



NATIONAL ASSOCIATION OF  
Community Health Centers

2017  
TRAINING COURSE

# Managing Ambulatory Health Care III (MAHC3) Enhancing Collaborative Management In Community Health Centers

Seattle, Washington  
June 26-29, 2017

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**National Association of  
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(NACHC)**  
and  
**Northwest Regional Primary  
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Managing Ambulatory Health Care III: Enhancing Collaborative Management in Community Health Centers (MAHC3) is the third in a series of four Managing Ambulatory Health Care (MAHC) training courses offered by the National Association of Community Health Centers (NACHC).

This intensive four-day program is a team-based course designed to improve the performance of clinical and administrative managers in community health centers who must work together effectively to optimally serve their communities.

This on-site course addresses the following topic areas:

- Collaborative Management, Quality Improvement/Assurance, and Practice Transformation
- Strategic & Financial Planning
- Payment Reform
- Provider Recruitment, Retention, and Compensation
- Leadership Styles, Team-Building, and Managing Change

By the end of this course, participants will be able to:

1. Identify and implement key strategies to achieve high performance at the health center, including: collaborative management, quality improvement, and practice transformation.
2. Recognize the critical implications of payment reform and delivery system transformation on health centers, and how to successfully engage in emerging payment reform models.
3. Pinpoint strategies that may improve success with provider recruitment and retention including developing appropriate compensation plans.
4. Identify and apply effective leadership skills and competencies such as: building beneficial interpersonal relationships, distinguishing ways to adjust one's leadership style based on the situation, and displaying the critical thinking skills and abilities to lead others toward common goals.

### Target Audience

This is a team-based course requiring a minimum of a two person team: one clinical leader who maintains both an administrative and clinical (direct patient care) role and one other administrative manager. Team maximum is set at 4 participants unless prior approval is received from NACHC.

### Method of Instruction

The Harvard case method of instruction is used to facilitate practical application of the concepts presented and to create a dynamic forum for the exchange of insights and experience between participants and faculty.

### Lead Faculty

**Paul Campbell, MPA, ScD**, *Lecturer on Management, Harvard School of Public Health, Deputy Director, International Health Systems Program*

**Robert Hoch, MD, MPH**, *Instructor, Department of Health Policy Management, Harvard School of Public Health, Vice President of Health Services, Harbor Health Services*

**David Javitch, PhD**, *Adjunct Assistant Professor in Organizational Behavior, Department of Health Policy and Management, Harvard School of Public Health, President, Javitch Associates, Inc.*

### Continuing Education Credit

The National Association of Community Health Centers (NACHC) provides continuing education credits through the American Academy of Family Physicians (AAFP). This educational activity is typically approved for up to a maximum of 20 AAFP CME credits. Certificates of Completion, including CME credit information will be presented at the end of the completed course. Physicians should only claim credit commensurate with the extent of their participation in the activity.

### Hotel Information

Renaissance Seattle  
515 Madison Street  
Seattle, Washington 98104

### Cost

Early bird (by June 10, 2017): \$2,095 per team member  
Regular (after June 10, 2017): \$2,295 per team member

Training fees include training materials, breakfast and lunch, all four days.

**Duration of training: 4 days**

## DRAFT AGENDA

**Overall Learning Objective:** This program has been organized to improve the performance of clinical and administrative managers in community health centers who must work together effectively in order to optimally serve their communities. Faculty will seek to accomplish this goal by deepening participants' insights into collaborative management in general, as well as by addressing common problems facing health centers across the country.

### MONDAY, June 26

7:30 – 8:30 am	<b>Program Registration and Continental Breakfast</b>
8:30 – 8:40 am	<b>Welcome</b> <i>Bruce Gray, CEO, Northwest Regional Primary Care Association</i>
8:40 – 10:00 am	<b>Program Introduction</b> <b>Faculty:</b> Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH
10:00 – 10:30 am	<b>Morning Break</b>
10:30 – 12:00 pm	<b>Collaborative Management, Quality, and Practice Transformation</b> <b>Faculty:</b> Robert Hoch
12:00 – 1:00 pm	<b>Lunch</b>
1:00 – 2:15 pm	<b>Strategic and Financial Issues</b> <b>Faculty:</b> Paul Campbell
2:15 – 2:30 pm	<b>Afternoon Break</b>
2:30 – 4:00 pm	<b>Payment Reform, Understanding the Landscape</b>
4:00 pm	<b>Sessions end for the day</b>

### WEDNESDAY, June 28

7:30 – 8:00 am	<b>Continental Breakfast</b>
8:00 – 9:00 am	Discussion Groups on Bayside Community Health Center
9:00 – 10:30 am	<b>Collaborative Management and Clinical Operations- Presentations</b> <b>Faculty:</b> Robert Hoch
10:30 – 10:45 am	<b>Morning Break</b>
10:45 – 12:15 pm	<b>Provider Recruitment, Retention and Compensation</b> <b>Faculty:</b> Robert Hoch and Paul Campbell
12:15 – 1:15 pm	Lunch
1:15 – 2:30 pm	<b>Team-Building</b> <b>Faculty:</b> David Javitch
2:30 – 2:45 pm	<b>Afternoon Break</b>
2:45 – 4:00 pm	<b>Managing Change</b> <b>Faculty:</b> David Javitch
4:00 – 5:00 pm	<b>Informal Reception</b>

### TUESDAY, June 27

7:30 – 8:00 am	<b>Continental Breakfast</b>
8:00 – 9:00 am	<b>Discussion Groups on Collaborative Management and Clinical Operations</b>
9:00 – 10:30 am	<b>Clinical Productivity</b> <b>Learning Objective:</b> Clinical productivity <b>Faculty:</b> Robert Hoch
10:30 – 10:45 am	<b>Morning Break</b>
10:45 – 12:00 pm	<b>Panel on Practice Transformation</b> <b>Panel Facilitators:</b> Paul Campbell and Robert Hoch
12:00 – 1:00 pm	<b>Lunch</b>
1:00 – 2:15 pm	<b>Leadership Styles: The Strength Deployment Inventory (SDI)</b> <b>Faculty:</b> David Javitch, PhD
2:15– 2:30 pm	<b>Afternoon Break</b>
2:30 – 4:00 pm	<b>Leadership Styles II</b> <b>Faculty:</b> David Javitch
4:00 pm	<b>Sessions end for the day</b>

### THURSDAY, June 29

7:30 – 8:00 am	<b>Continental Breakfast</b>
8:00 – 9:00 am	<b>Discussion Groups on Bayside Community Health Center</b>
9:00 – 10:45 am	<b>Bayside Community Health Center Case Presentations and Discussion</b> <b>Faculty:</b> Paul Campbell and Robert Hoch
10:45 – 11:00 am	<b>Morning Break</b>
11:00 – 12:00 pm	<b>Local Speaker(s)</b>
12:00 – 12:30 pm	<b>Program Closing</b> <b>Faculty:</b> Paul Campbell and Robert Hoch
12:30 pm	<b>Adjournment</b>

## How to Apply and Register

1. To apply online simply click [here](#) and complete the PDF form.  
Email the completed form with the **Subject Line: MAHC3 Seattle 2017** to [cthomas@nachc.com](mailto:cthomas@nachc.com)  
OR  
Print the MAHC Application.pdf and fax it **Attn: Cindy Thomas to (301) 347-0485.**
2. Applications will be reviewed by the course faculty, and you will be notified of your acceptance into the program within one week of submission.
3. **Once notified of acceptance to the MAHC course, you will be provided with a link to complete your registration and payment for the course.** *If this is not completed within 10 days of notification, your place in the course will be released to another participant and you must begin the process again from the beginning.*
4. Applications will be accepted on a rolling basis until course is full (60 participants). A waiting list will be developed once the course has reached capacity, and wait listed registrations will be giving priority registration to either fill a cancellation or to a future MAHC course.

### Schedule of Program Fees

Payment will be collected once notified of acceptance into the program.

- \$2,095 per participant **(by June 10, 2017)**
- \$2,295 per participant **(after June 10, 2017)**

### Substitution/Cancellation Policy

Substitutions may be made without additional charge as long as the new participant meets the course requirements. All requests for substitutions or cancellations must be made in writing and receive NACHC approval.

Cancellations received before June 10, 2017 will be issued a full refund minus a \$100 cancellation fee.

No refunds for cancellations received on or after June 10, 2017.

### Program fee includes:

- Comprehensive take-home reference manual of on-site course work
- Electronic access to all presentations, PowerPoints, and additional reference materials.
- Continental breakfasts, daily lunches, and refreshment breaks
- Special reception for all participants and faculty
- Up to 20 CME credits through AAFP, and a certificate of attendance signed by the faculty of the Harvard School of Public Health

## Application

**Program Requirements:** This is a team based course requiring a minimum of a two person team: one clinical leader who maintains both an administrative and clinical (direct patient care) role and one other administrative manager. Team maximum is set at 4 participants unless prior approval is received from NACHC. Price listed for this course is the per person cost. Once accepted into the course you will receive instructions on how to complete your registration and payment for your full team.

### Participant #1 (Required)

Name and Degree/Certification

(as it should appear on the certificate of completion): \_\_\_\_\_

Title: \_\_\_\_\_

Organization (No Acronyms): \_\_\_\_\_

Address: City, State, Zip \_\_\_\_\_

Telephone: \_\_\_\_\_ Emergency Phone: \_\_\_\_\_

Work Email: \_\_\_\_\_ Assistants Email: \_\_\_\_\_

Food allergies or dietary restrictions: \_\_\_\_\_

### Participant #2 (Required)

Name and Degree/Certification

(as it should appear on the certificate of completion): \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Emergency Phone: \_\_\_\_\_

Work Email: \_\_\_\_\_ Assistants Email: \_\_\_\_\_

Food allergies or dietary restrictions: \_\_\_\_\_

### Participant #3

Name and Degree/Certification

(as it should appear on the certificate of completion): \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Emergency Phone: \_\_\_\_\_

Work Email: \_\_\_\_\_ Assistants Email: \_\_\_\_\_

Food allergies or dietary restrictions: \_\_\_\_\_

### Participant #4

Name and Degree/Certification

(as it should appear on the certificate of completion): \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Emergency Phone: \_\_\_\_\_

Work Email: \_\_\_\_\_ Assistants Email: \_\_\_\_\_

Food allergies or dietary restrictions: \_\_\_\_\_

## Application (continued)

1. Does your team currently work for a federally qualified community health center, or Look Alike FQHC? \_\_\_\_\_
  - a. If not, what type of organization do you currently work for? \_\_\_\_\_
2. Does your team include at least one clinical leader who maintains both an administrative and clinical (direct patient care) role, and one administrative leader? \_\_\_\_\_
3. By applying and signing the application form, your team agrees to pre- and post-activities related to the course, including preparatory reading materials, post-course evaluation, or activities with your leadership team.

Please initial \_\_\_\_\_

Please type in your name as your e-signature \_\_\_\_\_

Email this completed form with the **Subject Line: MAHC3 Seattle 2017** to [cthomas@nachc.com](mailto:cthomas@nachc.com)

Or print this form and fax it **Attn: Cindy Thomas to (301) 347-0485**

You will receive notification of your acceptance in the program and payment instructions within one week.

**Save the date for these upcoming  
Managing Ambulatory Health Care (MAHC)  
Training Courses!**

January 10-13, 2017:	MAHC1, Delray Beach
June 26-29, 2017:	MAHC3, Seattle
Fall 2017:	MAHC1, East Coast, TBD
January 8- 11, 2018:	MAHC1, New Orleans