, as well as revenue cycle billing, collections, claims, and managed cloud services.

Tom Farmer, 795 Horsham Rd., Horsham, PA 19044
Phone: (215) 657-7010  Email: tfarmer@nextgen.com
www.nextgen.com/chc

Nonstop Administration and Insurance Services

Nonstop Administration and Insurance Services is a mission-based health care broker revolutionizing the way health care is delivered to the health center community through the Nonstop Wellness program. By removing the financial barriers to a partially self-insured insurance program, Nonstop is able to provide a previously unavailable health plan model to health centers. Nonstop is proud to partner with Community Health Ventures to offer our program through its Value in Benefits (ViB) pilot. Learn more at: www.nonstopwellness.com/value-in-benefits/.

Kristin Donahue, Washington High School Bldg., 1300 SE Stark St., Ste. 209, Portland, OR 97214
Phone: (503) 939-0548  Email: kdonahue@nonstopwellness.com
www.nonstopwellness.com

OCHIN

Nonprofit OCHIN is one of the largest and most successful health information and innovation networks, serving hundreds of organizations and over 10,000 clinicians in the U.S. with solutions to improve integration and delivery of health care services. As a learning organization, OCHIN started with a commitment to deliver health IT services and continues to provide its expanding community with the innovative tools, expertise, and voice needed to participate in the national health care landscape.

Ilene Erickson, 1881 SW Naito Pkwy., Portland, OR 97229
Phone: (503) 943-2500  Email: ericksoni@ochin.org
www.ochin.org
OraSure Technologies, Inc.  
Booth 520

OraSure Technologies manufactures oral fluid devices and other technologies designed to detect or diagnose critical medical conditions. Its innovative products include rapid tests for HIV and HCV antibodies, influenza antigens, testing solutions for detecting drugs of abuse, and oral fluid sample collection, stabilization and preparation products for molecular diagnostic applications.

Kelly Lauer, 220 East First St., Bethlehem, PA  18015
Phone: (610) 882-1820  Email: klauer@orasure.com
www.orasure.com

OSIS  
Booth 606

OSIS believes everyone should have access to patient-centered health care and that access to data analytics promotes improved clinical outcomes, the key to population health. Our mission as a non-profit 501(c)3 is to leverage our national presence while collaborating regionally to make NextGen a highly functional tool for community health centers that have the same beliefs. This is accomplished by sharing expertise, resources, solutions (templates, reports, etc.) and optimization methodologies developed specifically for health centers.

Jeff Lowrance, 8790 Governor's Hill Dr., Ste. 202, Cincinnati, OH  45249
Phone: (513) 477-5471  Email: jeff.lowrance@osisonline.net
www.osisonline.net

OTech Group  
Booth 112

OTech will streamline your patient experience with solutions for pre check-in, check-in, and electronic forms. Clients accelerate cash flow, improve efficiency, boost patient satisfaction, AND control staffing costs using both kiosks and tablets. UDS questionnaire, PRAPARE, proof of income, budget plans, sliding scale payments... all customized as part of automating patient check-in with OTech. Join us and learn how FQHCs like yours are benefiting from OTech solutions!

Jack Stern, N173 W21260 NW Passage Way, Jackson, WI  53037
Phone: (888) 392-9731  Email: jstern@otechgroupllc.com
www.otechgroupllc.com

PMG, Inc.  
Booth 512

PMG offers a unique revenue cycle management solution built especially for CHCs. Our worry-free approach allows you more time to focus on the core of your mission: the care of your patient population. PMG has increased revenue for every one of our clients. Why shouldn’t you be next?

Paul Correia, 700 School St., Pawtucket, RI  2860
Phone: (401) 616-2041  Email: pcorreia@gopmg.com
www.gopmg.com
PNC Healthcare

At PNC, we have taken a unique approach to helping health care providers minimize administrative costs and maximize cash flow. By combining leading clearinghouse capabilities with premier treasury management services, and over 25 years experience working with healthcare providers, PNC provides a full array of integrated solutions to improve the health care revenue cycle. We call it the PNC Healthcare Advantage.

Kimberly Germain, 300 Fifth Ave., Pittsburgh, PA 15222
Phone: (412) 768-3296   Email: kimberly.germain@pnc.com
www.pnc.com

PointCare

PointCare is pioneering health care access through its intuitive Total Coverage Management Platform. Our vision is to establish a coverage management system that allows our customers to adapt to the ever-changing coverage landscape. PointCare works closely with community health centers, hospitals, health systems, and advocacy organizations across the nation to simplify coverage management by connecting people to the right programs available to them-- because access to health care should be simple, secure, and obtainable for all.

Everett Lebherz, 1299 Newell Hill Pl., Ste. 100, Walnut Creek, CA 94596
Phone: (844) 333-3682   Email: info@pointcare.com
www.pointcare.com

Practice Insight

Practice Insight is a partner-centric EDI technology company that focuses on developing/supporting EDI technology and connectivity for our partners to deliver best-in-class revenue cycle management tools including Eligibility Manager, ERA Manager, Lockbox and Conversion, eStatements, and Patient Payment Portal for medical practices and facilities nationwide. Our solutions suite is designed to optimize the revenue cycle, in conjunction with your billing software application, resulting in increased revenue and net profit improvement in the short- and long-term future.

Jim Goerlich, One Geenway Plz., Ste. 350, Houston, TX 77046
Phone: (214) 912-6125   Email: Jgoerlich@practiceinsight.net
www.practiceinsight.com

Practice Management

Practice Management combines state-of-the-art technology with aggressive revenue cycle management resulting in increased revenue for your clinic. We specialize in billing for FQHCs and can work within the practice management system of your electronic health record. Experience lower overhead, faster payments, increased cash flow, higher revenues, improved patient satisfaction, and have more time to focus on patient care.

Vera Loftin, 300 N. Martingale Rd., Ste. 150, Schaumburg, IL 60173
Phone: (847) 385-0660   Email: vloftin@maximizedrevenue.com
www.maximizedrevenue.com
Primary Care Development Corporation  
Booth 115

The Primary Care Development Corporation (PCDC) is a nationally-recognized, nonprofit organization and a U.S. Treasury-certified community development financial institution (CDFI) that catalyzes excellence in primary care through strategic community investment, capacity building, and policy initiatives to achieve health equity.

Laura Leale, 45 Broadway, Ste. 530, New York, NY 10006
Phone: (212) 437-3933  Email: lleale@pcdc.org
www.pcdc.org

Privis Health  
Booth 619

Privis Health works with health care provider organizations to meet their goals and manage risk for population health and value-based payment (VBP) models. Privis Health develops and implements innovative population health management programs. Offerings include transitions of care and chronic care management programs that are inclusive of socio-behavioral, socioeconomic, and special needs of the patient population. We bring deep experience with quality measures, outcomes, and results-driven service models to improve system performance.

Sindy VonBank, 2000 Aerial Center Pkwy., Ste. 107, Morrisville, NC 27560
Phone: (303) 947-0442  Email: svonbank@privishealth.com
www.privishealth.com

Quest Diagnostics  
Booth 515

Quest Diagnostics, the world's leading provider of diagnostic testing, information and services, offers a comprehensive test menu including Women's Health, Infectious Disease, Genetics, Oncology, Toxicology, and Endocrinology. Beyond our comprehensive menu of laboratory testing services, we offer a variety of resources to help you manage your patients, run your community health center, and stay current with the latest medical advances.

Alex Tselentis, 3 Giralda Farms, Madison, NJ 07940
Phone: (402) 740-4783  Email: Alexander.G.Tselentis@questdiagnostics.com
www.questdiagnostics.com

Quidel Corporation  
Booth 311

Quidel® Corporation enhances people's health and well-being through diagnostic testing solutions that can lead to improved patient outcomes and economic benefits for health care providers. With leading brands - QuickVue®, AmpliVue®, Lyra™, MicroVue™, D3 Direct Detection™, Thyretain®, Solana® and Sofia®, Quidel's products aid in the detection and diagnosis of critical diseases and conditions.

Calvin Finley, 12544 High Bluff Dr., #200, San Diego, CA 92130
Phone: (303) 522-7267  Email: cfinley@quidel.com
www.quidel.com
R&S Northeast

Booth 706

We’re committed to providing the best supply chain option to meet both 340B and non-340B pharmaceutical and medical supply needs. Benefits and services include flexible payment terms, web-based ordering system, no minimum financial or quantity order requirements. We offer 340B-qualified entities products to provide consistency in care and pricing at no risk. 340B products can be purchased under APEXUS, PHS, and AFAXYS contracts while non-340B products can be purchased at source or GPO pricing.

Dennis Ross, 8407 Austin Tracy Rd., Fountain Run, KY 42133
Phone: (800) 626-0208 Email: dross@rsnortheast.com
www.rsnortheast.com

Relevant Healthcare Technologies, Inc.

Booth 616

Relevant provides simple, powerful analytics tools that provide community health centers with actionable insights into clinical quality and utilization trends, financials, and more. We launched in 2014 after working as health center data analysts for a decade and becoming frustrated with the limitations of existing software. Our products are elegant, easy to understand, transparent, and customizable. Come visit our booth to learn more!

Jacob Hodes, 222 Broadway, 19th Fl., New York, NY 10038
Phone: (646) 801-0155 Email: jacob@relht.com
www.relevant.healthcare

Relias Learning

Booth 412

Relias Learning, a trusted leader in online health care staff training, offers unparalleled course content and innovative learning tools to help organizations solve key business challenges and improve the outcomes of the people they serve. In addition to helping clients meet critical compliance needs, we also help solve key business challenges including turnover, employee engagement, professional development, performance and quality of care outcomes.

Lizzie Sodoma, 111 Corning Rd., Ste. 250, Cary, NC 27518
Phone: (919) 535-9240 Email: lsodoma@reliaslearning.com
www.reliaslearning.com

RxStrategies, Inc.

Booth 208

RxStrategies works with Covered Entities to provide an integrated approach to streamline the delivery of quality care, while maximizing savings and meeting the regulatory challenges associated with 340B program management. RxStrategies’ 340B solutions are key to a comprehensive and compliant 340B program. Learn more about our integrated solutions including Split Billing, CompliancePlus (Self Audit Tool), Dashboard Analytics, Contract Pharmacy, Specialty Pharmacy, and more.

Rhodie Smith, 1900 Glades Rd., Ste. #350, Boca Raton, FL 33431
Phone: (877) 464-3879 Email: rsmith@340plus.com
www.rxstrategies.com
Southcentral Foundation

Southcentral Foundation’s Nuka System of Care (Nuka) is a relationship-based, customer-owned approach to transforming health care, improving outcomes and reducing costs, now offering trainings in Anchorage, Alaska and at your organization on our proven best practices.

Latanya Odden, 4085 Tudor Centre Dr., Anchorage, AK 99508
Phone: (907) 729-8823 Email: lodden@scf.cc
www.scfnuka.com

Staff Care

Staff Care is an AMN Healthcare company that provides locum tenens recruitment and staffing services. We match physicians, as well as other health care professionals, including dentists, CRNAs, nurse practitioners, and physician assistants with all types of medical facilities and healthcare organizations.

Jeff Waddill, 8840 Cypress Waters Blvd., Ste. 300, Dallas, TX 75019
Phone: (800) 685-2272 Email: jeff.waddill@staffcare.com
www.staffcare.com

Synergy Billing

Founded in 2006 to exclusively serve CHCs, Synergy Billing provides revenue cycle management, credentialing, and training. In 2016, our entirely U.S.-based team of elite specialists returned more than $16 million to our clients. We are deeply committed to the mission of increasing access to primary health care for the nation’s most vulnerable people and our CEO, Jayson Meyer, is a fiery public advocate for continued funding of CHCs and expansion of Medicaid.

Ronnie Reeves, 1410 LPGA Blvd., Ste. 148, Daytona Beach, FL 32117
Phone: (386) 675-4709 Email: ronnie@synergybilling.com
www.synergybilling.com

Texas Association of Community Health Centers

The Texas Association of Community Health Centers (TACHC) coordinates a pharmacy purchasing program called 340Better for community health centers to purchase drugs and other related items at or below 340B pricing. TACHC has been helping health centers since 1988 with pharmacy purchasing. This national program can assist and improve the access to discounted pricing for your patients.

Lynn Ford, 5900 Southwest Pkwy., Bldge. 3, Austin, TX 78735
Phone: (512) 329-5959 Email: lford@tachc.org
www.tachc.org
The All of Us Research Program

The All of Us Research Program, led by the National Institutes of Health, is a nationwide research effort to gather data from one million or more volunteers over time, with the ultimate goal of improving health through more precise preventive care and medical treatment. All of Us will launch in 2017 and currently includes six FQHC pilot sites, as well as additional FQHCs partnering with regional medical centers, to recruit participants in their communities.

Joan Grand, The National Institutes of Health, 6011 Executive Blvd., Bethesda, MD 20852
Phone: (703) 983-5262 Email: jgrand@mitre.org
www.joinallofus.org

The Family Planning National Training Center

The Family Planning National Training Center is your leading source for family planning training and resources.

Reesa Webb, 1725 Blake St., Ste. 400, Denver, CO 80202
Phone: (303) 262-4300 Email: reesa_webb@jsi.com
www.FPNTC.org

The Inline Group

The Inline Group provides primary care recruiting services to clients who are tired of excessive recruiting fees, long wait times, and bossy external recruiters. We provide a cost-beneficial solution that allows facilities to post unlimited primary care jobs and interview and hire as many candidates as they choose without ever paying a placement fee. We utilize the latest digital technology and old school personal attention to match the right candidate with the right opportunity.

Mike McDaniel, 530 E. Corporate Dr., Ste. 100, Lewisville, TX 75057
Phone: (214) 260-3283 Email: mmcdaniel@theinlinegroup.com
www.inline.group

The Joint Commission

Joint Commission Accreditation can help your community health center develop and maintain a framework for delivering consistent, safe, quality care. To recognize centers providing a patient-centered model, The Joint Commission also offers Primary Care Medical Home Certification.

Kristen Witalka, One Renaissance Blvd., Oakbrook Terrace, IL 60181
Phone: (630) 792-5292 Email: kwitalka@jointcommission.org
www.jointcommission.org
The National LGBT Health Education Center at The Fenway Institute

The National LGBT Health Education Center provides educational programs, resources, and consultation to health care organizations with the goal of increasing access to and optimizing quality, cost-effective health care for LGBT people. We offer online and in-person trainings, individualized technical assistance and publications for all health center staff on topics such as SO/GI data collection, effective communication, improving clinical outcomes for LGB and transgender patients, behavioral health, and HIV prevention.

Alex Keuroghlian, 1340 Boylston St., 8th Fl., Boston, MA 02215
Phone: (617) 927-6354 Email: lgbthealtheducation@fenwayhealth.org
www.lgbthealtheducation.org

THMED, LLC

THMED, LLC is a complete solutions provider of health care staffing resources. Its combined services include permanent physician placement, locum tenens staffing, nurse and allied permanent placement, executive and academic placement, candidate matching technology, and other consulting services.

Meghan Miller, 1603 Lyndon B. Johnson Fwy., Ste. 700, Dallas, TX 75234
Phone: (949) 429-4609 Email: mmiller@fidelismp.com
www.thmedstaffing.com

TimeDoc, Inc.

TimeDoc Health is helping CHCs across the country improve and obtain reimbursement for chronic disease management. We equip CHCs with care management software and nurse care managers to provide monthly care management services to high-risk, chronically-ill patients. Our software and services keep patients out of the hospital and improve their satisfaction, while generating new monthly reimbursements for CHCs.

George Thomas, 815 W. Weed St., Chicago, IL 60642
Phone: (574) 612-1608 Email: george@timedochealth.com
www.timedochealth.com

UDS Mapper

The UDS Mapper is updated with a new look, additional functionality, and 2016 patient data. The free, online mapping platform allows users to compare geographical areas where health center patients originate from and underlying social determinants of health. Compare health center data, locations of hospitals or Veterans Affairs facilities, demographic or health outcomes, or upload your own data. Stop by our booth to learn more about the modifications and upcoming learning opportunities.

Jennifer Rankin, 1133 Connecticut Ave., NW, Ste. 1100, Washington, DC 20036
Phone: (202) 331-3360 Email: jrankin@healthlandscape.org
www.udsmapper.org
UHC Solutions

UHC Solutions (UHCS) recruits for FQHCs across the country on a permanent or direct hire basis. The firm headhunts “A Players” who can make an immediate and positive impact in an organization. Since 1998, UHCS has produced a track record of success in helping our clients attract C-Suite leadership, finance professionals, foundation experts, and primary care physicians who are mission-driven and have a passion for serving the underserved.

Tim Mulvaney, One Centerpointe Dr., Ste. 580, Lake Oswego, OR 97035
Phone: (503) 443-6008   Email: tim@uhcsolutions.com
www.uhcsolutions.com

Unemployment Services Trust

The Unemployment Services Trust (UST) offers nonprofits a safe, cost-effective alternative to paying state unemployment taxes. 501(c)(3) organizations have the exclusive advantage of opting out of their state’s unemployment tax system and instead paying dollar-for-dollar only their own claims. UST members can save up to 60% on their rate. Join more than 2,200 nonprofits that save $35M annually. With unemployment taxes rising, there’s no better time than now. Visit www.ChooseUST.org to request a Savings Evaluation.

Cheryl Jones, PO Box 22657, Santa Barbara, CA 93121
Phone: (888) 249-4788   Email: cjones@chooseust.org
www.chooseust.org

UnitedHealthcare

UnitedHealthcare is the country’s largest health insurance company. We serve over 40 million members with health plans and services for employers and individuals, and offer products and services for people over 65; cost-effective and innovative care for active duty and retired military personnel and their families in the western U.S.; and targeted health plans in 25 states and the District of Columbia for the economically disadvantaged, the medically underserved, and those without employer-funded health care coverage.

Diane Roberts, PO Box 9472, Minnetonka, MN 55440-9472
Phone: (423) 871-1005   Email: diane_l_roberts@uhc.com
www.uhc.com

Veterans Health Administration

The Veterans Health Administration Office of Community Care provides Veterans access to health care, through the community, when services are either not available at a VA facility or distance makes these services inaccessible. Our goal is to deliver a program that is easy to understand, simple to administer, and meets the needs of Veterans and their families, community providers, and VA staff.

Kameron Matthews, 1575 Eye St., NW, Ste. 240, Washington, DC 20420
Phone: (202) 461-4240   Email: Kameron.Mathews@va.gov
www.va.gov
Visualutions, Inc.  Booth 521

Visualutions is a Healthcare IT company with over 20 years invested in serving community health centers. We offer a variety of CHC-specific software solutions and services tailored to meet the unique and demanding needs of CHCs including revenue cycle management services, state and federal reporting, and clinical and financial analytics. Visualutions is committed to helping community health centers successfully navigate the market shift from volume to value while improving patient outcomes in their communities.

James Kaatz, 7440 Mintwood Ln., Spring, TX 77379  
Phone: (281) 297-2257  Email: james.kaatz@visualutions.com  
www.visualutions.com

Walgreens  Booth 215

Walgreens is a leader in creating forward-thinking solutions to help government entities fulfill their commitment to provide broad access to high-quality, low-cost health care. From 340B management and specialty pharmacy solutions to immunization services, we’re committed to working with you to develop solutions that fit the needs of your constituents.

Terry Day, 1417 Lake Cook Rd., Deerfield, IL 60015  
Phone: (860) 538-5354  Email: terry.day@walgreens.com  
www.walgreens.com

Weitzman Institute/Community Health Center, Inc.  Booth 421

CHC’s Weitzman Institute inspires innovation and develops best practice models to transform primary care through research, quality improvement training, Project ECHO®, and training the next generation. Project ECHO connects primary care providers with multidisciplinary teams of specialists to improve the management of patients with complex conditions. Weitzman Institute provides state-of-the-art Quality Improvement training on facilitation, team dynamics, Lean and change management and is training the next generation of leaders in health care.

Patti Feeney, 675 Main St., Middletown, CT 6457  
Phone: (860) 347-6971  Email: Feeneyp@chc1.com  
www.WeitzmanInstitute.org

Welch Allyn  Booth 325

Welch Allyn empowers clinicians and health systems with smarter tools to assess, diagnose, and treat every patient with confidence. Every day, around the world, we enhance outcomes for patients and their caregivers through our innovative technologies and solutions.

Vince Constantine, 12007 Hollyhock Dr., Fishers, IN 46037  
Phone: (317) 691-0586  Email: vince.constantine@welchallyn.com  
www.welchallyn.com
Western Governors University

Western Governors University (WGU) offers an ideal pathway for health care professionals to pursue their bachelor’s or master’s degrees in Health Care, Information Technology, Business, or Teacher Ed. Our competency-based, online educational programs are accredited, flexible and affordable, meeting the needs of professional adults. WGU is a non-profit university and is recognized as a NLN Center of Excellence. Degree programs are CCNE- and CAHIIM-accredited.

Ann Miller, 4001 S. 700 East, Ste., 700, Salt Lake City, UT 84107
Phone: (385) 428-5512 Email: ann.miller@wgu.edu
www.wgu.edu
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**SEAPORT FOYER**

1. Centene Corporation
2. Texas Association of Community Health Centers
3. BKD, LLP
4. McKesson Medical-Surgical
5. National Association of Community Health Centers
6. OCHIN
7. NextGen Healthcare

**HARBOR FOYER**

Tabletop 1. Capital Link
Tabletop 2. National Family Planning & Reproductive Health Association
Tabletop 3. ECHO Institute
Tabletop 5. Veterans Health Administration
Tabletop 6. Centers for Disease Control and Prevention
Tabletop 7. Southcentral Foundation
Tabletop 8. Health Information Technology, Evaluation, and Quality Center
Tabletop 9. CDC’s “Learn the Signs. Act Early.” Program
Tabletop 10. Howard Brown Health
Tabletop 11. The National LGBT Health Education Center at The Fenway Institute
Tabletop 12. UDS Mapper
Tabletop 13. The Family Planning National Training Center
Tabletop 19. The All of Us Research Program
Tabletop 20. Direct Relief
NACHC 2017 CHI EXPO Floorplan

Sunday, August 27, 12:00pm – 6:30pm • Monday, August 28, 7:00am – 3:30pm
Tuesday, August 29, 7:30am – 10:30am

Seaport Ballroom
NACHC 2017 CHI
Tabletop Floorplan and Poster Presentations
Harbor Foyer
Results You Can See

Revenue Cycle Management

Visualutions’ RCM services are tailored to the unique and demanding needs of community health centers to manage billing complexities and improve collections results.

- Increase Revenue
- Decrease Overhead/Operational Costs
- Improve Patient Care

VisAnalytics Dashboards

Powerful insights to help you navigate value-based care. See data for RCM, UDS, Financial, Clinical, and HEDIS in an instant.

- Create Your Own Dashboards
- Stratify Patient Populations
- Curated Cleansed Data Sets

www.Visualutions.com
FOR HEALTH CENTERS BY HEALTH CENTERS

EMPLOYEE BENEFITS & INSURANCE SOLUTIONS FOR HEALTH CENTERS

The Value in Benefits (ViB) Program leverages the collective purchasing power of health centers to offer benefit solutions and insurance products. CHV & NACHC are currently piloting ViB with the intent of expanding the program later in 2017.

1-888-299-0324
ventures@nachc.org

LEARN MORE ABOUT THE ViB PILOT

The Value in Benefits (ViB) Program is a health center value program designed specifically for community health centers. ViB is managed by Community Health Ventures, the business development affiliate of the National Association of Community Health Centers (NACHC). Unlike other employee benefit programs, ViB is the only program that supports the mission of America’s Community Health Centers (CHCs) and works to leverage their collective buying power for better terms and conditions.

The initial focus will be to pilot two products: employee health insurance and gap medical malpractice. The purpose of the pilot is not only to evaluate the value proposition of the program, but to also examine the proper alignment of the ViB pilot partners, and the products/solutions that are being offered. More importantly, the goal of the pilot is to learn more about the specific needs of health centers and the unique challenges they face in offering employee benefits. Ultimately, the mission is simple: to create a program that supports community health centers across the country to reduce costs so they can focus on serving their communities.

www.valueinbenefits.org
### Key to Moderators and Presenters

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STAFFING SOLUTIONS FOR COMMUNITY HEALTH CENTERS

Health Center / CEO

"VIS has been an effective recruiting partner, in particular by successfully adapting their search process to fit our needs."

Value in Staffing Program

VIS

The Value in Staffing (ViS) program is the only national staffing program created under the direction of health center leadership.

ViS provides health centers with a variety of workforce solutions in a time of tremendous patient growth.

SERVICES AVAILABLE

- Permanent Placement Contingency Firms
- Permanent Placement Retainer Firms
- Temporary Placement Firms
- Executive Search Firm

www.valueinstaffing.org
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<td>AAFP</td>
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<td>ACA</td>
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<td>Accountable Care Organization</td>
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<td>ACOG</td>
<td>American College of Obstetricians and Gynecologists</td>
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<td>Generally Accepted Accounting Principles</td>
</tr>
<tr>
<td>GME</td>
<td>Graduate Medical Education</td>
</tr>
<tr>
<td>HCCN</td>
<td>Health Center Controlled Network</td>
</tr>
<tr>
<td>HDC</td>
<td>Health Disparities Collaborative</td>
</tr>
<tr>
<td>HHS</td>
<td>Health &amp; Human Services</td>
</tr>
<tr>
<td>HIE</td>
<td>Health Information Exchange</td>
</tr>
<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
</tr>
<tr>
<td>HIT</td>
<td>Health Information Technology</td>
</tr>
<tr>
<td>HIV/AIDS</td>
<td>Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome</td>
</tr>
<tr>
<td>HMO</td>
<td>Health Maintenance Organization</td>
</tr>
<tr>
<td>HPSA</td>
<td>Health Professions Shortage Area</td>
</tr>
<tr>
<td>HRSA</td>
<td>Health Resources and Services Administration</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>ICD</td>
<td>International Classification of Diseases</td>
</tr>
<tr>
<td>IDS</td>
<td>Integrated Delivery Service</td>
</tr>
<tr>
<td>IHI</td>
<td>Institute for Healthcare Improvement</td>
</tr>
<tr>
<td>IPA</td>
<td>Independent Practice Association</td>
</tr>
<tr>
<td>IRS</td>
<td>Internal Revenue Service</td>
</tr>
<tr>
<td>LALs</td>
<td>Look-Alikes</td>
</tr>
<tr>
<td>LGBT</td>
<td>Lesbian, Gay, Bisexual, and Transgender</td>
</tr>
<tr>
<td>LIP</td>
<td>Licensed Independent Practitioner</td>
</tr>
<tr>
<td>MCH</td>
<td>Maternal and Child Health</td>
</tr>
<tr>
<td>MCO</td>
<td>Managed Care Organization</td>
</tr>
<tr>
<td>MGMA</td>
<td>Medical Group Management Association</td>
</tr>
<tr>
<td>MH/SA</td>
<td>Mental Health/Substance Abuse</td>
</tr>
<tr>
<td>MHC</td>
<td>Migrant Health Center</td>
</tr>
<tr>
<td>MLP</td>
<td>Medical-Legal Partnership</td>
</tr>
<tr>
<td>MOU/MOA</td>
<td>Memorandum of Understanding/ Agreement</td>
</tr>
<tr>
<td>MU</td>
<td>Meaningful Use</td>
</tr>
<tr>
<td>MUA</td>
<td>Medically Underserved Area</td>
</tr>
<tr>
<td>MUP</td>
<td>Medically Underserved Population</td>
</tr>
<tr>
<td>NAP</td>
<td>New Access Point</td>
</tr>
<tr>
<td>NCQA</td>
<td>National Committee for Quality Assurance</td>
</tr>
<tr>
<td>NHCW</td>
<td>National Health Center Week</td>
</tr>
<tr>
<td>NHSC</td>
<td>National Health Service Corps</td>
</tr>
<tr>
<td>NIH</td>
<td>National Institutes of Health</td>
</tr>
<tr>
<td>NIMH</td>
<td>National Institute of Mental Health</td>
</tr>
<tr>
<td>NoA</td>
<td>Notice of Award</td>
</tr>
<tr>
<td>NP</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>O&amp;E</td>
<td>Outreach and Enrollment</td>
</tr>
<tr>
<td>OIG</td>
<td>Office of Inspector General</td>
</tr>
<tr>
<td>OMB</td>
<td>Office of Management and Budget</td>
</tr>
<tr>
<td>OPA</td>
<td>Office of Pharmacy Affairs</td>
</tr>
<tr>
<td>OSV</td>
<td>Operational Site Visit</td>
</tr>
<tr>
<td>PA</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>PACE</td>
<td>Program of All-Inclusive Care for the Elderly</td>
</tr>
<tr>
<td>PAL</td>
<td>Program Assistance Letter</td>
</tr>
<tr>
<td>PBRN</td>
<td>Practice-Based Research Network</td>
</tr>
<tr>
<td>PCA</td>
<td>Primary Care Association</td>
</tr>
<tr>
<td>PCER</td>
<td>Primary Care Effectiveness Review</td>
</tr>
<tr>
<td>PCMH</td>
<td>Patient-Centered Medical Home</td>
</tr>
<tr>
<td>PCOR</td>
<td>Patient-Centered Outcomes Research</td>
</tr>
<tr>
<td>PCORI</td>
<td>Patient-Centered Outcomes Research Institute</td>
</tr>
<tr>
<td>PDPA</td>
<td>Prescription Drug Purchase Assistance Program</td>
</tr>
<tr>
<td>PEERS</td>
<td>Patient Experience Evaluation Report System</td>
</tr>
<tr>
<td>PHARMD</td>
<td>Doctor of Pharmacy</td>
</tr>
<tr>
<td>PHS</td>
<td>Public Health Service</td>
</tr>
<tr>
<td>PII</td>
<td>Program Integrity Initiative</td>
</tr>
<tr>
<td>PIN</td>
<td>Policy Information Notice</td>
</tr>
<tr>
<td>POS</td>
<td>Point of Service</td>
</tr>
<tr>
<td>PPS</td>
<td>Prospective Payment System</td>
</tr>
<tr>
<td>PSO</td>
<td>Provider Sponsored Organization</td>
</tr>
<tr>
<td>QA</td>
<td>Quality Assurance</td>
</tr>
<tr>
<td>QI</td>
<td>Quality Improvement</td>
</tr>
<tr>
<td>QM</td>
<td>Quality Management</td>
</tr>
<tr>
<td>RHC</td>
<td>Rural Health Clinic</td>
</tr>
<tr>
<td>SBIRT</td>
<td>Screenings, Brief Intervention, and Referral to Treatment</td>
</tr>
<tr>
<td>SDH</td>
<td>Social Determinants of Health (also SDOH)</td>
</tr>
<tr>
<td>SFDP</td>
<td>Sliding Fee Discount Program</td>
</tr>
<tr>
<td>TANF</td>
<td>Temporary Assistance to Needy Families</td>
</tr>
<tr>
<td>THC</td>
<td>Teaching Health Center</td>
</tr>
<tr>
<td>UDS</td>
<td>Uniform Data System</td>
</tr>
<tr>
<td>VHA</td>
<td>Veterans Health Administration</td>
</tr>
<tr>
<td>WIC</td>
<td>Women, Infants, and Children Program</td>
</tr>
</tbody>
</table>
NACHC’s 2017–2018 Regional Training Season!

NACHC’s new regional training season kicks off this fall – visit us at nachc.org/trainings-and-conferences/ to find out more about training opportunities currently in development.

Leadership Training

- CEO Institute – CEOI | March–August 2018
- CFO Institute – CFOI | October 2017–March 2018

Clinical Leadership Training

Applications now being accepted!

- Managing Ambulatory Health Care I: A Program for Clinical Leaders in Health Centers (MAHC I) | October 2–5, 2017 | Baltimore, Maryland
- Managing Ambulatory Health Care I: A Program for Clinical Leaders in Health Centers (MAHC I) | January 8–11, 2018 | New Orleans | Registration to open soon!

Winter – Spring 2018

- Managing Ambulatory Health Care II: Advanced Course for Clinical Leaders in Health Centers (MAHC 2)
- Managing Ambulatory Health Care III: Enhancing Collaborative Management in Health Centers; Developing Clinical-Operations Teams (MAHC 3)
- Managing Ambulatory Health Care IV: Enhancing Collaborative Leadership in Health Centers; Developing Clinical-Leadership Teams (MAHC 4)

Financial Operations Training at Every Stage

- Financial Operations Management Seminar Level I, (FOM I) | February 2018
- Financial Operations Management Seminar Level II, (FOM II) | April 2018
- Financial Operations Management Seminar Level III, (FOM III) | June 2018
- Revenue Cycle 360° | January 2018

Growth and Development Training

- Starting With Success: Building and Enhancing Your Health Center | December 2017

Operations Management Training at Every Stage

- Practical Art of Health Center Operations | February 2018
- Cultivating Health Center Operations | November 2017 & March 2018
- Elevating Health Center Operations | May 2018

*Training currently open for registration.

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SAVINGS THROUGH ASSOCIATION

The Value in Purchasing (ViP) Program is the only group purchasing program endorsed by the National Association of Community Health Centers (NACHC).

ViP Program Highlights

- ViP is the only GPO that saves health centers money on their purchases and directly supports the organizations that support community health centers.

- More than 850 health centers are enrolled in ViP, saving CHCs millions of dollars to better serve their communities.

- Take advantage of superior CHC-tiered contract pricing negotiated exclusively by ViP.

- Work with your choice of medical and dental distributors, including McKesson, Henry Schein, Benco Dental, Concordance Healthcare Solutions, NDC, Medline, and many more.