



Offered by:
NATIONAL ASSOCIATION OF
Community Health Centers

January 14-15, 2020

Starting with Success: Building and Enhancing Your Health Center





2020 TRAINING Starting with Success:

Building and Enhancing Your Health Center

A partnership with:



This program has been recommended for 12.5 CEU credits.

Delivery Method: Group Live

Program Level: Basic

Prerequisites and or Pre Work: None

Event Participation and Evaluations

To receive Continuing Education Units (CEUs) at this NACHC training, **ALL attendees are required to:**

- Sign in and sign out for each day of the training (or for any extended absence).

AND

- Complete the training evaluation at the conclusion of the training.

These simple steps ensure that your CEUs are accurately processed and that valuable feedback is provided for the development of future NACHC programs. After completing these steps, you will receive your certificate of attendance within two weeks on the MyNACHC learning center and can then present the certificate to your accrediting body in order to receive credits.



**NACHC Trainings
Are Green!**

For more information on how to access course materials, or download presentations, visit:

<http://nachc.org/trainings-and-conferences/>

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:

<http://bit.ly/RegistrationSWS>

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

Training Information

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.

Starting with Success

Draft Agenda

Day 1: Tuesday, January 14, 2020

- 8:00 am – 9:00 am **Registration Open, Continental Breakfast**
9:00 am – 9:30 am **Welcome and Overview**
Ted Henson, Director, Health Center Performance & Innovation, NACHC
- 9:30 am – 10:45 am **Laying the Foundation: Health Center Program Overview**
Olivia Shockey, Director, Expansion Division, Bureau of Primary Health Care, Health Resources and Services Administration
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.
- 10:45 am – 11:00 am **Break (Refreshments Provided)**
- 11:00 am – 12:00 pm **Starting From the Ground Up: Leveraging the Needs Assessment to Inform Your Service Delivery Model**
Ted Henson, Director, Health Center Performance & Innovation, NACHC
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.
- 12:00 pm – 1:00 pm **Lunch (provided)**
- 1:00 pm – 2:00 pm **Health Center Nuts & Bolts: Deep-Dive into HRSA's Health Center Program Requirements**
Theresa "Missy" Nitescu, Chief Operations Officer, Northeast Valley Health Corporation
Tamra King, Executive Director, Harbor Community Clinic
Deena Pourshaban, Chief Operating Officer, Elevation Health Partners
Patricia Talbot, Senior Executive Consultant
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.
- 2:00 pm – 2:15 pm **Break (Refreshments Provided)**
- 2:15 pm – 3:45 pm **Health Center Nuts & Bolts: Deep-Dive into HRSA's Health Center Program Requirements (continued)**
- 4:00 pm – 5:00 pm **Health Center Governance 101 & Elements of a High-Performing Board of Directors**
Theresa "Missy" Nitescu, Chief Operations Officer, Northeast Valley Health Corporation
Tamra King, Executive Director, Harbor Community Clinic
Deena Pourshaban, Chief Operating Officer, Elevation Health Partners
Patricia Talbot, Senior Executive Consultant
This interactive session will lay the groundwork for effective Health Center Program 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.

Starting with Success

Draft Agenda (continued)

Day 2: Wednesday, January 15, 2020

8:30 am – 9:00 am **Continental Breakfast**

9:00 am – 10:30 am **Health Center Operations 101:
The Nuts and Bolts of Running a Health Center**

Gail Speedy Mayeaux, Principal, Health Management Associates (HMA)

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.

10:30 am – 10:45 am **Break** (*Refreshments Provide*)

10:45 am – 12:30 pm **Health Center Service Delivery Model 101:
Clinical Services and Elements of the Continuum of Care**

Helen DuPlessis, MD, MPH, Principal, Health Management Associates (HMA)

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.

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

1:30 pm – 3:30 pm **Health Center Finance 101:
Understanding Health Center Reimbursement & Financial Systems**

Gervean Williams, Director, Health Center Financial Training, NACHC

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.

3:30 pm – 3:45 pm **Break**

3:45 pm – 4:30 pm **Bringing It All Together**

Ted Henson, Director, Health Center Performance & Innovation, NACHC

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.

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Telephone: (562) 983-3400

Three Ways To Register:



ELECTRONICALLY

Online registration is available. Go to www.nachc.org Click Trainings & Events, 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



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 December 16, 2019.

NACHC CANCELLATION POLICY: All Cancellations must be in writing and must be received at NACHC on/before January 7, 2020.

- Cancellations received on/before January 7, 2020 will be assessed a \$100 processing fee.
- Cancellations received after January 7, 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 Training & T/A Department at trainings@nachc.org