

---

# MANAGING AMBULATORY HEALTH CARE I: **(MAHC 1)** INTRODUCTORY COURSE FOR CLINICIANS IN HEALTH CENTERS

---

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. //**

---

RENAISSANCE SEATTLE | SEATTLE, WA | SEPTEMBER 23-26, 2019



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

*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:*

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

## 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. (<http://www.aafp.org/cme/creditsys/about/t2p.html>)

## Past Presenters Include:

- 1 GARY CAMPBELL, MPH**  
*Chief Executive Officer,  
Johnson Health Center,  
Founder & Owner, 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

Renaissance Seattle  
515 Madison Street  
Seattle, WA 98101  
Phone: (206) 583-0800  
Room Rate: \$209  
Website: <https://www.marriott.com/hotels/travel/seasm-renaissance-seattle-hotel>

*Early  
Registration  
Discount!*

### Pricing Information

Early Bird Registration Fee: \$2,250 if registration is received  
**by September 12, 2019**  
Regular Registration Fee: \$2,450 if registration is received after  
**September 12, 2019**

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

## Draft Agenda

### Monday

September 23, 2019

8:00–9:00 am	Program Check-in and Continental Breakfast
9:00am–10:30am	Program Introduction Paul Campbell, MPA, ScD Robert Hoch, MD, MPH
10:30am–11:00am	Break
11:00pm–12:15pm	Role of the Clinical Director Robert Hoch, MD, MPH
12:15pm–1:15pm	Lunch
1:15pm–2:30pm	Financial Management I Paul Campbell, MPA, ScD
2:30pm–2:45pm	Break
2:45pm–4:00pm	Provider Scheduling Robert Hoch, MD, MPH

### Tuesday

September 24, 2019

7:30am–8:00am	Continental Breakfast
8:00am–9:00am	Discussion Groups
9:00am–10:30am	Financial Management II Paul Campbell, MPA, ScD
10:30am–10:45am	Break
10:45am–12:15pm	Compensation Robert Hoch, MD Paul Campbell, ScD
12:15pm–1:15pm	Lunch
1:15pm–2:30pm	Strengthening Leadership Gary Campbell, MBA
2:30pm–2:45pm	Break
2:45pm–4:00pm	Enhancing Motivation Gary Campbell, MBA

## 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 Seattle, WA 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 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.

**“ This should be a required course for ALL Clinical Directors. ”**

*Note: Topics and presenters are subject to change*

## Draft Agenda

### Wednesday

September 25, 2019

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

### Thursday

September 26, 2019

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

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 September 12, 2019**)
- \$2,450 per participant (**after September 12, 2019**)

### NACHC CANCELLATION POLICY

- All Cancellations must be in writing and must be received at NACHC on/before **September 12, 2019**.
- Cancellations received on/before **September 12, 2019** will be assessed on a \$100 processing fee.
- Cancellations received after **September 12, 2019** 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 Pamela Ferguson at [pferguson@nachc.org](mailto:pferguson@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 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: \_\_\_\_\_)

Title: \_\_\_\_\_

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

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

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

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

Participants 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. 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 Seattle, WA to [pferguson@nachc.org](mailto: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.

*This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,375,000 with 76 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](http://HRSA.gov).*