



Offered by:  
NATIONAL ASSOCIATION OF  
Community Health Centers

**April 2019**

# Cultivating Health Center Operations (CHCO)



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

**Delivery Method:** Group Live

**Program Level:** Intermediate

**Prerequisites and or Pre Work:** A minimum of two years working in the health care sector in an operations, management, or administrative role



**NACHC Trainings  
Are Green!**

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

<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).

## 2019 TRAINING

# Cultivating Health Center Operations

Cultivating Health Center Operations is an intermediate to advanced level training for health center operations leaders and managers. You will learn techniques to align the right people, processes, and places to support operational efficiencies and response to an ever-changing environment. Whether your health center's strategic goals include becoming a patient-centered medical home (PCMH), expanding sites or services, or improving quality, financial and other performance measures, this training will provide strategies and best practices to help you achieve success.

### **Learning Objectives:**

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

- Participate in an interactive exercise to demonstrate how to conduct an operational efficiency assessment in your organization.
- Measurably improve health center alignment through proper placement of people, process and facility set-up.
- Generate actionable data to improve operational performance.
- Identify how data on social determinants of health can help improve health center organizational excellence and demonstrate health center value.

### **Welcome and Opening Remarks**

**Heidy Robertson-Cooper, MPA**, *Senior-Vice President, Healthcare Transformation, Missouri Primary Care Association*

### **Instructors:**

**April Lewis**, *Director, Health Center Operations and HR Training, NACHC*

**Allison Coleman**, *Executive Director, Capital Link*

**Curt Degenfelder**, *Principal, Curt Degenfelder Consulting, Inc.*

**Melissa Stratman**, *CEO, Coleman Associates*

**Michelle Jester, MA**, *Deputy Director of Research, NACHC*

**Shannon Nielson**, *Principal and Owner, CURIS Consulting*

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## April 10-11, 2019 • Kansas City, MO

Intercontinental Kansas City at the Plaza  
401 Ward Parkway  
Kansas City, MO  
Telephone: (816) 756-1500

### **\*Pricing Information**

- Early Bird Registration Fee: \$650 if received by March 27, 2019
- Regular and On-Site Registration Fee: \$750 if received after March 27, 2019

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

### **Registration Cutoff Date (Last day to register online): April 3, 2019**

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

For questions or complaints, please contact the Training & T/A Department at [trainings@nachc.org](mailto:trainings@nachc.org) or call (301) 347-0400.

# Training Information

## Who Should Attend?

We suggest **CEOs, COOs, Practice Administrators/Managers and other clinical and non-clinical managers** attend this regional training.

## Training Hotel Information

### Intercontinental Kansas City at the Plaza

401 Ward Parkway  
Kansas City, MO  
Telephone: (816) 756-1500

Group Rate: \$169/night, single/double (plus taxes)

### Hotel Reservation Cutoff Date: March 18, 2019

Click on the Link Below to Book Your Stay with the NACHC Block at the Intercontinental:

[https://www.ihg.com/intercontinental/hotels/us/en/kansas-city/mkcha/hoteldetail?qAdlt=1&qBrs=6c.hi.ex.rs.ic.cp.in.sb.cw.cv.ul.vn.ki.va.sp.nd.ct&qChld=0&qFRA=1&qGRM=0&qGrpCd=NAC&qIta=99801505&qPSt=0&qRRSrt=rt&qRef=df&qRms=1&qRpn=1&qRpp=20&qSHp=1&qSmP=3&qSrt=sDD&qWch=0&srb\\_u=1&icdv=99801505&setPMCookies=true](https://www.ihg.com/intercontinental/hotels/us/en/kansas-city/mkcha/hoteldetail?qAdlt=1&qBrs=6c.hi.ex.rs.ic.cp.in.sb.cw.cv.ul.vn.ki.va.sp.nd.ct&qChld=0&qFRA=1&qGRM=0&qGrpCd=NAC&qIta=99801505&qPSt=0&qRRSrt=rt&qRef=df&qRms=1&qRpn=1&qRpp=20&qSHp=1&qSmP=3&qSrt=sDD&qWch=0&srb_u=1&icdv=99801505&setPMCookies=true)

*\*NACHC has negotiated a discounted rate of \$169 a night which will be honored until March 18, 2019 or until the block has sold out, whichever occurs first.*

### Tip:

- When booking online, use the link above. Once on the webpage, click on “book now”, enter your dates, and click on “search”. The next page will display your group rate of \$169. Guests may also call the hotel’s toll free number at (866) 856-9717 and reference the group name (NACHC).
- 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 nearest airport is the **Kansas City International Airport (Airport code MCI)**. The airport is 24 miles away from the Intercontinental Kansas City Hotel.

The Intercontinental does not offer shuttle service to/from the Kansas City airport. Feel free to utilize taxis at baggage claim, ride share services such as Uber and Lyft or pre-schedule a ride from Super Shuttle.

The Intercontinental offers parking with self parking in the hotel garage at \$18 per day. Key access entry from the garage is required between 11 pm and 6 am. Valet parking is available for \$25 per night. Parking charges include in-and-out privileges.

## 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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# Cultivating Health Center Operations (CHCO)

## Agenda

### Day 1: Wednesday, April 10, 2019

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- 7:30 am – 8:30 am      Registration & Continental Breakfast
- 8:15 am – 8:30 am      **Welcome and Introduction to the Cultivating Health Center Operations Course**
- 8:30 am – 10:30 am     **Part I: The Framework for Operations: Continuous Alignment of Person, Place and Process**  
Sustainable and effective health center operations are achieved when there is alignment between people, process and place. Due to the ever-changing healthcare environment including a shift to team-based and integrated care, we cannot make decisions in isolation. This session will introduce the concept of decision-making and change through the lens of continuously aligning people, process and place.  
*Instructor: Melissa Stratman*
- 10:30 am – 10:45 am    Break
- 10:45 am – 12:30 pm   **Part II: The Framework for Operations: Continuous Alignment of Person, Place and Process**  
This session will introduce the concepts and establish a framework to think differently about operations through these three unified lenses. We will look at the people you have working at your health center, the spaces in which they work and see patients, and the processes that they follow (both EMR driven as well as both written and unwritten habits and protocols). This session explores the possibilities and first steps in looking through the lens of continuously aligning people, processes and place.  
*Instructor: Melissa Stratman*
- 12:30 pm – 1:30 pm    Lunch (provided)
- 1:30 pm – 3:15 pm     **Cultivating Operations Through the Use of Qualitative and Quantitative Data**  
This session will focus on the use of data and tools to assess, optimize and sustain operational efficiency within your organization. Day to day operations are undoubtedly impacted by all financial, clinical and human resource decisions that are made within your health center. In order for you, as an operational leader within your organization, to proactively sustain operational efficiencies that are aligned with interdepartmental decisions, it is essential that you have your hands on the right qualitative and quantitative data!  
*Instructor: Shannon Nielson*
- 3:15 pm – 3:30 pm     Break
- 3:30 pm – 4:45 pm     **The Team-Based Approach to Recognize and Reduce Burnout**  
In the past three years, physician burnout has increased by almost nine percent for many reasons. Physicians, as well as non-clinical teams, are currently faced with challenges such as the introduction of new technologies to the workflow, limitations on patient involvement in their care, and an overall absence of work-life balance. In this session, participants will identify the leading causes of burnout and learn proven strategies to reduce it amongst your team. You will develop an action plan to foster well-being and joy in the workplace.  
*Instructor: April Lewis*

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**Note: Topics and presenters are subject to change as of 4/3/19**

# Agenda (cont.)

## Day 2: Thursday, April 11, 2019

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- 8:00 am – 8:30 am      Registration & Continental Breakfast
- 8:30 am – 10:30 am      **Data: The How, What, and Who to Improve Your Operation and Performance**  
In order to operate effectively, the process of gathering, understanding and evaluating measurement data is vital for health centers. This session will focus on the various types of measurement for health centers; a practical discussion on how and what data to measure and report data for successful decision making. We will evaluate how to prepare and engage health center staff for using internal data and meeting external data reporting requirements.  
*Instructor: Curt Degenfelder*
- 10:30 am – 10:45 am      Break
- 10:45 am – 12:30 pm      **Understanding the Impact: Operations, Budgeting, and Your Bottom Line**  
This session will focus on an overview of the budgeting process including types of budgets, different approaches to budgeting and the role of the service line, department leads and other operational managers in the development of budgets. Also, this session will discuss the impact of daily operations on the profitability and cash flow of a health center and budgeting process and the impact of daily operations on profitability and cash flow. The session will discuss the importance of accountability and staff awareness of their role in fiscal sustainability.  
*Instructor: Curt Degenfelder*
- 12:30 pm – 1:30 pm      Lunch (provided)
- 1:30 pm – 2:30 pm      **Utilizing HRSA's Loan Guarantee Program to Acquire Low-Cost Capital for Facility Needs**  
During this session, attendees will learn about HRSA's greatly-expanded and streamlined Loan Guarantee Program. The program is intended to assist health centers in accessing capital to expand and modernize their physical facilities—and in so doing, provide greater access to care for patients and augment service offerings, including primary medical care, integrated dental and behavioral health, substance use services, vision, pharmacy and enabling services. At this session, you will learn how to prepare for and apply to the program, as well as how to access available technical assistance resources to assist with the planning and application process.  
*Instructor: Allison Coleman*
- 3:15 pm – 3:30 pm      Break
- 3:30 pm – 4:45 pm      **Supporting Health Center Transformation with Social Determinants of Health Data Using PRAPARE**  
Identifying the social determinant of health drivers of poor outcomes and higher costs is increasingly important in today's value based environment. By collecting standardized data on the social determinants of health, health centers and other providers can better understand the complexity of their patient populations and provide them with needed services, whether in-house or through community partnerships. The Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences (PRAPARE) is a standardized social determinant of health risk assessment tool developed by NACHC, in partnership with AAPCHO and OPCA, to help health centers inform care transformation and demonstrate the value they bring to patients, communities, and payers.  
This session will provide an introduction to PRAPARE, replicable implementation strategies based on best practices from early adopting health centers, and examples of how it has led to impactful change at the patient-, provider-, organizational-, community-, and state policy levels. This session will incorporate both didactic as well as interactive and peer learning to build organizational readiness for social determinant of health data collection.  
*Instructor: Michelle Jester*

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**Note: Topics and presenters are subject to change as of 4/3/19**

## REGISTRATION FORM

# Cultivating Health Center Operations (CHCO)

## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

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

## COST INFORMATION\*

### Cultivating Health Center Operations (CHCO)

Early Bird Registration \$650 per person  
(if received by March 27, 2019) \$ \_\_\_\_\_

Regular and On-Site Registration \$750 per person  
(if received after March 27, 2019) \$ \_\_\_\_\_

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

## PAYMENT INFORMATION (Payment MUST be received with registration form.)

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 March 20, 2019.**



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## Cultivating Health Center Operations (CHCO)

April 10-11, 2019

Intercontinental Kansas City at  
the Plaza

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## Three Ways To Register:



### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://www.nachc.org) 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



### FAX

Send registration form with credit card information to (301) 347-0457. **Registration forms will not be processed without payment.**

**NOTE: DO NOT mail or fax your forms after March 20, 2019.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before April 3, 2019.

- Cancellations received on/before April 3, 2019 will be assessed a \$100 processing fee.
- Cancellations received after April 3, 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 the Training & T/A Department at [trainings@nachc.org](mailto:trainings@nachc.org)