



Offered by:  
NATIONAL ASSOCIATION OF  
Community Health Centers

**2019**

# Elevating Health Center Operations (EHCO)



# Elevating Health Center Operations (EHCO)

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

**Delivery Method:** Group Live

**Program Level:** Advanced

**Prerequisites and or Pre Work:**

A minimum of five years working in the health care sector in an operations, management, or administrative role.



**NACHC Trainings  
Are Green!**

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

<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.nasbarestory.org](http://www.nasbarestory.org).

Offered until 2016 as Practice Operations Management, Level III (POM 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 key elements of health center operations in addition to employee engagement, business intelligence employee engagement, business intelligence, and leadership development.

**Learning Objectives:**

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

- Describe the process and identify your health center’s readiness to become an Employer of Choice. Explain the attributes of becoming an Employer of Choice.
- Define “leadership presence” and determine why it matters to employee retention. Build practical skills to develop leadership presence and discuss key skills that can create a more productive and nourishing work environment.
- Describe the goals of advanced reporting and summarize methods for achieving accurate and timely reports.
- Create dashboards to track performance for operational decision-making.

**Past Trainers:**

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

**Amanda Laramie**, *Trainer & Coach, Coleman Associates, Boulder, CO*

**Kyle Vath, RN, BSN**, *Principal, Vath Consulting, Cincinnati, OH*

---

## Portland, Oregon • June 12-13, 2019

Crowne Plaza Portland, Downtown Convention Center  
1441 NE 2nd Avenue  
Portland, Oregon 97232  
Telephone: 1-503-233-2401

**\*Registration Pricing Information**

- Early Bird Registration Fee: \$575 if received by May 29, 2019
- Regular and On-Site Registration Fee: \$675 if received after May 29, 2019

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

**Registration Cutoff Date (Last day to register online): June 5, 2019**

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

For questions and complaints, please contact the Training & T/A Department at [trainings@nachc.org](mailto: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

### Crowne Plaza Portland, Downtown Convention Center

1441 NE 2nd Avenue  
Portland, Oregon 97232  
Telephone: 1-503-233-2401

Group Rate: \$159/night, single/double (plus taxes)

### Hotel Reservation Cutoff Date: May 28, 2019

*\*NACHC has negotiated a discounted rate of \$159 a night which will be honored until May 28, 2019 or until the block has sold out, whichever occurs first.*

**Online Hotel Registration Link:** [https://www.crowneplaza.com/redirect?path=hd&brandCode=CP&localeCode=en&regionCode=1&hotelCode=PDXNE&\\_PMID=99801505&GPC=EHC&viewfullsite=true](https://www.crowneplaza.com/redirect?path=hd&brandCode=CP&localeCode=en&regionCode=1&hotelCode=PDXNE&_PMID=99801505&GPC=EHC&viewfullsite=true)

Guests can also make hotel reservations by calling 866-242-1264 and referencing the group name.

### 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 **Portland International Airport (Airport code PDX)** which is about 12 miles away from the Crowne Plaza Portland.

The Crowne Plaza Portland does not offer shuttle service to/from the PDX 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 Crowne Plaza Portland has self-parking available for \$22/day and valet parking for \$25/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 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.*

National Association of Community Health Centers  
**Elevating Health Center Operations (EHCO) — Group Live**

## Agenda

### DAY 1

---

- 7:30 am – 8:15 am Registration and Continental Breakfast
- 8:15 am – 8:30 am **Welcome and Introduction to the Elevating Health Center Operations Course**
- 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.
- 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).
- 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).

---

**Note: Topics and presenters are subject to change as of 6/5/19**

## DAY 2

---

- 8:00 am – 8:30 am Registration and Continental Breakfast
- 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.
- 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.
- 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.)**

---

*Note: Topics and presenters are subject to change as of 6/5/19*

## 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 May 29, 2019) \$ _____
Regular and On-Site Registration	\$675 per person (if received after May 29, 2019) \$ _____

\*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 22, 2019.**



NATIONAL ASSOCIATION OF  
Community Health Centers

### Elevating Health Center Operations (EHCO)

June 12-13, 2019

**Crowne Plaza Portland,  
Downtown Convention Center**  
1441 NE 2nd Avenue  
Portland, Oregon 97232  
Telephone: 1-503-233-2401

### 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 22, 2019.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before June 5, 2019.

- Cancellations received on/before June 5, 2019 will be assessed a \$100 processing fee.
- Cancellations received after June 5, 2019 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 the Training & T/A Department at [trainings@nachc.org](mailto:trainings@nachc.org)