2020 Training
Financial Operations Management Seminar Level III (FOM 3)

NACHC is pleased to offer the Health Center Financial/Operations Management Seminars.

There are three levels of the Health Center Financial/Operation Management Seminars. Each level focuses on different topics that will help health center financial and operational staff understand and meet the unique challenges of operating a health center.

FOM3 focuses on leadership and management. Leadership and management are two distinctive and complementary systems of actions. The challenge is to combine strong leadership and management to achieve an effective balance for operational and strategic performance.

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

- Distinguish between the concept of leadership and management and explain how both are necessary to drive operational and strategic performance
- Analyze data using metrics to make financial and operational decisions
- Use provider incentive programs to drive performance
- Identify elements of an effective compliance program and develop an appropriate compliance work plan for your health center

Presenters:
Curt Degenfelder, Curt Degenfelder Consulting, Inc., Los Angeles, CA
Dianne K. Pledger, Esq., Compliance Counsel, Feldesman Tucker Leifer Fidell LLP, Washington, DC
Scott Gold, Partner, BKD LLP, Springfield, MO

FOM Level III Seminar
Minneapolis, MN • June 11-12, 2020
Attend In Person or Virtually!

Embassy Suites by Hilton Minneapolis Downtown
12 6th Street South
Minneapolis, MN 55402
Telephone: (612) 351-2554

*Pricing Information
- Early Bird Registration Fee: $650 if registration received by May 28, 2020
- Regular and On-Site Registration Fee: $750 if registration received after May 28, 2020
*Registration Fee includes continental breakfast, lunch and snacks for morning and afternoon breaks.

Registration cutoff date (Last day to register online): June 4, 2020

To register online for these seminars, visit: www.nachc.org and click Trainings & Events.
For questions or comments, contact trainings@nachc.org or 301-347-0400.
Training Information

Who Should Attend?

We suggest that Health Center C-Suite Leaders, Managers, and Board Members attend this regional training.

Training Hotel Information

Embassy Suites by Hilton Minneapolis Downtown
12 6th Street South
Minneapolis, MN 55402
Telephone: (612) 351-2554

Group Rate: $179/night, single/double (plus taxes)

Hotel Reservation Cutoff Date: May 20, 2020

NACHC has negotiated a discounted rate of $179 a night which will be honored until May 20, 2020 or until the block has sold out, whichever occurs first.

Online Hotel Reservation Link: http://bit.ly/FOM3-Housing

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 Minneapolis-Saint Paul International Airport (Airport Code MSP) is about 16 miles away from the Embassy Suites by Hilton Minneapolis Downtown.

The Embassy Suites by Hilton Minneapolis Downtown does not offer shuttle service to/from the airports. Feel free to utilize shuttle services like Super Shuttle, Uber/Lyft, or taxis at baggage claim.

The Embassy Suites by Hilton Minneapolis Downtown offers valet parking at $45 per day with unlimited in/out privileges.

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 One

7:30 am–8:30 am  **Registration and Continental Breakfast**

8:30 am–10:30 am  **Leadership and Management in Health Centers**  
Leadership and management are two distinctive and complementary systems of action. The challenge is to combine strong leadership and strong management and use each of them to enhance the other.  
*Curt Degenfelder, Curt Degenfelder Consulting*

10:30 am–10:45 am  **Break**

10:45 am–12:30 pm  **Benchmarking and Analyzing Costs for Improving Operations**  
Learn about health center industry benchmarks and how to use them in your practice to better manage cost, productivity and revenue by establishing goals and objectives for budgeting and realization of better financial performance.  
*Scott Gold, BKD*

12:30 pm–1:30 pm  **Lunch (provided)**

1:30 pm–2:45 pm  **Evaluating Fraud Risks and Improving Internal Controls**  
Fraud can wreak havoc on an organization’s financial performance and undermine business objectives. No business is immune from the risks associated with fraud, and community health centers are no exception. Health care organizations have some unique and rampant risks for fraud and embezzlement. This session will cover evaluating risk and improving internal controls.  
*Scott Gold, BKD*

2:45 pm–3:00 pm  **Break**

3:00 pm–4:45 pm  **Financial and Data Analysis in the New World of Health Care Reform**  
As a result of health care reform, data analysis is even more critical to financial and operational decision making. This session will focus on the metrics for analyzing expansion opportunities. We will also discuss how patient-centered medical home (PCMH) practice transformation ties in with PPS payment reform, and the metrics to measure both.  
*Curt Degenfelder, Curt Degenfelder Consulting*

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# Day Two

8:00 am–8:30 am  **Registration and Continental Breakfast**

8:30 am–9:30 am  **Financial and Data Analysis in the New World of Health Care Reform (cont.)**

9:30 am–10:30 am  **Provider Compensation and Incentive Programs**  
Recruiting and retaining provider staff is an ever-growing challenge for community health centers. This session will discuss total provider compensation – both salaries and fringe benefits – as well as other drivers of provider satisfaction. The session will also present a basic incentive compensation system for providers.  
*Curt Degenfelder, Curt Degenfelder Consulting*

10:30 am–10:45 am  **Break**

10:45 am–12:30 pm  **Provider Compensation and Incentive Programs (cont.)**

12:30 pm–1:30 pm  **Lunch (provided)**

1:30 pm–3:00 pm  **Corporate Compliance: Integrating Leadership and Management**  
Maintaining compliance with applicable legal requirements cannot rest on the health center’s Compliance Officer alone. Instead, compliance should be viewed similarly to other organization-wide initiatives that require both leadership and management to be successful. This session will explain the role of accountability for compliance, the elements of an effective strategy for maintaining compliance, and the tools for managing the implementation of a compliance program.  
*Dianne Pledger, FTLF*

3:00 pm–3:15 pm  **Break**

3:15 pm–4:45 pm  **Corporate Compliance: Integrating Leadership and Management (cont.)**

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*Note: Topics and presenters are subject to change as of 6/4/20*
REGISTRATION FORM

Financial Operations Management Seminar Level III (FOM 3)

PARTICIPANT INFORMATION

Name ___________________________________________

Title ___________________________________________

Email __________________________________________

Organization __________________________________

Address ________________________________________

City, State __________________________________________________________________________ Zip ________

Phone (_____) ______________________ Fax (_____) ______________________

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

COST INFORMATION*

Financial Operations Management Seminar Level III (FOM 3)

Early Bird Registration $650 per person
(if received by May 21, 2020) $_______________

Regular and On-Site Registration $750 per person
(if received after May 21, 2020) $_______________

*Includes continental breakfast, lunch and snacks for morning and afternoon breaks.

PAYMENT INFORMATION

☐ 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 May 21, 2020.

Three Ways To Register:

ELECTRONICALLY
Online registration is available. Go to 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
Mail registration by May 21, 2020.

FAX
Send registration form with credit card information to (301) 347-0457. Fax registration by May 15, 2019.

NOTE: Registration forms will not be processed without payment.

NACHC CANCELLATION POLICY: All cancellations must be in writing and must be received at NACHC on/before June 4, 2020.

• Cancellations received on/before June 4, 2020 will be assessed a $100 processing fee.

• Cancellations received after June 4, 2020 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 trainings@nachc.org.