



NATIONAL ASSOCIATION OF
Community Health Centers

2018
TRAINING COURSE

Managing Ambulatory Health Care II: Advanced Course for Clinicians in Community Health Centers (MAHC2)

San Francisco, CA
June 25–28, 2018

Brought to you by the
**National Association of
Community Health Centers
(NACHC)**
in partnership with
**The California Primary Care
Association (CPCA)**



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Managing Ambulatory Health Care II: Advanced Course for Clinicians in Community Health Centers (MAHC2) is the second in a series of four Managing Ambulatory Health Care (MAHC) training courses offer by the National Association of Community Health Centers (NACHC).

This intensive four-day program is designed specifically for health center clinicians (Medical Directors, Dental Directors, Behavioral Health Directors, other clinical leaders or managers) who have undertaken significant managerial responsibilities, yet are unable to take time away from the organization to complete a degree program in public health or health administration.

Prerequisites: Strong preference will be given to participants who have five or more years of management experience and/or have completed some management training in public health or health administration (which may include a previous MAHC course).

Learning Objectives

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

1. Identify and implement key strategies to achieve high performance at the health center.
2. Examine the fiduciary role of the clinical leader and demonstrate knowledge of key health center financial and performance measures.
3. Demonstrate the ability to make strategic decisions using appropriate data.
4. Identify and apply effective leadership skills and competencies such as: demonstrating effective communication skills, building beneficial interpersonal relationships, distinguishing ways to adjust one's leadership style based on the situation, and displaying the critical thinking skills and abilities to lead others toward common goals.

Method of Instruction

The Harvard case method of instruction will be used to facilitate practical application of the concepts presented and to create a dynamic forum for the exchange of insights and experience between participants and faculty.

Effectively Guide Your Health Center through Times of Uncertainty and Change

Over one thousand clinicians have completed this continually updated program, consistently rating it excellent for its practicality in the clinical setting, sensitivity to the needs of community health center clinicians, and responsiveness to the volatile health care environment we operate in each day.

Lead Faculty

Paul Campbell, MPA, ScD, *Lecturer on Management and Global Health, Deputy Director, International Health Systems Program, Harvard T.H. Chan School of Public Health (Retired 2017)*

Robert Hoch, MD, MPH, *Chief Medical Officer, Harbor Health Services*

This course also features key content experts in the fields of HIT, Leadership, Conflict Negotiation, and Health Center Reform.

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.

Additional CME Opportunity: CME Activity Certification Translation to Practice (T2P) Component (<http://www.aafp.org/cme/creditsys/about/t2p.html>)

June 25-28, 2018 | San Francisco, CA

Hotel Information

San Francisco Marriott Fisherman's Wharf
1250 Columbus Ave.

San Francisco, CA 94133
415-775-7555

Room rate: \$219 per night

Cost

Early bird (**by June 11, 2018**): \$2,250

Regular (**after June 11, 2018**): \$2,450

Training fees include training materials, breakfast and lunch, all four days.

Duration of training: 4 days

DRAFT AGENDA

MONDAY, June 25

8:00 – 9:00 am	Program Registration and Continental Breakfast
9:00 – 10:30 am	Program Introduction
10:30 – 11:00 am	Break
11:00 – 12:15 pm	Clinical Leadership Challenges
12:15 – 1:15 pm	Lunch
1:15 – 3:00 pm	Financial Management for Clinical Leaders
3:00 – 3:15 pm	Break
3:15 – 4:30 pm	Primary Care Crisis: Recruitment & Retention of Providers

WEDNESDAY, June 27

7:30 – 8:00 am	Continental Breakfast
8:00 – 9:00 am	Discussion Groups on Health Center Case Study
9:00 – 10:30 am	Case Presentations on Operational and Personnel Issues
10:30 – 10:45 am	Break
10:45 – 12:15 pm	Promoting Joy and Reducing Provider Turnover
12:15 – 1:15 pm	Lunch
1:15 – 2:30 pm	Negotiation and Conflict Resolution I
2:30 – 2:45 pm	Break
2:45 – 4:00 pm	Negotiation and Conflict Resolution II
4:15 – 5:30 pm	Reception

TUESDAY, June 26

7:30 – 8:00 am	Continental Breakfast
8:00 – 9:00 am	Discussion Groups on Operational and Personnel Issues
9:00 – 10:30 am	Assessing Community Health Center Performance
10:30 – 10:45 am	Break
10:45 – 12:00 pm	Addressing the Social Determinants of Health
12:00 – 1:00 pm	Lunch with Topic Tables
1:00 – 2:30 pm	Leadership Styles
2:30 – 2:45 pm	Break
2:45 – 4:15 pm	Leadership Styles, Continued

THURSDAY, June 28

7:30 – 8:00 am	Continental Breakfast
8:00 – 9:00 am	Discussion Groups on Health Center Case Study
9:00 – 10:45 am	Case Presentation and Discussion
10:45 – 11:00 am	Break
11:00 – 12:15 pm	Health Care and Payment Reform
12:15 – 1:15 pm	Lunch
1:15 – 2:30 pm	Leadership in Emergency Preparedness and Response
2:30 – 3:00 pm	Closing

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: MAHC2 San Francisco** 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 acceptance 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. Strong preference will be given to participants who have five or more years of management experience and/or have completed some management training in public health or health administration (which may include a previous MAHC course).
3. **Once notified of acceptance to the MAHC course, you will be provided with a link to complete your registration and 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.

- \$2,250 per participant (**by June 11, 2018**)
- \$2,450 per participant (**after June 11, 2018**)

Substitution/Cancellation Policy

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.

Cancellations received before June 11, 2018 will be issued a full refund minus a \$100 cancellation fee.

No refunds for cancellations received on or after June 11, 2018.

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 signed by the faculty of the Harvard School of Public Health
- CME Activity Certification Translation to Practice (T2P) Component (<http://www.aafp.org/cme/creditsys/about/t2p.html>)

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/Cell Phone: _____

Work Email: _____

Assistants Email: _____

1. Do you currently work for a federally qualified community 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. Have you participated in other leadership/management training as noted in the prerequisites listed above? _____

Please explain _____

6. 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 _____

7. 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 _____

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

Please type in your name as your e-signature _____

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

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