



NATIONAL ASSOCIATION OF
Community Health Centers

2018 TRAINING COURSE

Managing Ambulatory Health Care I: Introductory Course for Clinicians in Health Centers (MAHC1)

Brought to you by the
**National Association of
Community Health Centers
(NACHC)**

Continuing Education Credit

The National Association of Community Health Centers (NACHC) provides continuing education credits through the American Academy of Family Physicians (AAFP). This educational activity is typically approved for up to a maximum of 20 AAFP CME credits. Certificates of Completion, including CME credit information will be presented at the end of the completed course. Physicians should only claim credit commensurate with the extent of their participation in the activity.



**NACHC Trainings
Are Green!**

For more information on how
to access course materials, or
download presentations, visit :

[http://nachc.org/trainings-
and-conferences/](http://nachc.org/trainings-and-conferences/)

Managing Ambulatory Health Care I: Introductory Course for Clinicians in Health Centers (MAHC1) is the first in a series of four Managing Ambulatory Health Care (MAHC) training courses offered by the National Association of Community Health Centers (NACHC).

This four day course goes beyond the basics of being a new clinical director in a FQHC. MAHC1 focuses on skills that are essential to today's health center environment. You will learn specific management skills that can help address the increasing need to generate tangible results which support the move to value-based care, including:

- ▶▶ Financial Management
- ▶▶ The Enhanced Role of the Clinical Director (Medical, Dental, Behavioral Health, etc.)
- ▶▶ Clinical Operations
- ▶▶ Productivity Management
- ▶▶ Performance Compensation

Learning Objectives

By the end of this course, participants will be able to:

1. Read income statements and balance sheets to improve their ability to participate in financial decisions at the health center.
2. Develop an understanding of how to improve a number of common operational issues faced community health centers.
3. Develop an awareness of the political environment of health centers; learn crucial strategies to develop their leadership role within their community.

Presenters

Paul Campbell, MPA, ScD, *Lecturer on Management, Retired (1992 – 2017), Harvard T.H. Chan School of Public Health*

Gary Campbell, MPH, *Chief Executive Officer, Johnson Health Center, Founder, Impact2Lead*

Robert Hoch, MD, MPH, *Senior Clinical Advisor, Harbor Health Services, Inc.*

October 22-25, 2018 | Santa Fe, NM

Hotel Information

Eldorado Hotel
309 West San Francisco St.
Santa Fe, NM 87501
Phone: 505-988-4455
Website: www.eldoradohotel.com

Group Rate: \$199/night, single/double (plus taxes)

*Pricing Information

- Early Bird Registration Fee: \$2,250 if registration received by October 8, 2018
- Regular Registration Fee: \$2,450 if registration received after October 8, 2018

**Registration Fee includes training materials, continental breakfast, lunch and snacks for morning and afternoon breaks.*

DRAFT AGENDA

Monday, October 22

8:00 am – 9:00 am	Program Check-in and Continental Breakfast
9:00 am – 10:30 am	Program Introduction Paul Campbell, MPA, ScD, <i>Lecturer on Management, Retired (1992 – 2017), Harvard T.H. Chan School of Public Health</i> Robert Hoch, MD, MPH, <i>Senior Clinical Advisor, Harbor Health Services, Inc.</i>
10:30 am – 11:00 am	Break
11:00 am – 12:15 pm	Role of the Medical Director Robert Hoch, MD, MPH
12:15 pm – 1:15 pm	Lunch
1:15 pm – 2:30 pm	Financial Management I Paul Campbell, MPA, ScD
2:30pm – 2:45 pm	Break
2:45 pm – 4:00 pm	Provider Scheduling Robert Hoch, MD, MPH

Tuesday, October 23

7:30 am – 8:00 am	Continental Breakfast
8:00 am – 9:00 am	Discussion Groups
9:00 am-10:30 am	Financial Management II Paul Campbell, MPA, ScD
10:30 am – 10:45 am	Break
10:45 am – 12:15 pm	Compensation Robert Hoch, MD Paul Campbell, ScD
12:15 pm – 1:15 pm	Lunch
1:15 pm – 2:30 pm	Strengthening Leadership Gary Campbell, MPH, <i>Chief Executive Officer, Johnson Health Center and Founder, Impact2Lead</i>
2:30 pm – 2:45 pm	Break
2:45 pm – 4:00 pm	Enhancing Motivation Gary Campbell, MPH

Wednesday, October 24

7:30 am – 8:00 am	Continental Breakfast
8:00 am – 9:00 am	Discussion Groups
9:00 am – 10:30 am	Clinical Operations Robert Hoch, MD, MPH
10:30 am – 10:45 am	Break
10:45 am – 12:00 pm	Financial Management III Paul Campbell, MPA, ScD
12:00 pm – 1:00 pm	Lunch
1:00 pm – 2:30 pm	Conflict Resolution Gary Campbell, MPH
2:30 pm – 2:45 pm	Break
2:45 pm – 4:00 pm	Managing Change Gary Campbell, MPH
4:00 pm	Reception

Thursday, October 25

7:30 am – 8:00 am	Continental Breakfast
8:00 am – 8:45 am	Discussion Groups
8:45 am – 10:45 am	Case Presentation and Discussion Paul Campbell, MPA, ScD Robert Hoch, MD, MPH
10:45 am – 11:00 am	Break
11:00 am – 12:15 pm	Local Presentation and Discussion
12:15 pm – 1:15 pm	Lunch
1:15 pm – 2:45 pm	Community Health Centers and National Health Policy
2:45 pm – 3:45 pm	Program Closing Paul Campbell, MPA, ScD Robert Hoch, MD, MPH
3:45 pm	Adjournment

How to Apply and Register

1. To apply online simply click [here](#) and complete the PDF form.

Email the completed form with the **Subject Line: MAHC1 Santa Fe 2018** to cthomas@nachc.com

OR

Print the MAHC Application.pdf and fax it **Attn: Cindy Thomas to (301) 347-0485**

2. Applications will be reviewed by the course faculty, and you will be notified of your status into the program within one week of submission. Participant requirements: A clinical leader working in a FQHC or look alike who maintains both a clinical (seeing patients) and administrative role in the health center.
3. **Once notified of acceptance to the MAHC course, you will be provided with a link to complete your registration and submit payment for the course.** *If this is not completed within 10 days of notification, your place in the course will be released to another participant and you must begin the process again from the beginning.*
4. Applications will be accepted on a rolling basis until course is full (50 participants). A waiting list will be developed once the course has reached capacity, and wait listed registrations will be giving priority registration to either fill a cancellation or to a future MAHC course.

Schedule of Program Fees

Payment will be collected once notified of acceptance into the program.

- Early Bird Registration Fee: \$2,250 if registration received by October 8, 2018
- Regular Registration Fee: \$2,450 if registration received after October 8, 2018

NACHC Cancellation Policy:

All Cancellations must be in writing and must be received at NACHC on/before October 15, 2018.

- Cancellations received on/before October 15, 2018 will be assessed a \$100 processing fee.
- Cancellations received after October 15, 2018 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions may be made without additional charge as long as the new participant meets the course requirements. All requests for substitutions or cancellations must be made in writing and receive NACHC approval.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to Cindy Thomas at cthomas@nachc.org.

Program fee includes:

- Comprehensive take-home reference manual of on-site course work
- Electronic access to all presentations, PowerPoints, and additional reference materials
- Continental breakfast, lunch and snacks for morning and afternoon breaks
- Special reception for all participants and faculty
- Up to 20 CME credits through AAFP, and a certificate of attendance

Application

Name and Degree/Certification

(as it should appear on the certificate of completion): _____

First Name (for classroom use): _____

Title: _____

Organization (No Acronyms): _____

Address: City, State, Zip _____

Telephone: _____ Emergency Phone: _____

Work Email: _____

Assistants Email: _____

1. Do you currently work for a federally qualified health center, or Look Alike FQHC? _____
a. If not, what type of organization do you currently work for? _____

2. How long have you been employed at a health center? _____

3. How long have you been a Clinical Director and/or manager at your community health center? _____

4. Do you currently maintain both a clinical and administrative role in your CHC? _____

5. By applying and signing the application form, you agree to pre- and post-activities related to the course, including preparatory reading materials, post-course evaluation, or activities with your clinic's Executive Director and management team.

Please initial _____

6. Have you received the endorsement and support of your Executive Director and CFO for participating in this learning opportunity and have the agreement of the Executive Director and the management team to work with you on post-course activities?

Yes _____ No _____

7. Do you have any food allergies or dietary restrictions? Please explain if needed. _____

Please type in your name as your e-signature _____

Email this completed form with the **Subject Line: MAHC1 Santa Fe 2018** to cthomas@nachc.com

Or print this form and fax it **Attn: Cindy Thomas to (301) 347-0485**

You will receive notification of your acceptance in the course and payment instructions within one week.