



Offered by:  
NATIONAL ASSOCIATION OF  
Community Health Centers

Practice Operations Management (POM)

# 2017 Elevating Health Center Operations, Level III (POM III)



# Elevating Health Center Operations — Level III (POM III)

This program has been recommended for 16 CPE credits in the “Specialized Knowledge and Applications” Category

**Delivery Method:** Group Live

**Prerequisites and or Pre Work:**  
None

**Program Level:** Advanced



**NACHC Trainings  
Are Going Green!**

For more information on how to access course materials and download presentations, go to:

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

## Accounting Professionals (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org). (Sponsor #108392)

Initially offered in 2016 as Practice Operations Management III, Elevating Health Center Operations Training extends Chief Executive Officers, Chief Operating Officers, and other C-Suite/Senior Leaders, and operations managers, the opportunity to delve into critical components that factor into the quadruple aim of enhancing the patient experience, improving population health, reducing costs and improving the work life of all health center employees. These components include a deep dive into employee engagement, business intelligence, and leadership development.

## Learning Objectives:

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

- Explain the attributes of becoming an Employer of Choice.
- Define “leadership presence” and determine why it matters to employee retention.
- Describe the goals of advanced reporting and summarize methods for achieving accurate and timely reports.
- Create dashboards to track performance for operational decision-making.

## Presenters:

**Katie Bell**, *Principal, Katie Bell Consulting, Seattle, WA*

**George Brewster, MA**, *Founder, Gimbal Systems, LLC, Seattle, WA*

**Gary Campbell, MBA, SPHR**, *President, Impact2Lead, Lynchburg, VA*

**Lisa Hardmeyer Gray, MA, LMHCA**, *Founder, Intrinsic, LLC, Seattle, WA*

**Greg L. Wolverton**, *Chief Information Officer, ARcare/KentuckyCare, Augusta, AR*

---

## Charleston, SC • June 7-8, 2017

Francis Marion Hotel  
387 King Street,  
Charleston, SC 29403  
Telephone: (843) 722-0600

## \*Registration Pricing Information

- Early Bird Registration Fee: \$535 if received by May 24, 2017
- Regular and On-Site Registration Fee: \$635 if received after May 24, 2017

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

**Registration Cutoff Date (Last day to register online): May 31, 2017**

To register online for this seminar, visit: [www.nachc.com](http://www.nachc.com) and click on “Trainings.”

For questions, please contact Elizabeth Zepko at [ezepko@nachc.com](mailto:ezepko@nachc.com) or call (301) 347-0400.

# Training Information

## Who Should Attend?

We suggest that **CEO's, COO's, other C-Suite/Senior Leaders, and operations managers** attend this regional training.

## Training Hotel Information

### Francis Marion Hotel

387 King Street  
Charleston, SC 29403  
Telephone: (843) 722-0600

Group Rate: \$169/night, single/double (plus taxes)

### Hotel Reservation Cutoff Date: May 16, 2017

*\*NACHC has negotiated a discounted rate of \$169 a night which will be honored until May 16, 2017 or until the block has sold out, whichever occurs first.*

**Online Hotel Registration Link:** <https://reservations.travelclick.com/76320?groupID=1715748>

### Tip:

- We encourage you to register for this regional training 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 **Charleston International Airport (Airport code CHS)**. The airport is 12 miles away from The Francis Marion Hotel

The Francis Marion Hotel hotel does not offer shuttle service to/from the CHS airport. Feel free to utilize Super Shuttle services, taxis at baggage claim or UBER.

The Francis Marion Hotel offers valet parking at \$22 per day for guests or self parking in the city garage located next door to the hotel at \$17 per day.

## NACHC Trainings Are Green!



All materials for this training will be available on the **MyNACHC Learning Center** to be downloaded one week prior to the event or printed at your leisure. 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 34.1 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.*

National Association of Community Health Centers  
**Elevating Health Center Operations – Level III (POM III) — Group Live**

## Agenda

*Note: Topics and presenters are subject to change as of 3/15/17*

### DAY 1

---

7:30 am – 8:30 am Continental Breakfast & Registration

8:30 am – 10:15 am **Becoming an Employer of Choice**

In this session, a current Health Center CEO will walk through the steps to becoming an Employer of Choice with a focus on two pillars 1) Mission/Vision and 2) Leadership/Culture/Engagement. There will be an in-depth approach to the understanding the emotional and physical engagement necessary to commit to becoming an Employer of Choice and how a transformed culture translates to the financial growth and health of a center. The session will feature break-out groups to evaluate each health center's readiness for the Employer of Choice.

*Presenter:*

**Gary Campbell, MBA, SPHR, CEO, Johnson Health Center and President, Impact2Lead**

10:15 am – 10:30 am Break

10:30 am – 12:00 pm **Becoming an Employer of Choice (Cont.)**

12:00 pm – 1:00 pm Lunch (provided)

1:00 pm – 2:45 pm **Moving to More Advanced/Timely/Accurate Reporting (Part 1)**

We'll start with a discussion of the goals of advanced reporting, including the ability to track performance on an individual basis, to track clinical performance measures, and make comparisons against standards/historical performance data; real time cycle time/operational performance, integrating data from multiple systems (Practice Management, Electronic Health Record, Electronic Dental Record, Lab/Pharmacy, Accounting and Human Resources).

*Presenter:*

**Greg L. Wolverton, Chief Information Officer, ARcare/KentuckyCare**

2:45 pm – 3:00 pm Break

3:00 pm – 4:45 pm **Moving to More Advanced/Timely/Accurate Reporting (Part 2)**

Part 2 of the session will discuss how to get to an advanced reporting approach, including infrastructure (human and technological), mapping and cataloging current data, evaluating data accuracy, developing an integration engine, and developing the ability for user-defined parameters (i.e. staff, sites, date range for reports).

*Presenter:*

**Greg L. Wolverton, Chief Information Officer, ARcare/KentuckyCare**

## DAY 2

---

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

8:30 am – 10:15 am **Operationalizing Business Intelligence: Turning Intention into Action**

We have all of this information, now what? This interactive workshop will build on the previous day's session on advanced reporting. Led by a health center COO, participants will walk through how to develop and implement dashboard reporting as a communication tool to drive and improve performance. Based on real-world case studies, we will walk you through different scenarios to determine how and where to start, who needs what information and how often, and finally how to measure success.

*Presenter:*

**Katie Bell**, *Principal, Katie Bell Consulting*

10:15 am – 10:30 am Break

10:30 am – 12:00 pm **Operationalizing Business Intelligence: Turning Intention into Action (Cont.)**

12:00 pm – 1:00 pm Lunch (provided)

1:00 pm – 2:45 pm **Tying it All Together: Integration and the Development of Your Leadership Presence**

The increasing demands on health center leadership in this time of historic change require leaders to be more resilient, innovative, and focused. Yet, the expectations of leaders remain the same – inspire and develop your staff, make decisions and produce results. The difference boils down to how a leader shows up as a human being while navigating times of change and uncertainty. In a word – it is presence. In this interactive workshop, participants will build skills that develop their own leadership presence and understand why it is a must-have for today's health center leaders. Participants will also have the opportunity to explore their own communication patterns and will develop practical skills in listening and engagement that can create a more productive and nourishing work environment.

*Presenters:*

**George Brewster, MA**, *Founder, Gimbal Systems, LLC*

**Lisa Hardmeyer Gray, MA, LMHCA**, *Founder, Intrinsic, LLC*

2:45 pm – 3:00 pm Break

3:00 pm – 4:45 pm **Tying it All Together: Integration and the Development of Your Leadership Presence (Cont.)**

## REGISTRATION FORM

# Elevating Health Center Operations – Level III (POM III)

## 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 – Level III (POM III)

Early Bird Registration	\$535 per person (if received by May 24, 2017) \$ _____
Regular and On-Site Registration	\$635 per person (if received after May 24, 2017) \$ _____

\*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 May 17, 2017.**



NATIONAL ASSOCIATION OF  
Community Health Centers

### Elevating Health Center Operations – Level III (POM III)

June 7-8, 2017

**Francis Marion Hotel**  
387 King Street,  
Charleston, SC 29403  
Telephone: (843) 722-0600

### Three Ways To Register:



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://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



#### 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 May 17, 2017.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before May 31, 2017.

- Cancellations received on/before May 31, 2017 will be assessed a \$100 processing fee.
- Cancellations received after May 31, 2017 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 Elizabeth Zepko at [ezepko@nachc.org](mailto:ezepko@nachc.org)