THE PRACTICAL ART OF HEALTH CENTER OPERATIONS

FEBRUARY 11-13, 2020
NEW ORLEANS, LA

OFFERED BY:
NATIONAL ASSOCIATION OF Community Health Centers
Practical Art of Health Center Operations (PAHCO)

The Practical Art of Health Center Operations is a training that delivers proven strategies, techniques, and best practices to enhance health center operations. The sessions demonstrate how health centers can improve the patient experience by ensuring appropriate staff, processes, and procedures are efficient and patient-centered.

The agenda is designed by, and for, Chief Executive Officers, Chief Operating Officers, Practice/ Clinic Managers, Data and Informatics Analysts, and other clinic and non-clinical managers and supervisors. Participants will find best practice solutions for re-engineering processes and implementing staff recruitment, engagement, and retention techniques to create a high-performing organization. Participants will receive relevant examples of performance measures for effective decision-making, an overview of the budgeting process, and discuss the impact of daily operations on profitability and cash flow.

Spotlight Sessions: Change Management, Diversity & Inclusion, Finance and Operations Interception, Data Capturing

Learning Objectives
By the end of this two-and-a-half-day training, the participants will be able to:
- Implement best practices to improve overall workflow.
- Learn proven strategies to improve the patient experience and increase staff engagement.
- Learn how to strategically develop and implement metrics to gauge efficiency and drive improvements.
- Adopt best practices to foster a culture of diversity and inclusion.

Welcome and Opening Remarks
Provided by Gerrelda Davis, Executive Director, Louisiana Primary Care Association

Instructors:
Anton Gunn, Healthcare Consultant and Speaker, 937 Strategy Group
April Lewis, Director Health Center Operations & HR Training, NACHC
Gervean Williams, Director of Health Center Financial Training, NACHC
Jonathan Chapman, Chief Project Officer, Capital Link
Shannon Nielson, MHA, PCMH-CCE, Principal Owner and Consultant, CURIS Consulting

February 11-13, 2020 • New Orleans, LA

NATIONAL ASSOCIATION OF Community Health Centers®

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.
Training Information

Who Should Attend?

We suggest that health center Chief Executive Officers, Chief Operating Officers, Practice Managers, Data and Informatics Analyst, and other clinic and non-clinical managers and supervisors attend this training.

Training Hotel Information

Hilton New Orleans/St. Charles Avenue
333 St. Charles Avenue
New Orleans, LA 70130
Telephone: 504-378-2800

Room Rates: $159/night, single/double (plus taxes)

Hotel Reservation Cutoff Date: January 21, 2020

NACHC has negotiated a discounted rate of $159 a night which will be honored until January 21, 2020 or until the block has sold out, whichever occurs first.


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 Louis Armstrong New Orleans International Airport (airport code MSY), which is approximately 13 miles away from the Hilton New Orleans/St. Charles.

The Hilton New Orleans/St. Charles does not offer shuttle service to/from the airports. 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 Hilton New Orleans/St. Charles offers valet parking at $45 per day.

NACHC Trainings Are Green!

All materials for this training will be available for download on the MyNACHC Learning Center 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:


This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U30CS76089, Technical Assistance to Community and Migrant Health Centers and Homeless for $6,375,000.00 with 26.7 percent of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
# Agenda

## Day 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30am-8:15am</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>8:15am-8:30am</td>
<td>Welcome and Introduction to the Practical Art of Health Center Operations Training</td>
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<tr>
<td>8:30am-10:30am</td>
<td>Improve the Patient and Staff Experience Part I</td>
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<td></td>
<td>This session will focus on enhancing your team's customer service skills to improve the overall experience for you and your patients. Participants will better understand how the work of the operations team aligns with the organizational mission and FQHC model. You will learn best practices of the care team model and how to enhance communications amongst teams and with your patients.</td>
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<td><strong>Instructor:</strong> April Lewis, NACHC</td>
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<tr>
<td>10:30am-10:45am</td>
<td>Break</td>
</tr>
<tr>
<td>10:45am-12:00pm</td>
<td>Improve the Patient and Staff Experience Part II</td>
</tr>
<tr>
<td>12:00pm-1:00pm</td>
<td>Lunch (provided)</td>
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<tr>
<td>1:00pm-2:30pm</td>
<td>KPI, OKR, RVU, HEDIS, etc – The Alphabet of Measuring Healthcare Efforts Part I</td>
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<td></td>
<td>Health center operations continue to increase and evolve thus providing an environment for various measurements with numerous indicators. Key Performance Indicators (KPI), Objectives and Key Results (OKR), Relative Value Unit (RVU), and Healthcare Effectiveness Data and Information Set (HEDIS) are among the terms and concepts used by many health center organizations to evaluate productivity and efficiency. This session will examine aspects of these methods within health center experiences and environments and provide simple scenarios to gauge their impact on operations.</td>
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<td></td>
<td><strong>Instructor:</strong> Jonathan Chapman, Capital Link</td>
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<tr>
<td>2:30pm-2:45pm</td>
<td>Break</td>
</tr>
<tr>
<td>2:45pm-4:45pm</td>
<td>KPI, OKR, RVU, HEDIS, etc – The Alphabet of Measuring Healthcare Efforts (cont.)</td>
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*Note: Topics and presenters are subject to change as of 2/4/20*
Day 2

8:00am-8:30am  Registration and Continental Breakfast

8:30am-10:30am  **Change Management for Today’s Workforce**  
Learn how to prioritize conflicting demands in not only the Community Health Center environment, but the healthcare industry. Identify where change is needed within your operation and learn proven strategies to implement new approaches that minimize resistance.  
*Instructor: Anton Gunn, 937 Strategy Group*

10:30am-10:45am  Break

10:45am-12:00pm  **Leading a Diverse Team: How to Ensure Mission Alignment and High Performance**  
Employee engagement is a strategic priority in your organization. In this session you will discover how to lead a mission-centered team and ensure diversity, inclusion, and equity. Highly engaged teams show greater profitability. Learn how each member of your care team impacts the mission and bottom line of your organization.  
*Instructor: Anton Gunn, 937 Strategy Group*

12:00pm-1:00pm  Lunch (provided)

1:00pm-3:00pm  **Marketing, Customer Service, Complaint Department, and bank teller, the responsibilities of your front desk.**  
The first impression a patient gets from your health center is the contact with the front desk. The front desk is a crucial part of your health centers operations and revenue cycle. This session will cover some common pitfalls at the front desk, and best practices to improve your front desk performance.  
*Instructor: Gervean Williams, NACHC*

3:00pm-3:15pm  Break

3:15pm-4:45pm  **Best Practice Networking Workshop**  
During this facilitated peer-to-peer connection session participants will share and learn best practices, tips, and strategies used within their respective organizations as well as develop an action plan to apply after the training.

*Note: Topics and presenters are subject to change as of 2/4/20*
## Agenda (cont.)

### Day 3

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>8:00am-8:30am</td>
<td>Registration &amp; Continental Breakfast</td>
</tr>
<tr>
<td>8:30am-10:00am</td>
<td><strong>Scheduling, Workflow, and Performance Improvement: The Intersection of Practice Transformation Part I</strong>&lt;br&gt;The shift to pay-for-performance, 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; how to identify, measure, and report data for successful decision making; and how to prepare and engage health center staff for this new level of transparency.&lt;br&gt;&lt;br&gt;<em>Instructor: Shannon Nielson, CURIS Consulting</em></td>
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<tr>
<td>10:00am-10:15am</td>
<td>Break</td>
</tr>
<tr>
<td>10:15am-11:15am</td>
<td><strong>Scheduling, Workflow, and Performance Improvement: The Intersection of Practice Transformation Part II</strong></td>
</tr>
<tr>
<td>11:15am-12:00pm</td>
<td><strong>Bringing it All Together: Plan. Do. Study. Act</strong></td>
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<tr>
<td>12:00pm</td>
<td>Adjourn. Lunch will not be provided.</td>
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</table>

*Note: Topics and presenters are subject to change as of 2/4/20*
REGISTRATION FORM
Practical Art of Health Center Operations (PAHCO)

PARTICIPANT INFORMATION

Name ________________________________________________________________
Title __________________________________________________________________
Email __________________________________________________________________
Organization __________________________________________________________
Address _______________________________________________________________
City, State _____________________________________________________________ Zip ______
Phone (______) _______________________ Fax (______) _______________________
Dietary Needs (ex. Kosher, Vegetarian, Food Allergies, etc.) __________________________

COST INFORMATION*

Practical Art of Health Center Operations (PAHCO)
Early Bird Registration $675 per person
(if received by January 28, 2020) $ _______________
Regular and On-Site Registration $875 per person
(if received after January 28, 2020) $ _______________
*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 January 21, 2020.