2020 Training
Elevating Health Center Operations (EHCO)

Elevating Health Center Operations (EHCO) is NACHC’s only regional training to provide critical components of operational success. Health center C-Suite/Senior leaders who attend EHCO can discover the keys to the quadruple aim of enhanced patient experience, improved population health, reduced costs and improved work life of all health center employees. In addition to a deep dive into key elements of health center operations, the program offers a unique opportunity for busy leaders to network and build relationships with industry peers.

Learning Objectives:

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

▶ Evaluate current and potential programs against strategic goals for key operational elements: staffing, patient experience, HIT infrastructure, access and community environment.

▶ Redesign the current scheduling template to align with your patient mix and increase productivity.

▶ Implement the qualities of a high-performing organization.

▶ Describe the goals of advanced reporting and summarize methods for achieving accurate and timely reports.

▶ Learn the federal statutes that regulate employer-employee relations and how best to mitigate risks.

Instructors:
April Lewis, Director, Health Center Operations & HR Training, NACHC
Curt Degenfelder, Principal, Curt Degenfelder Consulting, Inc.
Melissa Stratman, CEO, Coleman Associates
Michael B. Glomb, Esq., Feldesman Tucker Leifer Fidell LLP
Shannon Nielson, MHA, PCMH-CCE, Principal Owner and Consultant

Long Beach, CA • June 23-24, 2020

Attend In-Person or Virtually!

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

*Registration Pricing Information
▶ Early Bird Registration Fee: $575 if received by June 9, 2020
▶ Regular and On-Site Registration Fee: $675 if received after June 9, 2020

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

Registration Cutoff Date (Last day to register online): June 16, 2020

To register online for this seminar, visit: www.nachc.com and click on Trainings & Events.

For questions and 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 CEOs, COOs, other C-Suite/Senior Leaders, and operations managers attend this regional training.

Training Hotel Information

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

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

Hotel Reservation Cutoff Date: June 1, 2020

*NACHC has negotiated a discounted rate of $189 a night which will be honored until June 1, 2020 or until the block has sold out, whichever occurs first.


**Tip:**
We encourage you to register for this regional training online and pay (by credit card), and be sure to 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 **Long Beach Airport - Daughterty Field** (airport code LGB) which is approximately 7 miles away from the Hilton Long Beach.

The Hilton Long Beach does not offer shuttle service to/from the airport. 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 has self-parking available for $27/day and valet parking for $32/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:


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Elevating Health Center Operations (EHCO)

Agenda

Day 1

7:30 am – 8:15 am  Registration and Continental Breakfast
8:15 am – 8:30 am  Welcome and Introduction to Elevating Health Center Operations
8:30 am – 10:15 am Creating your Operations Plan – Part I
   Health center operations are directly impacted by every decision and goal set within the organizational strategic plan. Your role as a health center Operations leader is to react appropriately ensuring the organization can deliver upon its goals. This session will focus on understanding the operational impact from the strategic plan and how to develop an actionable operations plan.
   Participants will learn how to take an inter-departmental approach to setting measurable and effective outputs that deliver upon the organizational strategic plan.
   Instructor: Shannon Nielson, CURIS Consulting

10:15 am – 10:30 am  Break
10:30 am – 12:00 pm Creating your Operations Plan – Part II
12:00 pm – 1:00 pm  Lunch (provided)
1:00 pm – 2:45 pm  Understanding the Impact of Operation on the Bottom Line
   This session will discuss the impact of daily operations on the profitability and cash flow of a health center. We will identify how budgeting and monitoring are key to positioning the health center for success. We will identify key drivers of the bottom line, and how health center operations staff can impact financial performance.
   Instructor: Curt Degenfelder, Curt Degenfelder Consulting, Inc.

2:45 pm – 3:00 pm  Break
3:00 pm – 4:45 pm  The Future Heath Center Revenue and Expense Model
   Health centers, and the healthcare marketplace, are changing rapidly. Health centers are developing new models of care based on practice transformation and the requirements of value-based care. Health centers have also changed their infrastructure to accommodate rapid growth and new demands of patients, payors and funders. Payment systems are changing; bringing changes to the health center revenue model. This session will help the leadership anticipate how they need to prepare their organization.
   Instructor: Curt Degenfelder, Curt Degenfelder Consulting, Inc.

Note: Topics and presenters are subject to change as of 6/16/20
## Agenda (cont.)

### Day 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 am – 8:30 am</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>8:30 am – 10:15 am</td>
<td><strong>Create Your High-Performing Dream Team</strong>&lt;br&gt;People are your most valuable resource. In this session we explore the value of effective staffing at the health center. You will learn how to align and enhance the models of care that involve different roles and responsibilities for Front Desk, Medical Assistants, Nurses and other support staff. You will also see examples of how leading health centers organize care teams to leverage the variety of skills. Participants will learn how to improve show rates and access, increase capacity utilization, and increase both patient and staff satisfaction.&lt;br&gt;<strong>Instructor:</strong> Melissa Stratman, Coleman Associates</td>
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<tr>
<td>10:15 am – 10:30 am</td>
<td>Break</td>
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<tr>
<td>10:30 am – 12:00 pm</td>
<td><strong>Strategic Scheduling for a Patient-Centered Operation</strong>&lt;br&gt;The scheduling template is often a mismatch of staffing needs, PCMH and access requirements. It is created by one team then passed on to your entry-level staff to “get it right” so that everyone has a predictable and good day. This session gives hands on examples of how to create a better template, what to consider to meet (almost) everyone’s demands, and get a schedule that works well for patients too. Participants are encouraged to bring a blank copy (HIPAA compliant) of the schedule template, a list of appointment types, and the rules that accompany the current schedule. You will participate in a practical exercise to determine how and when to make changes.&lt;br&gt;You will learn how to use the template to maximize capacity utilization through dynamic schedule management, how to anticipate and reduce no shows, increase visit numbers all while decreasing staff and patient frustration.&lt;br&gt;<strong>Instructor:</strong> Melissa Stratman, Coleman Associates</td>
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<tr>
<td>12:00 pm – 1:00 pm</td>
<td>Lunch (provided)</td>
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<td>1:00 pm – 2:30 pm</td>
<td><strong>Employee Engagement: How to Measure, Influence, Improve.</strong>&lt;br&gt;This session will focus on your organizations greatest asset - the people. Studies show organizations with increased engagement generate 2.5 times more revenue than those with low engagement. You will learn what drives engagement, how to increase it and how to strategically align efforts to benefit operationally and financially.&lt;br&gt;<strong>Instructor:</strong> April Lewis, NACHC</td>
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<tr>
<td>2:30 pm – 2:45 pm</td>
<td>Break</td>
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*Note: Topics and presenters are subject to change as of 6/16/20*
Day 2

2:45 pm – 3:45 pm  Managing Employment-related Risks at Your Health Center Part I
This two-part session will provide tips and techniques for managing employment-related risks in a health center. The key federal employment laws will be addressed, along with strategies to mitigate potential legal liability through carefully crafted policies and employment practices. Part two will focus on compliance with the federal overtime regulations effective January 1, 2020 and the impact they may have on a health center employee compensation work assignment.
Instructor: Michael B. Glomb, Esq., Feldesman Tucker Leifer Fidell LLP

3:45pm – 4:45 pm  Managing Employment-related Risks at Your Health Center Part II

Wrap-Up: Monday Morning Readiness

Note: Topics and presenters are subject to change as of 6/16/20
REGISTRATION FORM

Elevating Health Center Operations (EHCO)

PARTICIPANT INFORMATION

Name ____________________________________________

Title ___________________________________________

Email __________________________________________

Organization _________________________________

Address _______________________________________

City, State _________________________ Zip __________

Phone (_____) ___________________ Fax (_____) ___________________

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

COST INFORMATION*

Elevating Health Center Operations (EHCO)

Early Bird Registration $575 per person
(if received by June 9, 2020) $ ______________

Regular and On-Site Registration $675 per person
(if received after June 9, 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 June 2, 2020.