



NATIONAL ASSOCIATION OF  
Community Health Centers®

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# MANAGING AMBULATORY HEALTH CARE II: **(MAHC 2)** ADVANCED COURSE FOR CLINICIANS IN COMMUNITY HEALTH CENTERS

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This Live Activity has  
been reviewed and is  
acceptable for up to  
20 elective credit(s) by the  
*American Academy of  
Family Physicians.*

// Excellent  
balance of  
cases, group  
interaction  
and lectures. //

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OMNI PARKER HOUSE | BOSTON, MA | JUNE 17-20, 2019

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



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).

*I finally understand the basics of our monthly and annual financial statements.*

## Learning Objectives

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

- Identify and implement key strategies to achieve high performance at the health center.
- Examine the fiduciary role of the clinical leader and demonstrate knowledge of key health center financial and performance measures.
- Demonstrate the ability to make strategic decisions using appropriate data.
- 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.

## 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>)

## Presenters Include:

- 1 GARY CAMPBELL, MPH**  
*Chief Executive Officer,  
Johnson Health Center,  
Founder, Impact2Lead*
- 2 PAUL CAMPBELL, MPA, SCD**  
*Lecturer on Management,  
Retired (1992-2017),  
Harvard T.H. Chan School of  
Public Health*
- 3 ROBERT HOCH, MD, MPH**  
*Senior Clinical Advisor,  
Harbor Health Services, Inc.*

## TRAINING INFORMATION

**Omni Parker House**  
60 School Street  
Boston, MA 02108  
Phone: (617) 227-8600  
**Room Rate: \$239**  
Website: <https://www.omnihotels.com/hotels/boston-parker-house>

### Pricing Information

Early Bird Registration Fee: **\$2,250** if registration is received **by June 3, 2019**  
Regular Registration Fee: **\$2,450** if registration is received after **June 3, 2019**

*\*Registration fee includes training materials, continental breakfast, lunch and snacks for breaks.*

*Early  
Registration  
Fee Discount!*

## Draft Agenda

### Monday

June 17, 2019

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

### Tuesday

June 18, 2019

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

*Note: Topics and presenters are subject to change*

## 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 Boston, MA to pferguson@nachc.org**  
**OR**  
Print the MAHC Application.pdf and fax it **Attn: Pamela Ferguson to (301) 347-0459.**
- 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.

## Draft Agenda

### Wednesday

June 19, 2019

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

### Thursday

June 20, 2019

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

Note: Topics and presenters are subject to change

## How to Apply and Register *(continued)*

### SCHEDULE OF PROGRAM FEES

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

- \$2,250 per participant (by June 3, 2019)
- \$2,450 per participant (after June 3, 2019)

### 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 3, 2019** will be issued a full refund minus a \$100 cancellation fee. No refunds for cancellations received on or after **June 3, 2019**.

### 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>)

**“ This should be a mandatory course for all NEW Medical Directors and a required course for tenured Medical Directors. ”**

## Application

### Name and Degree Certification

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

First Name (for classroom use): \_\_\_\_\_

Organization (No Acronyms): \_\_\_\_\_

Address: City, State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Emergency/Cell Phone: \_\_\_\_\_

Work Email: \_\_\_\_\_

Assistant's 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 \_\_\_\_\_

Email this completed form with the **Subject Line: MAHC2 Boston, MA to pferguson@nachc.org.**

Or, print this form and fax it **Attn: Pamela Ferguson to (301) 347-0459**

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

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