January 14-15, 2020
Starting with Success: Building and Enhancing Your Health Center

Offered by:
NATIONAL ASSOCIATION OF Community Health Centers

SUCCESS
QUALITY
EFFICIENT
IMPROVE
PERFECTING OPERATIONS
INCREASED PRODUCTIVITY
CUSTOMER SERVICE
GOOD DECISION MAKING
Creating, maintaining, and growing a successful Health Center involves a firm grasp of many statutory and regulatory requirements and a range of financial, operational, and clinical delivery systems. In an ever-changing health care environment, health center leaders must find the right balance between mission, compliance, financial viability, and operational excellence.

**Starting With Success: Building and Enhancing Your Health Center**, is a dynamic and interactive 2-day training that provides an in-depth look at the fundamentals of running a high-performing Health Center.

This “Health Center 101” training provides a foundational overview of the Health Center Program, the statutory and regulatory requirements, the Health Center Program Compliance Manual, and Site Visit Protocol. In addition, this training will also provide a high level overview of health center operations, governance, financial systems, and clinical service delivery models.

**Learning Objectives**

The objectives of this training are to:

- Educate new, veteran, and future health center leaders on the depth and breadth of HRSA’s Health Center Program Requirements;
- Outline the key components of a high-performing health center’s finances, operations, governance, and clinical service delivery models; and
- Provide peer-learning opportunities for participants with other health center leaders and industry experts.

This training is the perfect professional development opportunity for health center staff who want to deepen their knowledge of the Health Center Program as it relates to both federal statute and industry promising practices. Past participants of this training include CEOs/Executive Directors, finance directors, COOs, site administrators, development staff, compliance officers, and more.

NACHC is collaborating with the Community Clinic Association of Los Angeles County (CCALAC) to bring this training to Los Angeles. Health Centers nationwide are welcome to attend. This training will feature national experts from the Bureau of Primary Health Care (BPHC), current and former health center leaders, and staff from the National Association of Community Health Centers.

**Training Faculty**

- Helen DuPlessis, MD, MPH, Principal, Health Management Associates (HMA)
- Tamra King, Executive Director, Harbor Community Clinic
- Theresa “Missy” Nitescu, Chief Operations Officer, Northeast Valley Health Corporation
- Gail Speedy Mayeaux, Principal, Health Management Associates (HMA)
- Deena Pourshaban, Chief Operating Officer, Elevation Health Partners
- Olivia Shockey, Director, Expansion Division, Bureau of Primary Health Care, Health Resources and Services Administration
- Patricia Talbot, Senior Executive Consultant
- Gervean Williams, Director, Health Center Financial Training, NACHC

**Long Beach, CA • January 14-15, 2020**

Hilton Long Beach
701 W Ocean Boulevard
Long Beach, CA 90831
Telephone: (562) 983-3400

**Training Pricing Information**

- Early Bird Registration Fee: $650 if received by December 23, 2019
- Regular and On-Site Registration Fee: $750 if received after December 23, 2019

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

**Registration Cutoff Date** (Last day to register online): January 7, 2020

To register online for this seminar, visit: www.nachc.org and click Trainings & Events. You can also click on the link below or type it into your web browser:


For questions or comments, contact the Training & T/A Department at trainings@nachc.org or call (301) 347-0400.
Who Should Attend?

- Health center CEOs, COOs, CFOs, Practice Administrators, Site Managers, Compliance Officers, and others.
- New staff and leadership from existing health center program grantees and FQHC Look-Alikes
- Long-time health center staff and Primary Care Association staff looking for a refresher on the health center program, program requirements, and promising practices
- Staff from organizations interested in becoming a health center program grantee and are looking for an in-depth primer on the health center program

Training Hotel Information

Hilton Long Beach
701 W Ocean Boulevard
Long Beach, CA 90831
Telephone: (562) 983-3400

Room Rates: $179/night, single/double (plus taxes)

Hotel Reservation Cutoff Date: December 23, 2019

*NACHC has negotiated a discounted rate of $179 a night, which will be honored until December 23, 2019, or until the block has sold out – whichever occurs first.

Online Hotel Reservation Link: http://bit.ly/HousingSWS

Tips:
- 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 Long Beach Airport (Airport code LGB), which is 7 miles away from the hotel.

The Hilton Long Beach does not offer a shuttle service. 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 Long Beach hotel offers self-parking for $27/night for both surface and garage, and $32 for valet parking.

NACHC Trainings Are Green!

All materials for this training will be available to 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 18 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.
## Draft Agenda

### Day 1: Tuesday, January 14, 2020

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 am – 9:00 am</td>
<td><strong>Registration Open, Continental Breakfast</strong></td>
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<tr>
<td>9:00 am – 9:30 am</td>
<td><strong>Welcome and Overview</strong>&lt;br&gt;Ted Henson, Director, Health Center Performance &amp; Innovation, NACHC</td>
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<td>9:30 am – 10:45 am</td>
<td><strong>Laying the Foundation: Health Center Program Overview</strong>&lt;br&gt;Olivia Shockey, Director, Expansion Division, Bureau of Primary Health Care, Health Resources and Services Administration&lt;br&gt;This broad overview of the Health Center Program featuring HRSA staff will lay the foundation for the in-depth content you will receive throughout the two-day training. The overview will also touch on how to become part of the Health Center Program and available support and technical assistance.</td>
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<tr>
<td>10:45 am – 11:00 am</td>
<td><strong>Break</strong> <em>(Refreshments Provided)</em></td>
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<td>11:00 am – 12:00 pm</td>
<td><strong>Starting From the Ground Up: Leveraging the Needs Assessment to Inform Your Service Delivery Model</strong>&lt;br&gt;Ted Henson, Director, Health Center Performance &amp; Innovation, NACHC&lt;br&gt;Health centers are built to identify and respond to the health and social needs of their communities. How health centers develop new lines of service, work with community partners, and engage in strategic planning all starts with a comprehensive assessment of community needs. This session will engage participants around the data inputs and sources for conducting ongoing needs assessments and discuss HRSA’s new methodology for assessing need.</td>
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<tr>
<td>12:00 pm – 1:00 pm</td>
<td><strong>Lunch</strong> <em>(provided)</em></td>
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<td>1:00 pm – 2:00 pm</td>
<td><strong>Health Center Nuts &amp; Bolts: Deep-Dive into HRSA’s Health Center Program Requirements</strong>&lt;br&gt;Theresa “Missy” Nitescu, Chief Operations Officer, Northeast Valley Health Corporation&lt;br&gt;Tamra King, Executive Director, Harbor Community Clinic&lt;br&gt;Deena Pourshaban, Chief Operating Officer, Elevation Health Partners&lt;br&gt;Patricia Talbot, Senior Executive Consultant&lt;br&gt;Health centers need the right framework and understanding of HRSA Health Center Program Requirements to put our best foot forward towards a culture of success and serving our communities well. Faculty from this session will draw from over 30 years of direct consulting and clinic experience to provide an interactive session that includes an overview of the Health Center Program Requirements, HRSA Compliance Manual, Form 5A, and preparing for the HRSA site visit. Participants will hear real world examples of success stories from the Chief Operating Officer of Northeast Valley Health Corporation and the Executive Director from Harbor Community Clinic.</td>
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<tr>
<td>2:00 pm – 2:15 pm</td>
<td><strong>Break</strong> <em>(Refreshments Provided)</em></td>
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<tr>
<td>2:15 pm – 3:45 pm</td>
<td><strong>Health Center Nuts &amp; Bolts: Deep-Dive into HRSA’s Health Center Program Requirements (continued)</strong></td>
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<tr>
<td>4:00 pm – 5:00 pm</td>
<td><strong>Health Center Governance 101 &amp; Elements of a High-Performing Board of Directors</strong>&lt;br&gt;Theresa “Missy” Nitescu, Chief Operations Officer, Northeast Valley Health Corporation&lt;br&gt;Tamra King, Executive Director, Harbor Community Clinic&lt;br&gt;Deena Pourshaban, Chief Operating Officer, Elevation Health Partners&lt;br&gt;Patricia Talbot, Senior Executive Consultant&lt;br&gt;This interactive session will lay the groundwork for effective Health Center Governance that complies with HRSA program requirements. The session will share tools, shares, and real-life examples that highlight the roles and responsibilities of health center boards, outline strategies for health center leadership and staff to support their board, and describe characteristics of high-performing boards.</td>
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# Starting with Success

## Draft Agenda (continued)

### Day 2: Wednesday, January 15, 2020

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:30 am – 9:00 am</td>
<td><strong>Continental Breakfast</strong></td>
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<tr>
<td>9:00 am – 10:30 am</td>
<td><strong>Health Center Operations 101:</strong></td>
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<td></td>
<td><strong>The Nuts and Bolts of Running a Health Center</strong></td>
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<td><strong>Gail Speedy Mayeaux, Principal, Health Management Associates (HMA)</strong></td>
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<td>Using adult learning techniques, this interactive and practical session will focus on how to operationalize your health center and to overcome complex challenges by understanding the root of the issue, its contributing forces and then how to marshal your resources and collective health center talents to create solutions which will work best for those you serve. Using the 19 Program Requirements as a foundational starting point, participants will be able to identify where their own particular challenges are and will walk through exercises on how to address each challenge, while also learning from other participants. Skills learned in this session will assist health centers in systematically being able to address most – if not all – challenges they face on the way to fully operationalizing their health centers.</td>
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<tr>
<td>10:30 am – 10:45 am</td>
<td><strong>Break</strong> <em>(Refreshments Provide)</em></td>
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<tr>
<td>10:45 am – 12:30 pm</td>
<td><strong>Health Center Service Delivery Model 101:</strong></td>
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<td><strong>Clinical Services and Elements of the Continuum of Care</strong></td>
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<td></td>
<td><strong>Helen DuPlessis, MD, MPH, Principal, Health Management Associates (HMA)</strong></td>
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<td>This dynamic session will position participants to build the culture and infrastructure needed to support a high-performing, stable work force capable of delivering and sustaining quality clinical services to deserving populations in a community clinic setting. Session leaders will cover pertinent program requirements related to clinical services; the critical relationship between clinical and the other key health center leaders; the Federal Tort Claims Act Board; and evidence-based and emerging care models necessary to provide patient-centered and value-based care for the HRSA-required primary care, enabling and additional service across the continuum of care appropriate to your 330 grant(s). Additionally, you will leave with practical, high quality resources to support clinical services in your health center.</td>
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<tr>
<td>12:30 pm – 1:30 pm</td>
<td><strong>Lunch</strong> <em>(provided)</em></td>
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<tr>
<td>1:30 pm – 3:30 pm</td>
<td><strong>Health Center Finance 101:</strong></td>
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<td><strong>Understanding Health Center Reimbursement &amp; Financial Systems</strong></td>
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<td><strong>Gervean Williams, Director, Health Center Financial Training, NACHC</strong></td>
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<td>Featuring the perspective of a former health center Chief Financial Officer, this session will describe the key components of health center financial systems and reimbursement, review the ins and outs of the Sliding Fee Discount Program, provide an overview of a health center’s budgeting process, and outline the key internal reporting and management reports run by health centers.</td>
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<tr>
<td>3:30 pm – 3:45 pm</td>
<td><strong>Break</strong></td>
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<tr>
<td>3:45 pm – 4:30 pm</td>
<td><strong>Bringing It All Together</strong></td>
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<tr>
<td></td>
<td><strong>Ted Henson, Director, Health Center Performance &amp; Innovation, NACHC</strong></td>
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REGISTRATION FORM
Starting with Success

PARTICIPANT INFORMATION

Name ____________________________________________________________

Title ______________________________________________________________

Email _____________________________________________________________

Organization ______________________________________________________

Address __________________________________________________________

City, State ___________________________ Zip _____________

Phone (______) ______________________ Fax (______) ______________________

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

COST INFORMATION*

Starting with Success

Early Bird Registration $650 per person
(if received by December 23, 2019) $______________

Regular and On-Site Registration $750 per person
(if received after December 23, 2019) $______________

*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 December 16, 2019.