THE PRACTICAL ART OF HEALTH CENTER OPERATIONS

FEBRUARY 11-13, 2020
NEW ORLEANS, LA

OFFERED BY:
NATIONAL ASSOCIATION OF Community Health Centers
This program has been recommended for 16.5 CEU, or 19.8 CPE credits in the “Specialized Knowledge” category.

**Delivery Method:** Group Live  
**Program Level:** Basic  
**Prerequisites and or Pre Work:** None

**Event Participation and Evaluations**  
To receive Continuing Professional Education (CPEs) or Continuing Education Units (CEUs) at this NACHC training, **ALL attendees are required to:**  
- Sign in/out for each day of the training (or for any extended absence).  
- Complete the training evaluation at the conclusion of the training.

These simple steps ensure that CPEs and CEUs are accurately processed and that valuable feedback is provided for the development of future NACHC programs.

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**2020 Training**

**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 Intersection, 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

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**February 11-13, 2020 • New Orleans, LA**

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

**Pricing Information**

- Early Bird Registration Fee: $675 if received by January 28, 2020  
- Regular and On-Site Registration Fee: $875 if received after January 28, 2020

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

**Registration Cutoff Date (Last day to register online): February 4, 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 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.

Online Hotel Reservation Link: http://bit.ly/2OhUR78

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. 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/

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 U30CS16089, 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.
## Practical Art of Health Center Operations (PAHCO)

### Agenda

#### Day 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<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></td>
<td>Instructor:</td>
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<td></td>
<td>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>
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<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>Instructor:</td>
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<td></td>
<td>Jonathan Chapman, Capital Link</td>
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<tr>
<td>2:30pm-2:45pm</td>
<td>Break</td>
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<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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</tbody>
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*Note: Topics and presenters are subject to change as of 2/4/20*
**Agenda (cont.)**

**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*
Day 3

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

8:30am-10:00am  **Scheduling, Workflow, and Performance Improvement: The Intersection of Practice Transformation Part I**

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.

*Instructor:*  
**Shannon Nielson, CURIS Consulting**

10:00am-10:15am  Break

10:15am-11:15am  **Scheduling, Workflow, and Performance Improvement: The Intersection of Practice Transformation Part II**

11:15am–12:00pm  **Bringing it All Together: Plan. Do. Study. Act**

12:00pm  Adjourn. Lunch will not be provided.

*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.

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/Act. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814

FAX
Send registration form with credit card information to (301) 347-0457. Registration forms will not be processed without payment.

NOTE: DO NOT mail or fax your forms after January 21, 2020.

NACHC CANCELLATION POLICY: All Cancellations must be in writing and must be received at NACHC on/before

• Cancellations received on/before February 4, 2020 will be assessed a $100 processing fee.
• Cancellations received after February 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 the Training & T/A Department at trainings@nachc.org