



Offered by:
NATIONAL ASSOCIATION OF
Community Health Centers

2017 Cultivating Health Center Operations, Level II (POM II)



2017 TRAINING

Cultivating Health Center Operations, Level II (POM II)

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: Intermediate



**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. (Sponsor #108392)

This newly designed training for Chief Executive Officers, Chief Operating Officers, Practice Administrators/Managers and other clinical and non-clinical managers will incorporate a multi-faceted approach of people, process, and place to align and support operational efficiencies and change initiatives. Whether your health center's strategic goals include becoming a patient-centered medical home (PCMH), expanding sites or services; or improving quality, financial and other performance measures, these goals require operational change. This training will provide strategies and best practices for identifying and scaling operational efficiencies; testing and evaluating data to support change and leading stakeholders through the change process.

Learning Objectives:

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

- Describe strategies to support the alignment of people, process and place to improve operational efficiencies and sustainability.
- Identify methods to propose change initiatives to stakeholders and build a successful campaign to support those changes.
- Apply techniques to effectively lead teams through change initiatives.
- Summarize how and when to use data to track and monitor change initiatives.

Presenters:

Cindy Barr, RN, *Operations and Facilities Planner, Capital Link, Boston, MA*

Sherri M. Goemmer, MBA, *Director, Operations Training, NACHC, Bethesda, MD*

Melissa Schoen, MBA, MPH, *CEO, Schoen Consulting, Oakland, CA*

Melissa Stratman, *CEO, Coleman Associates, Boulder, CO*

San Antonio, Texas • April 26-27, 2017

The Emily Morgan Hotel, A Double Tree by Hilton Hotel
705 E Houston St.
San Antonio, TX 78205
Telephone: (210) 225-5100

*Pricing Information

- Early Bird Registration Fee: \$535 if received by April 12, 2017
- Regular and On-Site Registration Fee: \$635 if received after April 12, 2017

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

Registration Cutoff Date (Last day to register online): April 19, 2017

To register online for this seminar, visit: www.nachc.org and click Trainings

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

Training Information

Who Should Attend?

We suggest that **CEO's, COO's, Practice Administrators/Managers and other clinical and non-clinical managers** attend this regional training.

Training Hotel Information

The Emily Morgan Hotel, A Double Tree by Hilton Hotel

705 E Houston St.
San Antonio, TX 78205
Telephone: (210) 225-5100

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

Hotel Reservation Cutoff Date: April 11, 2017

**NACHC has negotiated a discounted rate of \$169 a night which will be honored until April 11, 2017 or until the block has sold out, whichever occurs first.*

Online Hotel Registration Link: https://secure3.hilton.com/en_US/dt/reservation/book.htm?inputModule=HOTEL&cityhcn=SATEMDT&spec_plan=CDTNAH&arrival=20170425&departure=20170428&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT

Tip:

- 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 the **San Antonio International Airport, (Airport code SAT)**. The airport is 12 miles away from The Emily Morgan Hotel.

The Emily Morgan hotel does not offer shuttle service to/from the SAT airport. Feel free to utilize Super Shuttle services, taxis at baggage claim or UBER.

The Emily Morgan hotel offers valet parking at \$35 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 39.5 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.

Cultivating Health Center Operations, Level II (POM II)

Agenda

Note: Topics and presenters are subject to change as of 2/17/17

DAY 1

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

8:30 am – 10:15 am **The Framework for Operations: Continuous Alignment of Person, Place and Process**

Sustainable and effective health center operations are achieved when there is alignment between people, process and place. Due to the ever-changing healthcare environment including a shift to team based and integrated care, we cannot make decisions in isolation. This session will introduce the concept of decision-making and change through the lens of continuously aligning people, process and place.

Presenter:

Cindy Barr, RN, *Operations and Facilities Planner, Capital Link*

10:15 am – 10:30 am Break

10:30 am – 12:00 pm **Laying the Foundation in Leading Change**

Leading change is both exciting and daunting. The tendency is to immediately move to the implementation phase without spending time to prepare ourselves and others for change. This session will provide strategies on how to propose operational changes; how to build a successful change campaign by identifying and addressing concerns raised by stakeholders before the start of the change initiative; and how to gain commitment and increase the probability for stakeholders to accept and increase the capacity to change.

Presenter:

Melissa Schoen, MBA, MPH, *Principal, Schoen Consulting*

12:00 pm – 1:00 pm Lunch (provided)

1:00 pm – 2:45 pm **Operational Efficiencies: Identifying, Improving and Scaling**

This session will reveal, direct and instruct a case study from a health center that moved to Medical Home and efficiency of practice all in one major change initiative. Topics will include on how to identify and improve operational efficiencies at your health center; when and how to use data to track and monitor the success of these efficiencies, and tips on making operational efficiencies replicable across the organization.

Presenter:

Melissa Stratman, CEO, *Coleman Associates*

2:45 pm – 3:00 pm Break

3:00 pm – 4:45 pm **Operational Efficiencies: Identifying, Improving and Scaling (cont.)**

DAY 2

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

8:30 am – 10:15 am **Operational Efficiencies: Using Data to Test and Tailor**

While designing operational efficiencies that can be scaled and replicated, whether it's another site or service area, testing and tailoring are key steps to ensure the success adoption of the change. This session will focus on how to test the change using data; make adjustments and tailor the change going forward.

Presenter:

Melissa Stratman, CEO, Coleman Associates, Boulder, CO

10:15 am – 10:30 am Break

10:30 am – 12:00 pm **The Role of Place in Defining and Sustaining Team Based Care**

Facilities and work space play a vital role in operational efficiency and sustaining team base care. This session will focus on creating team work zones that support clinical collaboration and care coordination; expanding options for patient engagement zones in team based care; defining the role and design of effective team respite zones; addressing common functional challenges in existing spaces effectively.

Presenter:

Cindy Barr, RN, Operations and Facilities Planner, Capital Link

12:00 pm – 1:00 pm Lunch (provided)

1:00 pm – 2:45 pm **Bringing It All Together to Lead the Charge...Lead the Change**

Given that over 70% of change initiatives fail, this session will offer key take-aways and action steps to lead a change at your health center. We demonstrate best practices on how to communicate the status of a change initiative to stakeholders; how to demonstrate transparency during the change process and how to effectively address and overcome known and unforeseen obstacles.

Presenters:

Cindy Barr, RN, Operations and Facilities Planner, Capital Link

Sherri M. Goemmer, MBA, Director of Operations Training, NACHC

Melissa Schoen, MBA, MPH, CEO, Schoen Consulting

Melissa Stratman, CEO, Coleman Associates

2:45 pm – 3:00 pm Break

3:00 pm – 4:45 pm **Bringing It All Together to Lead the Charge..Lead the Change (cont.)**

REGISTRATION FORM

Cultivating Health Center Operations, Level II (POM II)

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

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

COST INFORMATION*

Practice Operations Management Seminar – Level II (POM II)

Early Bird Registration \$535 per person
(if received by April 12, 2017) \$ _____

Regular and On-Site Registration \$635 per person
(if received after April 12, 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 April 5, 2017.



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April 26-27, 2017

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San Antonio, TX 78205
Telephone: (210) 225-5100

Three Ways To Register:



ELECTRONICALLY

Online registration is available.
Go to 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 April 5, 2017.**

NACHC CANCELLATION POLICY: All
Cancellations must be in writing and
must be received at NACHC on/before
April 19, 2017.

- Cancellations received on/before
April 19, 2017 will be assessed a
\$100 processing fee.
- Cancellations received after April 19,
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