Cultivating Health Center Operations

May 12-13, 2020
Charleston, SC

Offered by:
National Association of Community Health Centers
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 responses 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:

➤ Explore benefits to payer and other data integration in a data reporting and analytics tool.
➤ Improve health center alignment through proper placement of people, process and facility space.
➤ Generate actionable data to improve operational performance.
➤ Understand how to maximize EHR use to be able to prove the quality of care your team delivers.

Welcome and Opening Remarks
Provided by SC Primary Health Care Association

Instructors:
Deena Pourshaban, MPH, PCMH-CCE, COO, Elevation Health Partners
Heather Budd, VP of Clinical Transformation, Azara Healthcare
Jen Genua, CEO, Genua Consulting, LLC
Natalie Martin, MBA, SHRM-SCP, President and CEO, Elevation Health Partners
Shannon Nielson, MHA, PCMH-CCE, Principal Owner and Consultant, CURIS Consulting

May 12-13, 2020 • Charleston, SC
Attend In-Person or Virtually!

Hyatt Place & Hyatt House Charleston
560 King Street
Charleston, SC 29403
Telephone: 843-207-2299

*Pricing Information
• Early Bird Registration Fee: $650 if received by April 28, 2020
• Regular and On-Site Registration Fee: $750 if received after April 28, 2020

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

Registration Cutoff Date (Last day to register online): May 5, 2020

To register online for this seminar, visit: www.nachc.org and click Trainings & Events. For questions or comments, please contact the Training & T/A Department at 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

Hyatt Place & Hyatt House Charleston
560 King Street
Charleston, SC 29403
Telephone: 843-207-2299

Group Rate: $189/night, single/double (plus taxes)

Hotel Reservation Cutoff Date: April 27, 2020

Online Hotel Registration Link: http://bit.ly/21osHnv

* NACHC has negotiated a discounted rate of $189 a night which will be honored until April 27, 2020 or until the block has sold out, whichever occurs first.

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 nearest airports are the Charleston International Airport (airport code CHS) and the Charleston Executive Airport (airport code JZI), both of which are approximately 11 miles away from the Hyatt Place & Hyatt House Charleston.

The Hyatt Place & Hyatt House Charleston 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 Hyatt Place & Hyatt House Charleston offers self-parking at $20 per day, which must be paid directly to the city of Charleston public garage upon each exit, or valet parking with the hotel at $34 per day, which may be charged to your guestroom. The closest parking garage is the City of Charleston owned and operated garage (public garage) and is located adjacent to the hotel. For more information on parking, please call the hotel.

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. 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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Day 1

7:30 am – 8:30 am  Registration & Continental Breakfast

8:15 am – 8:30 am  Welcome and Introduction to Cultivating Health Center Operations

8:30 am – 10:30 am  Paper to Practice. Best Practices to Cultivate the Health Center Program

When was the last time you, and your team, studied the manual that governs your daily operation? In this session you will hear tips and strategies from a former FQHC CEO and current OSV reviewer on how to cultivate the health center program to ensure you are in continuous compliance and high performance and using the compliance manual as a tool to increase operational excellence.
Instructor: Jen Genua, Genua Consulting LLC

10:30 am – 10:45 am  Break

10:45 am – 12:30 pm  Cultivating Operations: Delivering Upon an Operational Data Strategy

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. From creating an Access Program to designing effectively staffed care teams- it is essential that you have your hands on the right qualitative and quantitative data!
Instructor: Shannon Nielson, CURIS Consulting

12:30 pm – 1:30 pm  Lunch (provided)

1:30 pm – 3:15 pm  UDS Reporting: Preparing, Doing and Utilizing

This session will focus on readying your health center for UDS reporting and guiding health centers through meaningful use of the data included within your UDS report. In this session participants will be introduced to a formalized 6-step approach for preparing and submitting your UDS report in an efficient and organized manner. Participants will learn how to utilize your UDS data to influence your population health strategy and drive decision making within the organization.
Instructor: Shannon Nielson, CURIS Consulting

3:15 pm – 3:30 pm  Break

3:30 pm – 4:45 pm  Getting the Most from Your EHR

This session will share best practices that have been successful in the community health setting. We will explore having the proper team members to manage this ongoing process, how to ensure the clinical perspective is considered, while also getting the business needs of your practice met. Standardizing documentations is one of the best ways to help reduce stress of staff across your organization; see how you can implement this technique in your organization and cultivate buy-in for upholding it.
Instructor: Heather Budd, Azara Healthcare

Note: Topics and presenters are subject to change as of 5/5/20
## Agenda (cont.)

### Day 2

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<th>Time</th>
<th>Activity</th>
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<tr>
<td>8:00 am – 8:30 am</td>
<td>Registration &amp; Continental Breakfast</td>
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| 8:30 am – 10:30 am | **Data-Driven Practice Transformation and Performance Improvement Strategy Part I**  
From high-level strategy to offering practical and tactical ways to succeed in this new environment, we will discuss the central role of data in clinical and operational stability and success. Learn how to operationalize quality improvement using data in your health center to achieve higher level care delivery and outcomes in a team-based care environment. Hear about shared best practices, tools, tips and tricks for getting the most out of your data and analytics tools.  
*Instructor: Heather Budd, Azara Healthcare* |
| 10:30 am – 10:45 am | Break                                                                   |
| 10:45 am – 12:30 pm | **Data-Driven Practice Transformation and Performance Improvement Strategy Part II** |
| 12:30 pm – 1:30 pm | Lunch (provided)                                                         |
| 1:30 pm – 2:45 pm | **Lean Process Improvement Part I**  
To succeed in improving patients’ experiences, it is important to use a systematic, structured approach that gives feedback on progress. You will learn the science of improvement and lean methodologies are very complementary methodologies. Leveraging the real day to day issues that FQHC’s face, the sessions will provide both the foundation and advanced skills required to determine when and how to utilize the two systems together to achieve faster results in improved health center operations, data governance, care teams, clinical quality measures, and financial efficacy.  
*Instructor: Deena Pourshaban, Elevation Health Partners* |
| 2:45 pm – 3:00 pm | Break                                                                   |
| 3:00 pm – 4:30 pm | **Lean Process Improvement Part II**                                      |
| 4:30 pm – 4:45 pm | **Monday Morning Readiness**                                              |

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*Note: Topics and presenters are subject to change as of 5/5/20*
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 April 28, 2020) $ ________________

Regular and On-Site Registration $750 per person
(if received after April 28, 2020) $ ________________

*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 April 21, 2020.