



## Health Center Financial/Operations Management Seminar- Level III (FOM 3)

This program has been recommended for 16 CPE credits in the "Specialized Knowledge" category

**Delivery Method:** Group Live and Group Internet-Based

### Prerequisites and or

**PreWork:** A minimum of five years working in the health care sector in a financial, management, or administrative role.

**Program Level:** Advanced

**Duration of Training:** 2 days



**NACHC Trainings  
Are Going Green!**

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

<http://nachc.org/trainings-and-conferences/>

### ACCOUNTING PROFESSIONALS (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org). (Sponsor #108392)

The National Association of Community Health Centers (NACHC) is pleased to offer the Health Center Financial/Operations Management Seminars.

There are three levels of the Health Center Financial/Operation Management Seminars. Each level focuses on different topics that will help health center financial and operational staff understand and meet the unique challenges of operating a health center.

FOM3 focuses on leadership and management. Leadership and management are two distinctive and complementary systems of actions. The challenge is to combine strong leadership and management and to achieve an effective balance for operational and strategic performance.

### Learning Objectives:

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

- Distinguish between the concept of leadership and management and explain how both are necessary to drive operational and strategic performance
- Analyze data using metrics to make financial and operational decisions
- Use provider incentive programs to drive performance
- Identify elements of an effective compliance program and develop an appropriate compliance work plan for your health center

### Past Presenters:

**Curt Degenfelder**, *Curt Degenfelder Consulting, Inc., Los Angeles, CA*

**Dianne K. Pledge, Esq.**, *Compliance Counsel, Feldesman Tucker Leifer Fidell LLP, Washington, DC*

**Scott Gold**, *Partner, BKD LLP, Springfield, MO*

## FOM Level III Seminar

Denver, CO • June 5-6, 2019

**Attend In Person or Virtually!**

### Magnolia Hotel Denver

818 17th Street  
Denver, CO 80202  
Telephone: (303) 607-9000

### \*Pricing Information

- Early Bird Registration Fee: \$635 if registration received by May 22, 2019
- Regular and On-Site Registration Fee: \$735 if registration received *after* May 22, 2019

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

**Registration cutoff date (Last day to register online): May 29, 2019**

To register online for these seminars, visit: [www.nachc.org](http://www.nachc.org) and click Trainings.

For questions or comments, contact [trainings@nachc.org](mailto:trainings@nachc.org) or 301-347-0400.

# Training Information

## Who Should Attend?

We suggest that **Health Center C-Suite Leaders, Managers, and Board Members** attend this regional training.

## Training Hotel Information

### Magnolia Hotel Denver

818 17th Street  
Denver, CO 80202  
Telephone: (303) 607-9000

Group Rate: \$195/night, single/double (plus taxes)

### Hotel Reservation Cutoff Date: May 14, 2019

*NACHC has negotiated a discounted rate of \$195 a night which will be honored until May 14, 2019 or until the block has sold out, whichever occurs first.*

**Online Hotel Reservation Link:** <https://www.starwoodmeeting.com/events/start.action?id=1808035398&key=28507F1>

### Tip:

- We encourage you to register and pay (by credit card) for this regional training and book your hotel accommodations on the same day. A confirmed hotel reservation **does not** guarantee a spot in the training. If you have not received confirmation for participation in the training, you will be responsible for any hotel cancellation fees.

## Airport, Parking and Taxi Information

The **Denver International Airport (Airport code DEN)** is about 25 miles away from the Magnolia Hotel Denver, while the **Centennial Airport (Airport code APA)** is about 19 miles away.

The Magnolia Hotel Denver does not offer shuttle service to/from the airports. Feel free to utilize shuttle services like Super Shuttle, Uber/Lyft, or taxis at baggage claim.

The Magnolia Hotel Denver offers valet parking at \$38 per day.

## NACHC Trainings Are Green!



All materials for this training will be available on the **MyNACHC Learning Center** to be downloaded one week prior to the event or printed at your leisure. It will be 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. For more information on how to access course materials and download presentations, go to:

<http://nachc.org/trainings-and-conferences/>

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# FINANCIAL/OPERATIONS MANAGEMENT SEMINAR- LEVEL III (FOM 3)–GROUP LIVE

## Day One: Wednesday, June 5, 2019

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7:30 am–8:30 am	<b>Registration and Continental Breakfast</b>
8:30 am–10:30 am	<b>Leadership and Management in Health Centers</b> Leadership and management are two distinctive and complementary systems of action. The challenge is to combine strong leadership and strong management and use each of them to enhance the other. <i>Curt Degenfelder, Curt Degenfelder Consulting</i>
10:30 am–10:45 am	<b>Break</b>
10:45 am–12:30 pm	<b>Benchmarking and Analyzing Costs for Improving Operations</b> Learn about health center industry benchmarks and how to use them in your practice to better manage cost, productivity and revenue by establishing goals and objectives for budgeting and realization of better financial performance. <i>Scott Gold, BKD</i>
12:30 pm–1:30 pm	<b>Lunch (provided)</b>
1:30 pm–2:45 pm	<b>Evaluating Fraud Risks and Improving Internal Controls</b> Fraud can wreak havoc on organization financial performance and undermine business objectives. No business is immune from the risks associated with fraud, and community health centers are no exception. Health care organizations have some unique and rampant risks for fraud and embezzlement. This session will cover evaluating risk and improving internal controls. <i>Scott Gold, BKD</i>
2:45 pm–3:00 pm	<b>Break</b>
3:00 pm–4:45 pm	<b>Financial and Data Analysis in the New World of Health Reform</b> As a result of health reform, data analysis is even more critical to financial and operational decision making. This session will focus on the metrics for analyzing expansion opportunities. We will also discuss how patient-centered medical home (PCMH) practice transformation ties in with PPS payment reform, and the metrics to measure both. <i>Curt Degenfelder, Curt Degenfelder Consulting</i>

## Day Two: Thursday, June 6, 2019

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8:00 am–8:30 am	<b>Registration and Continental Breakfast</b>
8:30 am–9:30 am	<b>Financial and Data Analysis in the New World of Health Reform (cont.)</b>
9:30 am–10:30 am	<b>Provider Compensation and Incentive Programs</b> Recruiting and retaining provider staff is an ever-growing challenge for community health centers. This session will discuss total provider compensation – both salaries and fringe benefits – as well as other drivers of provider satisfaction. The session will also present a basic incentive compensation system for providers. <i>Curt Degenfelder, Curt Degenfelder Consulting</i>
10:30 am–10:45 am	<b>Break</b>
10:45 am–12:30 pm	<b>Provider Compensation and Incentive Programs (cont.)</b>
12:30 pm–1:30 pm	<b>Lunch (provided)</b>
1:30 pm–3:00 pm	<b>Corporate Compliance: Integrating Leadership and Management</b> Maintaining compliance with applicable legal requirements cannot rest on the health center's Compliance Officer alone. Instead, compliance should be viewed similarly to other organization-wide initiatives that require both leadership and management to be successful. This session will explain the role of accountability for compliance, the elements of an effective strategy for maintaining compliance, and the tools for managing the implementation of a compliance program. <i>Dianne Pledgie, FTLF</i>
3:00 pm–3:15 pm	<b>Break</b>
3:15 pm–4:45 pm	<b>Corporate Compliance: Integrating Leadership and Management (cont.)</b>

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*Note: Topics and presenters are subject to change as of 5/29/19*

## REGISTRATION FORM

# Health Center Financial/Operations Management Seminar - Level III (FOM 3)

## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

Dietary Needs (ex. Kosher, Vegetarian, Food Allergies, etc.) \_\_\_\_\_

## COST INFORMATION\*

### Health Center Financial/Operations Management Seminar - Level III (FOM 3)

Early Bird Registration \$635 per person  
(if received by May 22, 2019) \$ \_\_\_\_\_

Regular and On-Site Registration \$735 per person  
(if received after May 22, 2019) \$ \_\_\_\_\_

\*Includes continental breakfast, lunch and snacks for morning and afternoon breaks.

## PAYMENT INFORMATION

Check (payable to NACHC)  MasterCard  Visa  American Express

Total amount enclosed \$ \_\_\_\_\_

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Print name as it appears on credit card \_\_\_\_\_

Cardholder's signature \_\_\_\_\_

**Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM. DO NOT mail or fax your forms after May 15, 2019.**



## Health Center Financial/Operations Management Seminar - Level III (FOM 3)

June 5-6, 2019

### Magnolia Hotel Denver

818 17th Street  
Denver, CO 80202  
Telephone: (303) 607-9000

## Three Ways To Register:



### ELECTRONICALLY

Online registration is available. Go to [www.nachc.com](http://www.nachc.com) Click Trainings, find the date and name of the training and click "register now."



### MAIL

Mail Registration to:  
NACHC Meetings/Acct. Dept.  
7501 Wisconsin Avenue  
Suite 1100W  
Bethesda, MD 20814  
**Mail registration by May 15, 2019.**



### FAX

Send registration form with credit card information to (301) 347-0457. **Fax registration by May 15, 2019.**

**NOTE: Registration forms will not be processed without payment.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before May 29, 2019.

- Cancellations received on/before May 29, 2019 will be assessed a \$100 processing fee.
- Cancellations received after May 29, 2019 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to [trainings@nachc.org](mailto:trainings@nachc.org).