The National Association of Community Health Centers (NACHC) is the leading national advocacy organization for Community Health Centers and the more than 27 million patients they serve. Membership is open to health centers, professionals, non-profits, corporations, and students. Our members make us stronger. Join the movement.

**Organizational Membership** is open to any non-profit or public health center that provides comprehensive primary care services, is governed by a representative consumer-directed Board of Directors, and that shares the mission and goals of NACHC.

**Corporate Membership** is open to for-profit organizations that provide services or products to primary health care programs.

**Associate Membership** is open to non-profit primary health care affiliated organizations that support the mission of NACHC.

**HCCNetwork Membership** is open to any health center controlled network that supports the mission of NACHC.

**Individual Membership** is open to individuals who support the mission and goals of NACHC.

**Benefits of Membership**

- Members receive a range of services designed to support organizational growth, including exclusive access to resource and development grant opportunities.

- With five annual conferences, and a wide variety of online and in-person training opportunities, NACHC provides comprehensive training and technical assistance for your health center’s needs.

- Members receive exclusive discounts on medical, dental, and office supplies.

- Share best practices with colleagues and connect with industry experts while receiving discounts on NACHC conferences and meetings.

JOIN TODAY!
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NACHC Has Gone Green

All conference presentations and handouts provided by speakers will only be available on the FOM/IT Mobile App. **Hard copies of slides or handouts will not be provided on-site.**

To access presentation materials, download the mobile app (refer to page 5 for download instructions). It is 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. Please note that only those presentations provided to NACHC by speakers, prior to the conference, will be available on the mobile app. All presentations that are provided to us after the submission deadline will be available on-site via the mobile app and posted to MyNACHC following the conference.
2018 NACHC Board of Directors

EXECUTIVE COMMITTEE

Chair of the Board
James Luisi
North End Waterfront Health
Boston, MA

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South Carolina Primary Health Care
Association
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Health Centers
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Tess Stack Kuening
Bi-State Primary Care Association
Bow, NH
John M. Silva
Greater Lawrence Family Health Center,
Methuen, MA

REGION II
Isolina Miranda-Sotillo
COSMMA, Inc.
Cidra, PR
Mary Ann Zelazny
Finger Lakes Community Health
Peru Yan, NY

REGION III
Vincent A. Keane
Unity Health Care
Washington, DC
Richard Shinn
Virginia Community Healthcare
Association
Henrico, VA

REGION IV
Carla Belcher
Community Health Care Systems
Wrightsville, GA
Philip A. Harewood
Lincoln Community Health Center
Durham, NC

REGION V
Berneice Mills-Thomas
Near North Health Service Corporation
Chicago, IL
Kimberly Mitroka
Christopher Greater Area Rural Health
Planning Corporation
Christopher, IL

REGION VI
Santos Camarillo
Vida Y Salud Health Systems
Crystal City, TX
Seferino Montano
La Casa Family Health Center
Portales, NM

REGION VII
Theodore J. Boesen, Jr.
Iowa Primary Care Association
Urbandale, IA
Dennis Kruse
Family Care Health Centers
St. Louis, MO

REGION VIII
John Mengenhausen
Horizon Health Care
Howard, SD
John Santisteven
Salud Family Health Centers
Ft. Lupton, CO

REGION IX
Richard P. Bettini
Waianae Coast Comprehensive Health
Center
Waianae, HI
David B. Vliet, MBA
Tiburcio Vasquez Health Center
Union City, CA

REGION X
Anita Monoian
Yakima Neighborhood Health Services
Yakima, WA
Thomas Trompeter
HealthPoint
Renton, WA

NATIONALLY ELECTED REPRESENTATIVES

CLINICIAN BOARD REPRESENTATIVES
Daniel Miller, MD
Hudson River Community Health
Peekskill, NY
Felix M. Valbuena, Jr., MD
Community Health & Social Services
Center
Detroit, MI

HEALTH CENTER BOARD MEMBER REPRESENTATIVES
Virginia (Ginger) Fuata
Waianae Coast Comprehensive Health
Center
Waianae, HI
Rita Sorrento
East Boston Neighborhood Health Center
Boston, MA
Welcome to the 2018 Financial, Operations Management/Information Technology Conference & EXPO of the National Association of Community Health Centers. The “FOM/IT” is a key educational conference dedicated to keeping health centers operationally strong.

We recognize that our accomplishments and success over the past decade are in no small part the result of our concerted efforts to develop in the functional areas that support health center operations. It is through development in these vital areas – and that includes management, finance, and technology – that we have been able to achieve goals while proving our value and continuing worth in a changing and challenging health care world.

Today, with strong public investment, expectations for health centers have never been higher. It demands our keeping pace – improving the in-house systems and applying the technology, data, and processes that will support capacity to deliver higher levels of performance as well as accountability and compliance in all dimensions of operations.

Our program this year includes presentations by experts in the field as well as interactive educational sessions. The FOM/IT is your opportunity to learn – to collaborate and share ideas with colleagues based on your health center’s experiences and innovations. On behalf of the NACHC family, our thanks to all of you for your participation and support as we continue to strengthen our health centers for a stronger and healthier America.

Tom Van Coverden
President and CEO
National Association of Community Health Centers
Artful expertise.

Value rarely means simplicity. You’ve put in the time and effort to build a successful organization, and we’re dedicated to understanding your craft. Our health care buffs can help guide you through complex regulatory changes and perfect the masterpiece that is your community health center.

Everyone needs a trusted advisor. Who’s yours?

bkd.com/chc | @BKDLLP
General Information

Mobile App
Interact with speakers and colleagues both on-site and online!

Questions for the presenters? DOWNLOAD the MOBILE APP and LOG IN.
Participate in real-time polls? DOWNLOAD the MOBILE APP and LOG IN.
Receive important updates? You guessed it - DOWNLOAD the MOBILE APP and LOG IN!

You will need your iMIS ID and password to log in to the mobile app.

Forgot your iMIS ID and password?
Often your iMIS ID and password are the six-digit number on your name badge. Try that first. If that does not work:

1. Go to a browser and type in NACHC.org
2. In upper right corner click LOGIN
3. Click Lost your Password
4. Enter your email

You will immediately receive an email with your iMIS login and password. Still having problems? No worries. Stop by the Mobile App Help Desk in the NACHC Registration area.

How to locate and download the mobile app from Google Play Store and iTunes App Store:

1. Launch the Google Play Store or iTunes App Store
2. Search the name NACHC Mobile
3. Tap the event app icon/listing
4. Tap Install
5. Enter Google ID or Apple ID password and click OK
6. Tap the Accept and Download
7. App will download and display on your phone
8. Tap the NACHC Mobile App
9. Tap the icon
10. Tap 2018 FOM/IT

Once you have downloaded the mobile app, you MUST log in to access presentations and participate in polls and feedback requests.

Note: Adobe Reader MUST be installed on your android device to open the presentations.

Feedback/Polling
Participate in workshops using the Feedback/Polling feature in the mobile app. Submit questions to the presenter(s) and respond to poll questions in real time. You’ll see everyone’s comments and/or questions and you can up-vote the ideas you agree with.

HOW TO PARTICIPATE

Click on the session that you want to join

Up-Vote a Comment

Feedback

Respond to Polls when they appear

Tap on your session
**Business Center**

The Planet Hollywood Business Center can serve as your extended office while you’re in town. The business center, located on the Mezzanine Level just inside the hotel Conference Center, offers a full range of services including: photocopying, faxing, word processing, computer workstation rental, and much more.

**Cellular Telephones**

**PLEASE Turn OFF Your Cell Phone**

Please be considerate of others. Ringers on cell phones and other electronic devices should be turned off or switched to vibrate or silent mode in conference education sessions, meetings, and social events.

**Conference Attire**

We invite you to dress in comfortable business casual attire for the conference. Hotel meeting rooms can sometimes be chilly, so you are advised to bring a sweater or light jacket as well.

**Conference Hotel**

**Planet Hollywood**

3667 Las Vegas Boulevard South
Las Vegas, NV 89109
(866) 919-7472 Toll Free

**Continuing Education**

By attending education workshops, participants may qualify for continuing education units. Only full-paying participants and daily registrants are eligible for continuing education credits.

**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 through NASBA’s website at www.nasbaregistry.org. (Sponsor #108392)

**Delivery Method:** Group Live and Group Internet-Based

**Program Level:** Basic

**Duration of Training:** Two days

This program is being considered by the National Association of State Board of Accountancy (NASBA) for 10.8 continuing education contact hours in the “Specialized Knowledge” category.

**Other Health Professionals (CE)**

The National Association of Community Health Centers, Inc. (NACHC) Certificate of Participation may be used toward state licensing requirements for a variety of disciplines requiring continuing education credits (e.g., health educators, nurses, physician assistants, doctors of osteopathic medicine, etc.). It is recommended that a Certificate of Participation and a copy of a conference program be submitted to your state-licensing agency.

**Scanning and Evaluations**

To receive Continuing Education Units (CEUs) at this NACHC conference, ALL attendees must:

- Have their conference badges scanned by room monitors at the end of each education session attended.
- Complete session evaluations distributed at the conclusion of each workshop attended.

These simple steps ensure that CEUs are accurately processed and that valuable feedback is generated for the development of future NACHC programs.

**In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com.**

Certificates, with credits earned, will be available 3-4 weeks after the conference.

**Lost and Found**

Please check with the hotel’s front desk for lost and found items.

**Messages**

In case of an emergency, callers should contact the hotel directly and request that a copy of the message be given to the NACHC Registration staff. The telephone number for Planet Hollywood is (866) 919-7472. Messages will be posted on a designated message board near the NACHC Registration area, located in the Sunset Foyer.

**Membership**

Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400 or obtain a membership application by visiting the NACHC Booth in the Celebrity Foyer.
MyNACHC Learning Center (MyNACHC)
Continuing education right at your fingertips

The world of NACHC events is just a click away! The MyNACHC Learning Center (MyNACHC) is your online portal to educational content from all NACHC events. All FOM/IT education sessions are FREE to all paid 2018 FOM/IT attendees.

This valuable online service provides access to meeting content on digital media – WHENEVER you need it – captured live and available to you via MyNACHC! View courses online (as released for inclusion), captured as true multimedia re-creations with synchronized slides, handouts, and much more. This is an excellent training tool and resource for missed courses.

The MyNACHC Learning Center (MyNACHC) provides:

- Quick and easy access to past and current content from NACHC conferences and other training events.
- The ability to earn additional continuing education (CME/CE) credits in the professional disciplines currently offered on-site at NACHC conferences (including NACHC’s Certificate of Board Governance Program).
- Session audio recordings synchronized to training presentations.
- The ability to track your own continuing education units and attendance certification.

To access the MyNACHC Learning Center (MyNACHC), visit mylearning.nachc.com and log in using your iMIS ID and password (refer to page 5 for iMIS login). If you need login assistance or additional information, contact mylearning@nachc.com or call (301) 347-0400.

Registration

NACHC Registration is located in the Sunset Foyer on the Mezzanine Level of the conference hotel. Registered attendees can pick up their registration packets and badges during the following hours:

- Monday, October 15 3:00pm – 5:00pm
- Tuesday, October 16 8:00am – 4:00pm
- Wednesday, October 17 7:30am – 12:30pm

Speaker/Exhibitor Check-In

NACHC’s Speaker/Exhibitor Check-In is located in Sunset 1. All speakers and exhibitors are asked to report to this room upon arrival at the conference. At this location, speakers will receive badges and review or upload presentations. Exhibitors will receive badges and booth packets. Speaker/Exhibitor Check-In hours are as follows:

- Monday, October 15 3:00pm – 5:00pm
- Tuesday, October 16 8:00am – 4:00pm
- Wednesday, October 17 7:30am – 3:45pm

Did you get today’s email? Check your email every morning for your Daily Rundown to stay up-to-date on the latest at the 2018 FOM/IT Conference & EXPO.

The National Association of Community Health Centers would like to thank the following FOM/IT Steering Committee members. Your time and efforts are appreciated!

Roger Rego, Finance Director, Bridge Community Health Clinic

Mike Schnake, Board Member, Jordan Valley Community Health Center

Amy Behnke, Chief Executive Officer, Health Center Association of Nebraska

Diana Erani, Vice President, Health Informatics, Massachusetts League of Community Health Centers

Jonathan Lee, Chief Executive Officer, Signature Health, Inc.

Teresa Lovelady, Chief Executive Officer, Health Core Clinic

Fred Rachman, MD, Chief Executive Officer, AllianceChicago

Gary Herrington, Chief Information Officer, CareSouth Carolina, Inc.
Social Media and Twitter Contest

#FOMIT18 Social Media

Join the online conversation at the NACHC FOM/IT Conference & EXPO using #FOMIT18 when you post about the FOM/IT on Facebook, Twitter, and Instagram. Share your conference experience with others in real time as events unfold. Also, be sure to follow @NACHC on Twitter (www.twitter.com/nachc) for important updates during the conference.

#FOMIT18 Twitter Contest

Tweet using #FOMIT18 throughout the FOM/IT for your chance to win a $100 Amazon gift card in a random drawing. The more you tweet, the more opportunities you have to win!

- Remember to follow @NACHC on Twitter.
- Make sure your Twitter stream is publicly viewable.
- Use #FOMIT18 to enter the random drawing, one entry per tweet.
- Submit all tweets, using #FOMIT18, by Wednesday, October 17, at 9:00am to be eligible for prize drawings.

The prizewinner will be announced on Wednesday, October 17 at 10:15am in the EXPO Hall, across from booths #201 and #300, located in Celebrity 5.

You MUST be present to win!

Random Drawing Rules: (1) No purchase is necessary. (2) The Twitter contest starts at 8:00am Monday, October 15, 2018 and ends at 9:00am Wednesday, October 17, 2018. (3) Adults over the age of 18, registered to attend the National Association of Community Health Center’s 2018 FOM/IT Conference & EXPO, with Twitter accounts that follow @NACHC on Twitter are eligible to win the random Twitter drawing. NACHC employees and exhibitors are not eligible to win. (4) How to enter: post a publicly viewable Tweet, related to the FOM/IT, and include #FOMIT18 for the Twitter random drawing which counts as one entry. (5) Individual Twitter accounts are limited to 100 non-identical, FOM/IT-related Tweet entries and individuals, primary care associations, or health centers are eligible to win only once. (6) Odds of winning are determined by total number of entries. (7) There is one prize of a $100 Amazon gift card. (8) There will be one Twitter random drawing winner. (Winner will also be announced publicly on http://twitter.com/nachc.) (9) You must be present to win. If you are not present, that prize will be awarded to another winner selected at random. (10) This is sponsored by the National Association of Community Health Centers, Inc., 7501 Wisconsin Ave., Suite 1100W, Bethesda, MD 20814.

Conference Code of Conduct

All attendees, speakers, sponsors, and volunteers at our conference are required to agree with the following code of conduct. NACHC will enforce this code throughout the event. We expect cooperation from all participants to help ensure a safe environment for everybody.

Our conference is dedicated to providing a harassment-free experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. We do not tolerate harassment of conference participants in any form. This also includes inappropriate physical contact and unwelcome sexual attention. Sexual language and imagery is not appropriate for any conference venue, including talks, workshops, parties, Twitter and other online media. Participants asked to stop any harassing behavior are expected to comply immediately. Conference participants violating these rules may be sanctioned or expelled from the conference without a refund at the discretion of NACHC.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the conference staff immediately.
True Partners in Care

Centene is committed to transforming the health of the communities we serve, one person at a time. And our experience has taught us that every individual, and every community, faces unique challenges. That is why each of our health plans are developed and staffed locally—with local healthcare professionals serving as our chief advisors. Through our collaborative partnerships with FQHCs, hospitals, physicians, and other providers, we bring better solutions for better health outcomes at lower costs.
Meet one-on-one with NACHC exhibitors for an introduction to products and services that can help you build and manage your health care business! Network with other industry professionals and discover innovative practices that are making a difference in health centers across the country. And don’t forget, there are great prizes to win just by visiting the EXPO floor!

*Note: For details about FOM/IT exhibitors and the solutions they are providing community health centers nationwide, refer to the Exhibit Guide on page 35 of the conference program.*

**EXPO Schedule:**

**Tuesday, October 16**

- **9:30am – 6:30pm** EXPO Hall Open
- **10:00am – 11:00am** Dedicated Exhibit Only Time and Refreshment Break
- **12:30pm – 2:00pm** Networking Time - Grab some lunch as you visit with exhibitors
- **3:30pm – 4:00pm** Refreshment Break
- **5:30pm – 6:30pm** Conference Reception

**Wednesday, October 17**

- **7:30am – 10:30am** EXPO Hall Open
- **7:30am – 8:30am** Continental Breakfast
- **10:00am – 10:30am** Refreshment Break
- **10:15am** Twitter Contest and NACHCopoly prizewinners announced in the EXPO Hall, across from booths #201 and #300, located in Celebrity 5! **You MUST be present to claim all prizes.**

---

**NACHCopoly!**

While networking with colleagues and exhibitors at the FOM/IT EXPO, make sure to play **NACHCopoly** for the chance to win great prizes!

**It’s easy to play:**

**Step 1:** You’ll find the **NACHCopoly** game card in your registration bag. Simply visit participating exhibitors to get your game card stamped.

**Step 2:** Once your **NACHCopoly** game card is stamped by ALL participating exhibitors, it’s officially complete!

**Step 3:** Now just drop off your game card at the NACHC Booth, in the Celebrity Foyer, and you are automatically entered for a chance to go home with great prizes!

**All completed game cards must be submitted to the NACHC Booth by 10:00am on Wednesday, October 17 to be eligible for the prize drawings.**

**Prizewinners will be announced at 10:15am on Wednesday in the EXPO Hall, across from booths #201 and #300, located in Celebrity 5. You MUST be present to claim all prizes.**

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NACHC gratefully acknowledges the following sponsor:

**eClinicalWorks**

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**Sponsored by**

- [CNECT](#)
## Education Sessions At-A-Glance

(as of September 20, 2018 and subject to change)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session 1</th>
<th>Session 2</th>
<th>Session 3</th>
<th>Session 4</th>
<th>Session 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am – 4:00pm</td>
<td>Registration</td>
<td>Speaker/Exhibitor Check-In</td>
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<tr>
<td>8:30am – 10:00am</td>
<td><strong>IGS1</strong> General Session</td>
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<tr>
<td></td>
<td><strong>Keynote:</strong> Anton J. Gunn, MSW, CDM, CSP - Health Care Reform Expert and Leadership Consultant</td>
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<tr>
<td>9:30am – 6:30pm</td>
<td><strong>EXPO Hall Open</strong></td>
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<tr>
<td>10:00am – 11:00am</td>
<td><strong>Dedicated Exhibit Only Time and Refreshment Break in the EXPO Hall</strong></td>
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<tr>
<td>11:00am – 12:30pm</td>
<td><strong>ITuA1</strong> Cyber National Neighborhood Watch: Strategies to Reduce Cyber Risks and Costs</td>
<td><strong>ITuB1</strong> Understanding Your Cost of Care: An Introduction to New Resources for Community Health Centers</td>
<td><strong>ITuC1</strong> Operational Continuity: Before, During, and After a Disaster</td>
<td><strong>ITuD1</strong> Leveraging Data Tools for Value-Based Contracts</td>
<td><strong>ITuE1</strong> OpenNotes: A Key to Patient Engagement</td>
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<td>12:30pm – 2:00pm</td>
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<tr>
<td>2:00pm – 3:30pm</td>
<td><strong>ITuA2</strong> New Accounting Standards: Revenue Recognition and the Not-For-Profit Reporting Standards</td>
<td><strong>ITuB2</strong> Using Data Analytics to Reduce Potentially Avoidable Emergency Department Utilization</td>
<td><strong>ITuC2</strong> Five Steps to Building Strong Digital Marketing Campaigns</td>
<td><strong>ITuD2</strong> Creating a Comprehensive Denial Management Program</td>
<td><strong>ITuE2</strong> Customer Service in Health Care: The Impact of Work-Life Balance</td>
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<tr>
<td>3:30pm – 4:00pm</td>
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<tr>
<td>4:00pm – 5:30pm</td>
<td><strong>ITuA3</strong> Interoperability: The GPS to Better Patient Care</td>
<td><strong>ITuB3</strong> Maximizing Opportunities and Minimizing Challenges when Integrating a Newly Acquired Practice into Your Health Center</td>
<td><strong>ITuC3</strong> Financial Management Reviews: Policy Considerations</td>
<td><strong>ITuD3</strong> The Journey to Improved Patient Access</td>
<td><strong>ITuE3</strong> Enabling Services: A Technologically Integrated Approach</td>
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<tr>
<td>5:30pm – 6:30pm</td>
<td><strong>Conference Reception</strong></td>
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<td>Time</td>
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<tr>
<td>7:30am – 12:30pm</td>
<td>Registration. Sunset Foyer</td>
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<tr>
<td>7:30am – 3:45pm</td>
<td>Speaker Check-In. Sunset 1</td>
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<tr>
<td>7:30am – 8:30am</td>
<td>Continental Breakfast in the EXPO Hall.</td>
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<tr>
<td>7:30am – 10:30am</td>
<td>EXPO Hall Open. Celebrity 5</td>
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<tr>
<td>10:00am – 10:30am</td>
<td>Refreshment Break in the EXPO Hall.</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>IWA1 Redesigning Health Center Staffing and Workflows for the Future.</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>IWB1 Artificial Intelligence in Community Health Center Operations.</td>
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<td>10:30am – 12:00pm</td>
<td>IWC1 Fostering a Culture of Performance Improvement Through Payer-Provider Collaboration.</td>
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<td>10:30am – 12:00pm</td>
<td>IWD1 Step-By-Step Strategic Growth Analysis.</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>IWE1 HIT Listening Session: What Do Community Health Centers Need to Be Successful?</td>
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<tr>
<td>12:00pm – 1:30pm</td>
<td>Lunch on your own.</td>
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<tr>
<td>1:30pm – 3:00pm</td>
<td>IWA2 Avoiding OIG Investigation and Potentially Problematic Pitfalls Around CHC Coding and Billing.</td>
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<tr>
<td>1:30pm – 3:00pm</td>
<td>IWB2 Start Where You Are: Data Visualizations for Mere Mortals.</td>
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<tr>
<td>1:30pm – 3:00pm</td>
<td>IWC2 Getting 340B Pharmacy Right!.</td>
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<tr>
<td>1:30pm – 3:00pm</td>
<td>IWD2 Building Strategic and Operational Agility Through Scenario Modeling and Market Assessment Tools.</td>
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<td>1:30pm – 3:00pm</td>
<td>IWE2 Community Health IPA's Successful Implementation of a Population Health Management Platform to Optimize Value-Based Care.</td>
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<td>3:30pm – 5:00pm</td>
<td>IWA3 The Changing Role of Data and Data Quality for Community Health Centers.</td>
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<td>3:30pm – 5:00pm</td>
<td>IWB3 The Intersection of Finance, Fundraising, and Operations: Generating New Revenues Through Practice Transformation.</td>
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<td>3:30pm – 5:00pm</td>
<td>IWC3 The Operational Site Visit: Leveraging HRSA’s New Site Visit Protocol to Improve Health Center Performance.</td>
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<td>3:30pm – 5:00pm</td>
<td>IWD3 Rowing in the Same Direction for Successful Financial Performance.</td>
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<td>3:30pm – 5:00pm</td>
<td>IWE3 Decreased No-Shows, Improved Productivity, and Dramatically Reduced Cycle Times – a Case Study.</td>
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### Finance HIT Operations/Management
MANAGING BILLING IS GOOD.

SUPPORT FROM A TEAM OF EXPERTS IN CHC BILLING, CODING, AND COMPLIANCE IS BETTER.

BELIEVE IN BETTER.

Visit booth 203 to discover how to accomplish more in less time:

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- Streamline reimbursement and reporting
- Get support from a dedicated team
- Lower your total cost of ownership
Tuesday, October 16, 2018

Education sessions do not have prerequisites/prework unless otherwise noted within their descriptions.

NACHC is a nonpartisan and noncommercial organization. Conference speaker presentations may not necessarily reflect the views of NACHC and the presence of vendors, exhibitors, and sponsors does not constitute endorsement of their respective products or services.

<table>
<thead>
<tr>
<th>9:30am – 6:30pm</th>
<th>EXPO Activities</th>
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<tbody>
<tr>
<td>10:00am – 11:00am</td>
<td>Dedicated Exhibit Only Time and Refreshment Break</td>
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<tr>
<td>12:30pm – 2:00pm</td>
<td>Networking Time in the EXPO Hall – Grab some lunch as you visit with exhibitors</td>
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<tr>
<td>3:30pm – 4:00pm</td>
<td>Refreshment Break</td>
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<tr>
<td>5:30pm – 6:30pm</td>
<td>Conference Reception</td>
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</table>

*Be sure to stop by CNECT booth #501 during the conference reception for a special treat.*

8:30am – 10:00am

GENERAL SESSION

IGS1  

Keynote Speaker

Anton J. Gunn, MSW, CDM, CSP  
*Health Care Reform Expert and Leadership Consultant*

Anton Gunn is a nationally recognized leadership consultant and health care reform expert who works with individuals and organizations to deliver better service, better value, and better outcomes for their employees and customers. He is the founder of the 937 Strategy Group, LLC, a leadership coaching and management consulting practice that provides training and development services to help organizations achieve results. From the frontline staff to the executive team, Gunn has been an advisor, coach, or consultant to some of the biggest brands in America.

*Sponsored by*
10:00am – 11:00am
Dedicated Exhibit Only Time and Refreshment Break in the EXPO Hall

11:00am – 12:30pm
EDUCATION SESSIONS

■ ITuA1  
Cyber National Neighborhood Watch: Strategies to Reduce Cyber Risks and Costs
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic  
Topic: HIT

When your community health center (CHC) experiences a cyber attack, will it be ready? How resilient do you think your CHC would be after a cyber attack? What are your CHC’s cyber-hygiene culture and practices? With the national push for health care to go “digital” in the last decade, CHCs now face the same threat landscape of larger organizations with fewer cyber resources (human and financial) from which to draw upon.

Much like health care professionals must wash their hands before caring for patients, CHCs must practice good cyber hygiene in today’s digital world. Also, like hand-washing, a culture of cyber-readiness does not have to be complicated or expensive for CHCs, but simply effective at enabling organizations to routinely protect information that is critical to their patients and operations. Good cyber hygiene not only helps to secure protected health information (PHI) and other sensitive information, but it protects organizations and their members from civil and criminal penalties. This session is intended to arm CHCs with practical strategies to minimize the risk of a cyber threat and improve their cyber resilience (the ability to “bounce back” after a cyberattack).

Learning Objectives:
- Identify the most current causes and severity of data breaches in small to medium health care organizations and articulate low- and no-cost strategies to help prevent the most common data breach types.
- Identify the financial and intangible costs of cyberattacks to small- and medium-sized businesses.
- Explore national resources to help CHCs minimize cybersecurity risks and improve cyber resilience, including health care-related Information Sharing and Analysis Organizations (ISAOs) as defined by Executive Order 13691.

Presenter(s):
Kendra Siler, PhD, HCC, Executive Director, Population Health and Community Transportation ISAOs, NASA/Kennedy Space Center-Global Situational Awareness Center/Global Institute for Cybersecurity + Research  
David Willis, MD, Chief Medical Information Officer, CommunityHealth IT  
Michael A. Echols, CISSP, MBA, Chief Executive Officer/Founder, Max Cybersecurity, LLC and International Association of Certified ISAOs  
Matthew Quinn, Senior Advisor, Health Technology, Health Resources and Services Administration/HHS

■ ITuB1  
Understanding Your Cost of Care: An Introduction to New Resources for Community Health Centers
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic  
Topic: Finance

This session will focus on the factors that influence the cost of care, providing information from new resources – a Capital Link study examining four-year trends across a series of cost-focused ratios and an updated NACHC issue brief regarding a methodology for calculating costs. Presenters will address the importance of using data in a fee-for-service environment and as the sector transitions to a value-based reimbursement. Discussion will also include a description of the interconnections between staffing, process, and programs, and how to make changes that will positively impact health center operations (financial and quality performance, as well as patient and staff satisfaction).

Learning Objectives:
- Understand the methodology for appropriately calculating health center costs on a cost/visit basis.
- Identify recent cost of care trends for health centers based on size, location, and depth of service.
- Understand why calculating cost is a critical component for strategic decision-making and negotiating for fair payment.

Presenter(s):
Dave Kleiber, MBA, Project Consultant, Capital Link  
Jonathan Chapman, MBA, Director of Community Health Center Advisory Services, Capital Link
Delivering what your community needs is what we do best. You can count on us to provide the right products and services to help you meet today’s challenges and prepare for what’s ahead.

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Tuesday, October 16, 2018, continued

■ ITuC1  ▶  Celebrity 4

Operational Continuity: Before, During, and After a Disaster
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Community health centers, primary care associations, and health center controlled networks are key players in their communities when disaster strikes. Any disruption in business operations, whether natural or man-made, requires a strategic approach to respond and recover. During this panel, participants will learn best practices to create, execute, and continue operations services for patients, staff, and volunteers during turbulent times.

Learning Objectives:
- Identify what resources and technical assistance is available to health care facilities and professionals prior to, during, and after an incident.
- Develop an effective, strategic, and comprehensive communication plan.
- Identify resources available, at the state and regional levels, to support health centers to be prepared for crisis.

Presenter(s):
Michelle Fundora, BHSA, CPHRM, Operations Manager, Health Choice Network
Audrey Mazurek, MS, ICF TRACIE Deputy Program Director, ASPR TRACIE
April Lewis, Director, Health Center Operations and HR Training, NACHC

■ ITuD1  ▶  Melrose 3-4

Leveraging Data Tools for Value-Based Contracts
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: Understanding of health center operations, quality improvement, and basic pay for performance.
Topic: Finance

Managing value-based contracts is complex and can be seen as a distraction to caring for the patient. Community health centers (CHCs) are challenged with managing data from numerous sources, tracking and meeting multiple performance goals for different patient populations, understanding which patients they are responsible for in a contract, and, most importantly, providing the right care at the right time to the right patient for all patients for improved outcomes.

Community Health Care Association of New York State (CHCANYS) collaborated with stakeholders to integrate clinical, enrollment, and claims data from electronic health records, health information exchange (HIE), and payers and is helping CHCs weave the data into their daily operations. Additionally, CHCs collecting social determinants of health data can quickly analyze their impact on performance metrics, identify targeted interventions to improve outcomes, negotiate risk adjustment, and identify resources to support changing care models. This session explores strategies and lessons learned in CHCANYS’ journey to harness data effectively, leverage point of care and reporting tools with multiple data sources, risk stratify, and enhance patient engagement to facilitate care management and population health activities.

Learning Objectives:
- Define the role of the primary care association and its HIT in harnessing clinical, claims, and HIE data.
- Understand the different data types and benefits of claims versus HIE data.
- Describe the three pillars of a successful value-based contract: attribution, utilization, and cost.

Presenter(s):
LuAnn Kimker, RN, MSN, CPHIMSS, PCMH, CCE, Director, Clinical Innovation, Azara Healthcare

■ ITuE1  ▶  Wilshire Ballroom

OpenNotes: A Key to Patient Engagement
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

As a patient, you have the right to read the notes your doctor or clinician writes about you during or after your appointment. Having the chance to read and discuss those notes with your doctor or family member can help you take better control of your health and health care. As a health care professional, you may build better relationships with your patients and take better care of them when you share your visit notes.

OpenNotes is a national initiative working to give patients access to the visit notes written by their doctors, nurses, or other clinicians-- currently at over 22 million patients. For more information about this session topic, visit opennotes.org and www.healthcare-informatics.com/article/patient-engagement/opennotes-and-patient-engagement-safety-net-environment-one-md.

Learning Objectives:
- Understand what the OpenNotes Movement is and why patients want it.
- Identify implications for vulnerable populations and health literacy.
- Identify what you can do to become part of the OpenNotes Movement.

Presenter(s):
Amy Fellows, MPH, Executive Director, We Can Do Better
2:00pm – 3:30pm

EDUCATION SESSIONS

■ ITuA2  ▶  Celebrity 1-2
New Accounting Standards: Revenue Recognition and the Not-For-Profit Reporting Standards
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Finance

Two new accounting standards will begin affecting CHCs beginning with December 31, 2018 fiscal year-end. The first is a not-for-profit accounting standard for financial reporting which represents the largest change to not-for-profit financial reporting in 20 years. FASB’s goal is to improve the usefulness of information provided to not-for-profit financial statement users by eliminating diversity in practice, enhancing financial performance comparability, and increasing transparency around financial resource availability. BKD will examine the significant changes, tips to begin preparing, and example changes to the financial statements and footnotes.

The second standard is a revenue recognition standard affecting all industries including CHCs. BKD will share the basic concepts of this new standard and provide an overview of how they will affect your CHC. Once you understand the basic elements of these new standards you will be better prepared to establish a plan to implement them.

Learning Objectives:
- Not-for-Profit: Understand the implications of this new standard on your financial statements.
- Revenue Recognition: Gain insight on the new five-step model that will guide revenue recognition for CHCs.
- Revenue Recognition: Identify practical steps that CHCs should be taking to prepare for the new standard.

Moderator:
Gervean Williams, Director, Financial Training and Technical Assistance, NACHC

Presenter(s):
David Fields, CPA, CMA, CFM, Partner, BKD, LLP
Sara E. Grenier, CPA, Director, BKD, LLP

■ ITuC2  ▶  Celebrity 4
Five Steps to Building Strong Digital Marketing Campaigns
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

We’ve all been there, spending endless hours working on a newsletter, only to send it out and have a poor open rate. Or even...
worse, working diligently on a webinar presentation to have only two people dial in. What if you could increase those numbers with just a few simple changes in your language or send time? Have you been wanting to kick your digital online brand into high gear, but just aren’t quite sure where to start? Join us as we dive into five key steps to guide you through a total refresh.

**Learning Objectives:**
- Identify who your target personas are for your marketing campaigns at hand.
- Understand new tips and tricks for increasing your email open rates and registration for webinars.
- Understand how to utilize free tools to create more engaging content.

*Presenter(s):*
Alecia Ennis, Manager of Business Development and Marketing, OSIS

**2:00pm – 3:30pm**

**SPECIAL EXHIBITOR SESSIONS**

- **ITuD2**
  - **Creating a Comprehensive Denial Management Program**
  
  CPE: 1.8  
  CME/CE/Governance: 1.5
  
  Level: Basic
  
  Topic: Finance
  
  Claims denials are an integral part of the revenue cycle function, as insurance companies are financially motivated to scrutinize and deny our claims as often as possible. This presentation will demonstrate how to create a comprehensive denial management program that strengthens claims and limits the occurrence of denials. Participants will identify and discuss the elements of a comprehensive denial management program including tracking, categorizing, educating, and resolving. Participants will also learn techniques to educate practitioners and staff on these issues in order to gain buy-in at all levels across the practice.

  **Learning Objectives:**
  - Identify key elements of a comprehensive denial management program.
  - Identify tools to educate staff on claims denials and appropriate denial management procedures.
  - Understand methods to track progress.

  *Presenter(s):*
  William Augustine, Program Manager, OCHIN, Inc.

- **ITuE2**
  - **Customer Service in Health Care: The Impact of Work-Life Balance**
  
  CPE: 1.8  
  CME/CE/Governance: 1.5
  
  Level: Basic
  
  Topic: Operations
  
  This presentation will discuss the importance of customer service in the health care setting, and examine some of the obstacles to delivering excellent customer service on a consistent basis—especially in the FQHC setting. Presenters will also address the concept of work-life balance and its implications for the health center staff’s ability to deliver excellent customer service.

  This will be an interactive, entertaining, and inspirational presentation that will motivate all health center staff to deliver better customer service and be aware of the concept of work-life balance.

  **Learning Objectives:**
  - Identify obstacles to delivering excellent customer service consistently.
  - Understand that it is important to have fun at work.
  - Understand the connection between work-life balance and good customer service.

  *Presenters:*
  Michael Gervasi, DO, President, M-2 Healthcare Consultants, LLC

  **3:30pm – 4:00pm**
  
  **Refreshment Break in the EXPO Hall**

- **ITuA3**
  - **Interoperability: The GPS to Better Patient Care**
  
  CPE: 1.8  
  CME/CE/Governance: 1.5
  
  Level: Basic
  
  Topic: HIT
  
  Health care interoperability has been a hot topic for providers, policymakers, and patients for years. The public and private sectors are working throughout the industry to facilitate seamless health data exchange between a multitude of health IT systems to coordinate care across various health settings nationwide. Efforts around health care interoperability initiatives, health data exchange frameworks, and health IT standards have
OCHIN provides technology, data analytics, research, and support services for community health centers nationwide:

- Telehealth, Virtual Care, and eConsult
- Technical Assistance
- Security and Compliance
- Social Determinants of Health
- Quality and Process Improvement
- Population Health and Analytics
- Networking and Broadband
- Hosted EHR, HIE, and Interoperability
- Clinical Informatics and Reporting
- Billing and Revenue Cycle

Please visit us in Booth #201
improved efforts; but there are several challenges still preventing stakeholders from achieving true interoperability for optimal care delivery and improved patient health outcomes. A panel of clinicians, HIE and EHR vendors, politicians, HIT staff, and patients will discuss the current and future effects of interoperability on patient care.

Learning Objectives:
- Identify how patient-directed data exchange can assist in better patient care.
- Explain why interoperability is an important asset in the move to value-based care.
- Identify ways that clinical staff, operations, patients, and HIE and EHR vendors can work together to get more health care organizations on board with sharing data.

Presenter(s):
Chandra Beasley, MBA, MSNA, MPA, Clinical Informatics Analyst, South Carolina Primary Health Care Association
Eric Pan, MD, MSc, Senior Study Director, HITEQ/Westat

Maximizing Opportunities and Minimizing Challenges when Integrating a Newly Acquired Practice into Your Health Center

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

The acquisition of a new practice is filled with opportunities and fraught with challenges. Extensive planning is required to integrate a new practice into your health center as seamlessly as possible. This includes identifying funding sources, facilities planning, human resource integration, and financial forecasting. In addition, operational planning to integrate EHRs, clinical staff, policies and procedures, and the model of care is required for a smooth crossover. A level of uniformity across sites, while identifying best practices of the new facility that can be integrated throughout the rest of your organization must be considered. An interdisciplinary leadership team that is able to communicate and act on clinical, operational, and financial issues as they arise is needed. Data needs to be used strategically to quickly pivot to ensure success and meet inevitable unanticipated challenges.

In this session, presenters will share their recent experience integrating a large practice into their health center. They will review the overall project plan, strategies, and examples of key tools used to successfully execute site transition. This will include a discussion of clinical, operations, IT, HR, and finance components, and the dynamic interaction that impacted the overall trajectory of the implementation, as well as the roadblocks encountered.

Learning Objectives:
- Describe how an integrated project plan and interdisciplinary leadership team can support efficient integration of a new site.
- Understand the importance of data to drive decisions about resource allocation and early measures of success for site crossover.
- Describe a process to project budgeting for implementation and year one of operations with a new site acquisition.

Presenter(s):
Mary Blankson, APRN, DNP, FNP-C, Chief Nursing Officer, Community Health Center, Inc.
Robert Block, CPA, MS, Chief Financial Officer, Community Health Center, Inc.

Financial Management Reviews: Policy Considerations

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Finance

Session presenters will review the Financial Capacity Review document, currently being utilized by the Division of Financial Integrity (DFI) of HRSA, to analyze financial policies and procedures in place at health centers. This document contains 17 management control areas that HRSA believes will ensure grant recipients have policies in place that are compliant with the Uniform Grants Guidance and the Department of Health and Human Services (HHS) Grants Policy Statement. Special consideration will be made for findings most commonly disclosed in single audit reports, HHS Office of Inspector General reports, HRSA Operational Site Visit reports, and DFI grant reviews which are designed to ensure health centers have safeguards in place for the appropriate financial stewardship of federal funds.

Learning Objectives:
- Identify language that HRSA feels “must” be included in financial policies.
- Understand rules surrounding record keeping in the general ledger related to grant funds, time and effort reporting, and property and procurement standards.
- Identify the revisions to the Uniform Grant Guidance Compliance Supplement for 2018, specifically sliding fee and UDS testing, along with common single audit findings.

Moderator:
Gervean Williams, Director, Financial Training and Technical Assistance, NACHC

Presenter(s):
Jeffrey Allen, CPA, Partner, BKD, LLP
Catherine Gilpin, CPA, Senior Managing Consultant, BKD, LLP
The Journey to Improved Patient Access

CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: Knowledge of health care call centers, patient access measures, and centralized referrals and health information management.
Topic: Operations

A patient’s first point of connection to your organization is often the call center. Erie Family Health Centers will share how it recently redesigned its call center, turning things around after a period of declining morale and performance. This session will outline an operational roadmap for increasing patient and staff satisfaction and incorporating patient access data into the organizational culture.

Erie will provide examples of changes to staff training, retention efforts, staffing models, performance review procedures, and empanelment procedures that resulted in a highly functioning, proactive, sustainable Patient Access Center. Participants will leave the session better able to recognize insufficiencies that may contribute to patient dissatisfaction, outline strategies for improvement, and understand how to use data to support decision-making in patient access operations.

Learning Objectives:
- Recognize staffing, infrastructure, technology, and data management insufficiencies that may contribute to patient dissatisfaction.
- Outline strategies to improve staff morale, performance measures, infrastructure, use of technology, and ultimately patient access.
- Understand how to use data to support decision-making and increase patient access.

Presenter(s):
Kellie Medious, MBA, Senior Director, Patient Access and Operations, Erie Family Health Centers

Enabling Services: A Technologically Integrated Approach

CPE: 1.8 CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

Valley-Wide Health Systems, Inc. is a rural, frontier Federally Qualified Health Center composed of 12 primary care sites, 8 dental sites, 3 physical therapy sites, and 2 pharmacy sites. Over the last eight years, Valley-Wide has worked to develop and modernize its enabling services department. Starting with multiple spreadsheets, filing cabinets, and an access database, Valley-Wide began a journey to bring enabling services’ records into the EHR. With the state accountable care organization (ACO) creation, Valley-Wide was poised at a unique point to develop a comprehensive enabling services template set within their EHR. Starting with the cannibalization of their EHR’s behavioral health system, the template set quickly morphed into a completely custom-built system.

Today, with Phase Two of the state’s ACO program starting, as well as the addition of financial eligibility, referrals, pre-auth staff and dental navigation; Valley-Wide’s enabling services system must meet an ever-changing set of needs and an ever-expanding list of deliverables-- from ACO to UDS. As an owner/partner of the regional ACO delegate, Valley-Wide is challenged to set a new standard of enabling services in the region. Moving into the future, Valley-Wide’s system is prepared to facilitate and lead an integrated enabling services delivery model.

Learning Objectives:
- Better understand enabling services integration into an EHR, including case management, care coordination, financial eligibility, patient navigation, referrals, and pre-auths.
- Identify the benefits and challenges of integrating enabling services into team-based care models across primary care and dental, along with behavioral health expansions.
- Effectively utilize data collected to meet internal and external reporting requirements, as well as enhance data submissions to partner organizations for key performance indicator measurement.

Presenter(s):
Jason Brokaw, MA, Director of Business Intelligence, Valley-Wide Health Systems, Inc.
Leova Villalobos, MA, Director of Clinical Services, Valley-Wide Health Systems, Inc.

Conference Reception

Join health center colleagues and EXPO partners for cocktails and light fare at the 2018 FOM/IT Conference Reception. Meet health center professionals who face the same business challenges that you do, and discover innovative products and technologies with exhibitors that are making a difference in health centers across the country.

Be sure to stop by CNECT booth #501 during the conference reception for a special treat.
1. Average results for sample of 144 practices, with initiative periods ranging from 3-18 months based on project complexity. Increased accuracy of risk premium attributed to more thorough documentation.

2. COSSA case study, 2013.

3. Quality performance of health system’s in-network primary care clinics vs. peers in CPCi program within Midwestern region. Improvement attributed to team-based care delivery model and CareManager.

4. Seamless Clinical Data Integration eBook, 2017. Estimated time savings per provider per day.
Wednesday, October 17, 2018

Education sessions do not have prerequisites/prework unless otherwise noted within their descriptions.

7:30am – 10:30am

**EXPO Activities**

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<tr>
<td>7:30am – 8:30am</td>
<td>Continental Breakfast</td>
<td>Celebrity 5</td>
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<tr>
<td>10:00am – 10:30am</td>
<td>Refreshment Break</td>
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<tr>
<td>10:15am</td>
<td>Twitter and NACHCopoly prizewinners announced in the EXPO Hall, across from booths #201 and #300, located in Celebrity 5! <strong>You MUST be present to claim all prizes.</strong></td>
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8:30am – 10:00am

**GENERAL SESSION**

**IGS2**

**Keynote Speaker**

**Donald Rucker, MD**

*National Coordinator, Health Information Technology, U.S. Department of Health and Human Services*

As the National Coordinator for Health Information Technology at the U.S. Department of Health and Human Services (HHS), Dr. Rucker leads in the formulation of the federal health IT strategy and coordinates federal health IT policies, standards, programs, and investments.

He began his informatics career at Datamedic Corporation, where he co-developed the world's first Microsoft Windows-based electronic medical record. He then spent over a decade serving as Chief Medical Officer at Siemens Healthcare USA, and has extensive policy experience representing health care innovations before Congress, MedPAC, and HHS.

**Featured Speakers**

**Suma Nair, PhD, MS, RD**

*Director, Office of Quality Improvement, Bureau of Primary Health Care, Health Resources and Services Administration, U.S. Department of Health and Human Services*

Dr. Nair is the Director of the Office of Quality Improvement in the Health Resources and Services Administration’s Bureau of Primary Health Care (BPHC). The BPHC administers the Health Center Program that supports nearly 1,400 health centers operating more than 10,000 service delivery sites, including community health centers, migrant health centers, health care for the homeless centers, and public housing primary care centers. This national network of health centers has created one of the largest safety-net systems of primary and preventive care in the country providing comprehensive, culturally competent, quality health care to more than 25 million people. Prior to joining BPHC, Dr. Nair worked on program evaluation and performance improvement programs impacting more than 80 different grant programs across HRSA.

**Matthew Quinn**

*Senior Advisor, Health Technology, Health Resources and Services Administration, U.S. Department of Health and Human Services*

Matt Quinn serves as Senior Advisor, Health Technology, at the Health Resources and Services Administration (HRSA). He was previously the East Coast Managing Director for Intel’s Healthcare and Life Sciences business and Director of Healthcare Initiatives for the Federal Communications Commission (FCC). Quinn has also served as program management lead for the National Resource Center for Health IT, lead staff for the National Committee on Vital and Health Statistics (NCVHS), and as co-chair of the Assistive Technology Subcommittee of the Interagency Committee for Disability Research (ICDR).
10:30am – 12:00pm
EDUCATION SESSIONS

■ IWA1
Redesigning Health Center Staffing and Workflows for the Future
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: Basic understanding of health center staffing and operations.
Topic: Operations

Market forces and payment models are forcing CHCs to change the way they operate. This session will cover two key elements of that change – staffing and workflows. We will evaluate needs – operational, financial, and missional – and then discuss staffing models that address them. Discussion will also include redesigning workflows based on the human capital management system (staff/workforce) that is consistent with health center core values, reflective of its mission and strategic goals, clear in its purposes, and flexible in its implementation.

The session will include a case study of a CHC's human capital alignment and optimization process. The operational goals are to attract, develop, and retain a diverse workforce that is continually learning and expanding its capacity to shape the health care future and nurture a culture of integrity and excellence that encourages initiatives and promotes a healthy work-life environment.

Learning Objectives:
- Identify potential changes to clinical and operational staffing.
- Understand aligning staffing with health center goals.
- Understand how operational redesign can follow staffing changes.

Moderator:
Gervean Williams, Director, Financial Training and Technical Assistance, NACHC

Presenters:
Curtis Degenfelder, President, Curtis Degenfelder Consulting, Inc.
Sergio Bautista, Chief Deputy Director, Chapcare

■ IWB1
Artificial Intelligence in Community Health Center Operations
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

The future is here. Artificial Intelligence (AI) and Machine Learning are emerging buzz words, but what are their practical applications to community health centers? This session will provide an overview of what these cutting-edge technologies are and examples of how they are being used to impact the operations of health centers. Participants will understand the difference between analytics, big data, AI, and data visualization and learn how these technologies can enable health centers to predict adverse health events and increase operational efficiency.

Learning Objectives:
- Gain a general understanding of artificial intelligence and machine learning.
- Describe examples of health centers employing AI, machine learning, and other cutting-edge technologies.
- Understand how health centers can use these technologies to predict adverse health events and increase operational efficiency.

Presenter(s):
Quentin Fisher, Chief Executive Officer, Health Care Analytics LLC
Jonathan Lee, Chief Executive Officer, Signature Health Inc.

■ IWC1
Fostering a Culture of Performance Improvement Through Payer-Provider Collaboration
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: Basic understanding of value-based contracting.
Topic: Operations

As health care reimbursement continues to transition away from fee-for-service, it is increasingly important for providers to have resources that enhance their ability to succeed and progress along the value-based continuum. However, providers do not always have the resources for changes required to ensure success in these new payment arrangements. Through payer-provider collaboration, payers can play a key role in helping providers with the support and sustainable infrastructure changes necessary to ensure success in value-based programs.

This session will focus on payer-provider collaboration that supports practice transformation and performance improvement across multidisciplinary care teams. An AmeriHealth Caritas executive will discuss how a health plan can augment practice resources and support required practice evolution. FQHC/community health center representatives will share their experiences.
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with implementing effective strategies to manage value-based contracts and foster a sustainable culture of performance improvement within their practices.

**Learning Objectives:**
- Identify opportunities for collaboration between plans and FQHCs for sustainable practice infrastructure changes for success in value-based programs.
- Improve understanding of effective use of actionable data to inform population health strategy.
- Understand how health plans and practices can work together to maximize strengths of each in order to support better outcomes for members/patients.

*Moderator:
Rita Orr, Director, Provider Partnerships and Payment Innovation, AmeriHealth Caritas*

*Presenter(s):
Phyllis Cater, President and CEO, Spectrum Health Services, Inc.
Anna Villanueva, NP, Pediatric Nurse Practitioner, Daughters of Charity Health Centers
Lee Reilly, RN, CCM, Practice Transformation Director, Amerihealth Caritas*

### IWD1

**Step-By-Step Strategic Growth Analysis**

*CPE: 1.8 CME/CE/Governance: 1.5*

*Level: Intermediate*
*Prerequisite: Access to company financial statements.*
*Topic: Finance*

It’s time for your CHC to grow, but you don’t know whether to expand operations at a current location, relocate to a larger facility, or enter a new geographic market. It’s a common dilemma that many leaders face. This session lays out a step-by-step approach to using the information you already have to build models that quantify these scenarios for sound, data-driven planning. It will outline the process for leveraging the UDS Mapper to identify underserved markets, calculating utilization rate to measure productivity of your current operation, utilizing historical company data and benchmarks to estimate visit volume, and constructing pro forma financial statements to forecast financial impacts. In the end, CHC management will have a reliable model of each option and an objective cost/benefit framework for strategic planning.

**Learning Objectives:**
- Calculate utilization rate to measure productivity.
- Use the UDS Mapper to identify geographic areas of need.
- Create pro forma financial statements.

*Presenter(s):*
**William Foxworth, MBA**, President, Long Bay Strategies LLC

### IWE1

**HIT Listening Session: What Do Community Health Centers Need to Be Successful?**

*CPE: 1.8 CME/CE/Governance: 1.5*

*Level: Basic*
*Topic: HIT*

NACHC wants to hear from the field. During this listening session, participants will share their views regarding the development of a health information technology strategy and its potential contribution to the overall success of their organizations, as well as other CHCs, PCAs, and HCCNs. This session will be facilitated by an HIT industry leader and expert to ensure current and emerging topics and innovations are addressed.

**Learning Objectives:**
- Understand NACHC’s current HIT focus.
- Determine what topics should be addressed in an HIT strategy.
- Identify resources, partners, and technology available to support CHCs.

*Presenter(s):*
**Fred Rachman, MD**, Chief Executive Officer, AllianceChicago
**April Lewis**, Director, Health Center Operations and HR Training, NACHC

**12:00pm – 1:30pm**
*Lunch on your own*

### IWA2

**Avoiding OIG Investigation and Potentially Problematic Pitfalls Around CHC Coding and Billing**

*CPE: 1.8 CME/CE/Governance: 1.5*

*Level: Intermediate*
*Prerequisite: At least five years of CHC leadership.*
*Topic: Finance*

CHC revenue cycle management (RCM), coding, and billing compliance is complex. Do you understand the potential risks to your CHC? Are you familiar with the Office of the Inspector General (OIG)? Do you understand risk around provider enrollment/credentialing? Familiar with CHC safe harbor around anti-kickback? Understand limitations on Medicare PPS “G” code billing as it pertains to certain CHC services including chiropractic and stand-alone procedures? Attend this session to learn about these topics and more, as well as what you can do to evaluate potential, yet avoidable risks.
Learning Objectives:
- Identify OIG targets and how to evaluate internal risk.
- Understand how/why CHCs exists as an anti-kickback “safe harbor” and how to optimize the opportunity for self-pay patients.
- Understand Medicare compliance risk as it pertains to PPS “G” code billing and traditional CHC service offerings.

Moderator:
Gervean Williams, Director, Financial Training and Technical Assistance, NACHC

Presenter(s):
Raymond Jorgensen, CPC, Co-Founder, PMG, Inc.

Start Where You Are: Data Visualizations for Mere Mortals
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

This session is an introduction to creating data visualizations, graphs, and dashboard elements. As long as you have access to a spreadsheet program like Excel or Google Sheets, you can do quality data visualizations. No advanced knowledge required, just a need to be able to tell a story with your data. The presenter will cover some fundamentals of visual communication, why you should almost never use a pie chart, and the four most common types of charts to tell a clear, accurate, and compelling story with your data. Whether your audience is clinicians, your board, or your patients, using numbers to tell your story is a skill everyone can learn.

Learn how and when to use various kinds of data visualizations. No fluff, just good actionable information you can use immediately! No need for expensive business intelligence tools to get started, although they can be powerful tools. You’ll also have access to a resource guide, created just for FOM/IT, for more information and where to go to take a deeper dive into visual communication.

Learning Objectives:
- Understand the most fundamental rules for visual communication.
- Create clear accurate charts to communicate numeric data visually.
- Identify actionable steps to create visualizations in Excel immediately.

Presenter(s):
Joseph Denney, RN, Chief Health Information Officer, Oklahoma Primary Care Association

Getting 340B Pharmacy Right!
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Running a 340B program is a complex undertaking for FQHCs, fraught with the challenges of complying with rigorous regulatory requirements, separately tracking 340B drugs, coordinating care, and ensuring that the program benefits patients, providers, and administrators alike. Designing and running a successful 340B program depends on multiple factors, including number and location of sites, number of visits, payer mix, available management time and expertise, and interest in revenue generation and service expansion. While FQHCs with considerable management and pharmacy expertise may be able to take on the challenges of developing and managing their own pharmacy, they should do so with a full understanding of the financial risks and operational demands of this DIY approach as well as the other options that are available.

Whether you are an FQHC leader seeking to contract out your 340B program or manage it in-house, this session will help you realize the full operational and financial potential of this important drug discount program. Learn from session panelists that include: an FQHC CEO discussing 340B management; an FQHC CFO discussing finance; and a COO of a 340B management company discussing how to operationalize in-clinic pharmacies.

Learning Objectives:
- Understand the three dominant 340B models available to FQHCs: (1) Do-It-Yourself Model; (2) Contract Pharmacy Model; and (3) Global Managed Services Model; and how the choice of model can have significant financial, patient care, and operational implications.
- Identify the benefits and disadvantages of the three 340B models presented.
- Translate the understanding of the models into 340B program decisions for your own center’s particular needs.

Moderator:
Dan D’Orazio, MBA, President, Sage Growth Partners

Presenter(s):
Cheryl Petersen, MBA, Chief Financial Officer, East Valley Community Health Center
Alvaro Ballesteros, MBA, Chief Executive Officer, John Wesley Community Health
Duane Saikami, PharmD, MBA, Chief Operating Officer, PharMedQuest
Sue Veer, MBA, President and CEO, Carolina Health Centers, Inc.
Building Strategic and Operational Agility Through Scenario Modeling and Market Assessment Tools

CPE: 1.8  CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: Experience with health center strategic planning and oversight of operational and financial performance.

Topic: Operations

Health centers are constantly facing change and must consider the impact of internal and external influences on sustainability. This session will present resources and processes available to assess your opportunities and environment in consideration of these influences within the evolving health care landscape.

As expectations for health care providers continue to increase in number and complexity, health centers are responsible for a broader array of services. To better prepare for these initiatives, health centers can use readily available information in making data-driven decisions and developing actionable strategies. This session will also review approaches for improving health center financial condition by proactively estimating several operational functions under a variety of scenarios, and by implementing strategies to reduce uncertainty and risk.

Learning Objectives:
- Understand your health center's unique market utilizing available tools and resources.
- Explore the potential impact of various scenarios to ensure your health center's sustainability in a changing environment.
- Strategically plan for opportunities and challenges ahead using market assessment.

Presenter(s):
Jonathan Chapman, MBA, Director of Community Health Center Advisory Services, Capital Link

Community Health IPA’s Successful Implementation of a Population Health Management Platform to Optimize Value-Based Care

CPE: 1.8  CME/CE/Governance: 1.5

Level: Basic

Topic: HIT

Community Health IPA (CHIPA), an independent practice association comprised of 23 New York-based Federally Qualified Health Centers (FQHCs) using six separate electronic medical record (EMR) vendors, needed to align its practices and policies and fully transition to value-based care in order to optimize value-based contracts. Rather than relying on anecdotal evidence for care decisions, CHIPA wanted to use data and analytics to drive practice transformation. This workshop will provide insights into how we seamlessly incorporated a population health manage-

ment (PHM) solution to optimize patient outcomes, costs, and resource utilization under value-based care agreements.

Specifically, this session will address:
- How we discovered creative solutions related to confidential, proprietary, and contractually-obliged information;
- Key factors driving the successful implementation of the PHM solution, including: integration of clinical and claims data, attribution methodology, risk stratification, targeted care management based on cost, quality and utilization data, creating profiles for each patient, dashboards that promote provider engagement, and generating MCO performance report cards; and
- How we used technology to: ensure compliance at the organizational, practice and provider levels, track performance based on cost, quality and utilization, and monitor gaps in care at the patient and provider levels.

Learning Objectives:
- Recognize the ease of implementing a PHM platform.
- Understand how performance can be tracked and improved using a PHM solution.
- Understand the value of using a PHM solution to optimize value-based contracts.

Presenter(s):
Meghann Hardesty, Executive Director, Community Health IPA

3:00pm – 3:30pm Pre-Happy Hour Half-Hour

Celebrity Foyer

3:30pm – 5:00pm EDUCATION SESSIONS

Community Health IPA’s Successful Implementation of a Population Health Management Platform to Optimize Value-Based Care

Celebrity 1-2

As health care moves toward value-based care and reimbursement, data and its application have grown in importance. The use of data has expanded beyond routine clinical, administrative, and reporting tasks to include deeper analyses of diagnoses, treatments, and outcomes as well as of population-level measures. The amount of data in use has also increased substantially. Today’s environment necessitates new infrastructure, new applications, and most importantly a new appreciation of the role of data at all levels in the health center, and the ability to assess data quality.
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Learn more at nonstopwellness.com/value-in-benefits
The Level-Up data quality assessment method, developed and deployed by the RCHN Community Health Foundation, has been used effectively in health center settings. Level-Up determines initial data quality in EHR-based data sets by comparing different data stores of the same data through the execution of standardized SQL queries, and interpreting discrepancies to identify potential data quality gaps. Seven categories of data issues have been identified in this way. The Level-Up method will be described in detail along with the issue categories and approaches to correcting the data to optimize quality.

Learning Objectives:
- Understand the role of data in the changing CHC environment.
- Plan and use a data assessment method on your EHR data set (potentially with the assistance of a data scientist).
- Understand how to address and correct common errors in an EHR data set.

Presenter(s):
David Hartzband, DSc, Director, Technology Research, RCHN Community Health Foundation

The Intersection of Finance, Fundraising, and Operations: Generating New Revenues Through Practice Transformation

This session will address the following topics:
- The various aspects of practice transformation, such as care teams, empanelment, and improved access, that can lead to increased revenue.
- The sequencing of various aspects of practice transformation to ensure revenue is increased early to pay for future expenditures.
- Leveraging philanthropic dollars to support an enterprise-wide approach to practice transformation.
- The critical relationship between CFO and COO, and how to create a partnership that leads to positive results.
- How to discuss productivity in a meaningful way.

Learning Objectives:
- Explore executive level decision-making processes for organizational entrepreneurship.
- Examine financial and operational considerations and risks to business model innovations.
- Identify practical business tools for decision-making.

Presenter(s):
Brent Copen, Chief Financial Officer and EVP, Business Development, Tiburcio Vasquez Health Center
Caleb Sandford, Chief Operating Officer, Tiburcio Vasquez Health Center
Wilfredo Lacro, Vice President, Business Development, Tiburcio Vasquez Health Center

The Operational Site Visit: Leveraging HRSA’s New Site Visit Protocol to Improve Health Center Performance

This session will feature two OSV reviewers who have conducted site visits under the new protocol. They will share their experiences with implementing the protocol and describe how high-performing health centers prepare and execute the OSV. Furthermore, each presenter will offer promising practices and insights on how preparing for the OSV helps to strengthen and improve operational performance, data collection and reporting, and continuous process improvement.

Learning Objectives:
- Gain insight into the new Operational Site Visit Protocol from the perspective of a reviewer.
- Identify promising practices for using the compliance assessment process as a tool for operational and performance improvement.
- Identify methods for collecting data and organizing materials in a way that supports a health center’s overall success, both on the OSV and beyond.

Moderator:
Ted Henson, MS, Director, Health Center Performance and Innovation, NACHC

Presenter(s):
Jennifer Genua-McDaniel, CHCEF, Chief Executive Officer, Genua Consulting, LLC
Kyle Väth, BSN, MHA, RN, Principal, RegLantern LLC
Rowing in the Same Direction for Successful Financial Performance

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Finance

Financial success, both today and tomorrow, is grounded in the notion that the clinical, operational, and financial teams need to be rowing in the same direction. Health center sustainability requires that all functional teams are reading from the same playbook. To improve financial performance, create cost efficiencies, and maximize collections, communication of the key drivers of success from the financial team to the clinical/operational teams must be continual and transparent. To maximize collections, clinical staff need to be educated on how their behaviors will impact revenue - moving from today in a fee-for-service world to tomorrow and VBP models. Operational staff must be educated on how business processes and workflows will improve cost effectiveness and maximize collections. The key to success is a program that involves adequate training to all parties on what drives financial performance, continued training during orientation and annual updates, adequately designed management reports, and regularly scheduled meetings of a multidisciplinary team.

The goal of this session is for attendees to understand the processes and reporting necessary to educate all players within the health center on how their day-to-day functions impact the financial success of the center. Best practices and tools will be shared.

Learning Objectives:
- Understand how the behaviors and workflows of the clinical and operational teams impact financial performance in both today’s world and tomorrow under VBP.
- Identify the basic elements and formats of management reports that can be generated and shared with the clinical, operational, and financial teams to improve performance including how to utilize them to drive change.
- Understand the educational, communication, and transparency process of a successful program whose objective is to encourage collaboration and breed trust so that the clinical, operational, and financial teams are all rowing in the same direction for improving financial performance.

Presenter(s):
Peter R. Epp, CPA, Partner and Community Health Centers Practice Leader, CohnReznick LLP

Decreased No-Shows, Improved Productivity, and Dramatically Reduced Cycle Times – a Case Study

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Many health centers face issues with failed appointments or high no-show rates, low productivity that impacts finances, and long waits to be seen or on the phone to speak with a staff member. We try the same tactics, hoping they’ll work, but they never quite catch on. This workshop will include a case study of one health center that reduced cycle times by 27%, decreased their call abandonment rate by 68%, and put a plan in place to sustain the operational improvements that were responsible for this change.

Attendees will learn tactics they can use to improve each of these data points, which will also improve patient and staff satisfaction. Leave this workshop with both an understanding of the roadmap to success and concrete tactics that can be implemented immediately to improve operations.

Learning Objectives:
- Understand indicators, the definition of each indicator, and how to measure performance.
- Identify tactics to improve each of the key indicators.
- Understand the leadership behaviors needed to make these process improvements successful.

Presenter(s):
Adrienne Mann, RN, BSN, Process Redesigner, Coach, Coleman Associates
Sara Benedetto, RN, BSN, Vice President and Chief Operating Officer, Center for Family Health
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and the Partners of CohnReznick

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The National Association of Community Health Centers Would Like to Thank the Following 2018 FOM/IT Sponsors for Their Support
Tuesday, October 16 - Wednesday, October 17 • Celebrity 5

Don’t miss the opportunity to meet with NACHC exhibitors and discover new products and services to help you build and manage your health care business! And don’t forget, there are great prizes to win just by visiting the EXPO floor!

EXPO Schedule:

**Tuesday, October 16**

9:30am – 6:30pm  EXPO Hall Open

10:00am – 11:00am  Dedicated Exhibit Only Time and Refreshment Break

12:30pm – 2:00pm  Networking Time - Grab some lunch as you visit with exhibitors

3:30pm – 4:00pm  Refreshment Break

5:30pm – 6:30pm  Conference Reception

Join health center colleagues and EXPO partners for cocktails and light fare at the 2018 FOM/IT Conference Reception. Make this an opportunity to collaborate with other professionals facing the same business challenges that you do, and explore unique solutions for tackling those challenges!

*Be sure to stop by CNECT booth #501 during the conference reception for a special treat.*

**Wednesday, October 17**

7:30am – 10:30am  EXPO Hall Open

7:30am – 8:30am  Continental Breakfast  

10:00am – 10:30am  Refreshment Break

10:15am  Twitter Contest and NACHCopoly prizewinners announced in the EXPO Hall, across from booths #201 and #300, located in Celebrity 5!  **You MUST be present to claim all prizes.**

---

**NACHCopoly!**

While networking with colleagues and exhibitors at the FOM/IT EXPO, make sure to play *NACHCopoly* for the chance to win great prizes!

**It’s easy to play:**

**Step 1:** You’ll find the *NACHCopoly* game card in your registration bag. Simply visit participating exhibitors to get your game card stamped.

**Step 2:** Once your *NACHCopoly* game card is stamped by ALL participating exhibitors, it’s officially complete!

**Step 3:** Now just drop off your game card at the NACHC Booth, in the Celebrity Foyer, and you are automatically entered for a chance to go home with great prizes!

*All completed game cards must be submitted to the NACHC Booth by 10:00am on Wednesday, October 17 to be eligible for the prize drawings.*

**Prizewinners will be announced at 10:15am on Wednesday in the EXPO Hall, across from booths #201 and #300, located in Celebrity 5!**

**You MUST be present to claim all prizes.**
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Booth 708

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Booth 402

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Booth 805

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Booth 602

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**National Association of Community Health Centers**

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Practice Management
Booth 700

Practice Management provides nationwide revenue cycle services for Federally Qualified Health Centers. Our methodical approach focuses on improving revenue through ongoing identification of opportunities and obstacles. Practice Management can help keep you on the path to steady and improved cash flow.

Vera Loftin, 300 N. Martingale Rd., Ste. 150, Schaumburg, IL 60173
Phone: (847) 385-0660 Email: vloftin@maximizedrevenue.com
www.maximizedrevenue.com

Privis Health
Booth 401

Privis Health is a leading provider of innovative population health solutions. Privis Health offers a comprehensive data-driven program including proactive team-based service models with a structured approach to a transformation network that balances local innovation and enterprise priorities. The platform includes modules and tools for data aggregation, data analytics, care management, and care coordination workflows to connect a diverse and virtual care team with one shared care plan.

Sindy VonBank, 2000 Aerial Center Pkwy., Ste. 107, Morrisville, NC 94111
Phone: (303) 947-0442 Email: svonbank@privishealth.com
www.privishealth.com

Relevant
Booth 601

Relevant builds simple, powerful analytics tools that provide community health centers with actionable insights into clinical quality and utilization trends, financials, and more. We launched in 2014 after working as health center data analysts for a decade and becoming frustrated with the limitations of existing software. Our products are elegant, easy to understand, transparent, and customizable.

Jacob Hodes, 11 Park Pl., Fl. 3, New York, NY 10007
Phone: (646) 801-0155 Email: jhodes@relevant.healthcare
www.relevant.healthcare

Relias
Booth 801

Relias empowers clients across the continuum of care with analytics, assessments, and learning solutions that help them reduce variation and deliver better patient, resident and client outcomes, and better financial results. Let us help you get better.

Ben Kannapel, 111 Corning Rd., Ste. 250, Cary, NC 27518
Phone: (919) 650-6645 Email: bkannapel@relias.com
www.relias.com

SyncTimes, Inc.
Booth 706

We believe in a better experience for patients and staff. CHCs partner with SyncTimes to enable better patient flow, care team communication, and data-driven decision-making.

Alan Bucknum, 1086 N. 450 W., Ste. 220, Springville, UT 84663
Phone: (509) 630-1308 Email: alan.bucknum@synctimes.com
www.synctimes.com
The Texas Association of Community Health Centers (TACHC) coordinates a pharmacy purchasing program called 340Better for community health centers to purchase drugs and other related items at or below 340B pricing. TACHC has been helping health centers since 1988 with pharmacy purchasing. This national program can assist and improve the access to discounted pricing for your patients.

Lynn Ford, 5900 Southwest Pkwy., Bldg. 3, Austin, TX  78735  
Phone: (512) 329-5959  
Email: lford@tachc.org  
www.tachc.org

The MEDCOR Group, Inc.  
Booth 109

Medcor Revenue Services is a professional full-service FQHC medical billing company. Established in 1988, we have a proven track record of providing a full range of Revenue Cycle Management (RCM) services for FQHC and CHC entities on a national basis. Medcor is unmatched in managed care and EMR billing setups. We are client solution driven and will optimize your revenue to support your vision of meeting the needs of the underserved and disenfranchised.

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Email: jon@medcorinc.com  
www.medcorinc.com

Verity Solutions  
Booth 807

Verity Solutions is an award-winning provider of 340B software and services to hundreds of integrated health care systems, acute-care hospitals, pharmacies, and other 340B-eligible covered entities throughout the United States. Verity can help you maximize the performance and agility of your 340B program with a host of service and product offerings so that you can stretch your scarce resources, foster compliance, respond quickly to changing regulations, and maximize savings. Verity is your comprehensive 340B solution.

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Phone: (425) 947-3790  
Email: RMackay@verity340b.com  
www.verity340b.com

Vigilance Health  
Booth 309

Vigilance Health assists the largest FQHCs in the nation with Population Health Management Services. Our Care Teams focus on the non-face-to-face components of new CMS reimbursable services that drive patient outcome scores and have significant and immediate impact on our partner organization’s revenue. Our mission: Enable health centers to measure, demonstrate, and ultimately improve patient outcome scores—so they can THRIVE with the new payment methods.

Ryan Russell, 26610 Agoura Rd., #250, Calabasas, CA  91302  
Phone: (805) 823-0981  
Email: rrussell@vigilancehit.com  
www.vigilancehealth.com

Visualutions, Inc.  
Booth 409

Visualutions is a health care technology company providing clinical, financial, and IT solutions to enterprise organizations such as federally qualified health centers, community health centers, PCPs, accountable care organizations, ambulatory facilities, and freestanding emergency rooms. Our products and services are as diverse as the customers we service, and include revenue cycle management/consulting, PM/EHR software enhancements, system implementation, training and support, data conversions/interfaces, Microsoft-certified cloud hosting services, PCMH management and consulting, and data analytics software/warehousing.

James Kaatz, 7440 Mintwood Ln., Spring, TX  77379  
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Email: james.kaatz@visualutions.com  
www.visualutions.com
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Meetings Associate
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NACHC 2018 FOM/IT EXPO Floorplan
Celebrity 5

EXPO HOURS
Tuesday, October 16
9:30am – 6:30pm
Wednesday, October 17
7:30am – 10:30am

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HRSA supports twenty (20) National Cooperative Agreements (NCAs) working specifically to advance health center operations and patient outcomes. These NCAs work in coordination with each other, your state/regional primary care associations, and health center controlled networks to provide expert training and technical assistance.

Check out the new Health Center Resource Clearinghouse: healthcenterinfo.org. This is a new, one-stop shop for all of your resource needs. We are here to serve you!

### Healthcare Delivery to Special and Vulnerable Populations

- Association of Asian Pacific Community Health Organizations
  [http://www.aapcho.org](http://www.aapcho.org)

- Corporation for Supportive Housing
  [http://www.csh.org](http://www.csh.org)

- Equitable Care for Elders – Harvard University School of Dental Medicine
  [https://ece.hsdm.harvard.edu/](https://ece.hsdm.harvard.edu/)

- Farmworker Justice
  [www.farmworkerjustice.org](http://www.farmworkerjustice.org)

- Health Outreach Partners
  [http://www.outreach-partners.org](http://www.outreach-partners.org)

- MHP Salud
  [www.mhpsalud.org](http://www.mhpsalud.org)

- Migrant Clinicians Network
  [http://www.migrantclinician.org](http://www.migrantclinician.org)

- National Center for Farmworker Health
  [http://www.ncfh.org](http://www.ncfh.org)

- National Center for Health in Public Housing
  [https://nchph.org](https://nchph.org)

- National Health Care for the Homeless Council
  [www.nhchc.org](http://www.nhchc.org)

- National LGBT Health Education Center
  [www.lgbthealtheducation.org](http://www.lgbthealtheducation.org)

- National Nurse-Led Care Consortium
  [www.nurseledcare.org](http://www.nurseledcare.org)

- School-Based Health Alliance
  [http://www.sbh4all.org](http://www.sbh4all.org)

### Health Center Capacity Development

- Association of Clinicians of the Underserved
  [www.clinicians.org](http://www.clinicians.org)

- Capital Link
  [www.caplink.org](http://www.caplink.org)

- Community Health Center, Inc.
  [www.weitzmaninstitute.org](http://www.weitzmaninstitute.org)

- Health Information Technology Training and Technical Assistance Center (HITEQ)
  [https://hiteqcenter.org](https://hiteqcenter.org)

- National Association of Community Health Centers
  [www.nachc.org](http://www.nachc.org)

- National Center for Medical-Legal Partnership
  [http://medical-legalpartnership.org](http://medical-legalpartnership.org)

- National Network for Oral Health Access
  [http://www.nnoha.org](http://www.nnoha.org)
Discover best practices in operational excellence for your health center with NACHC’s regional trainings!

For more information, visit: nachc.org/trainings-and-conferences/

2018-2019 Regional Training Schedule:

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<th>Training Title</th>
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<td>November 2-3</td>
<td>Training for New Clinical Directors (TNCD)</td>
<td>Kansas City, KS Co-hosted by the Kansas Association for the Medically Underserved (KAMU)</td>
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<tr>
<td>January 9-10</td>
<td>Starting with Success</td>
<td>Omni Royal Orleans Hotel, New Orleans, LA</td>
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<tr>
<td>January 23-24</td>
<td>Revenue Cycle 360 (REV 360)</td>
<td>Hyatt House Charleston - Historic District Hotel, Charleston, SC</td>
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<tr>
<td>February 6-8</td>
<td>Practical Art of Health Center Operations (PAHCO)</td>
<td>Hilton Long Beach, CA</td>
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<td>February 20-22</td>
<td>Financial Operations Management Level 1 (FOM I)</td>
<td>Renaissance, Seattle, WA</td>
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<td>March 25-26</td>
<td>Workforce Summit</td>
<td>Washington, DC Area</td>
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<td>April 10-11</td>
<td>Cultivating Health Centers Operations (CHCO)</td>
<td>Intercontinental, Kansas City, MO</td>
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<td>April 24-25</td>
<td>Financial Operations Management Level 2 (FOM 2)</td>
<td>The Drury Hotel, New Orleans, LA</td>
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<td>May 14-15</td>
<td>NACHC Leadership LIVE!</td>
<td>Westin Washington National Harbor, Oxon Hill, MD</td>
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<td>June 5-6</td>
<td>Financial Operations Management Level 3 (FOM 3)</td>
<td>Magnolia Hotel Denver, Denver, CO</td>
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<td>June 12-13</td>
<td>Elevating Health Center Operations (EHCO)</td>
<td>Crowne Plaza Downtown Convention Center, Portland, OR</td>
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<td>June 17-20</td>
<td>Managing Ambulatory Health III (MAHC3): Enhancing Collaborative Management in Community Health Centers</td>
<td>Omni Parker House, Boston, MA</td>
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<td>Sept 23-26</td>
<td>Managing Ambulatory Health Care I (MAHC1): An Introductory Course for Clinicians in Health Centers</td>
<td>Renaissance, Seattle, WA</td>
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These projects are/were supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number and title for grant amount (specify grant number, title, total award amount and percentage financed with nongovernmental 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.

As of September 11, 2018. (Courses, Dates and Locations are subject to change)
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• A new, HRSA-funded online resource repository of training and technical assistance materials for health centers.
• Contains resources produced by the 20 HRSA-funded National Cooperative Agreement organizations serving health centers.
• Resource topics include finance, operations, workforce, quality improvement, capital development, HIT/data, governance, and emerging issues.

Unless otherwise noted, all projects listed are 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. 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.

Attention Health Center Leaders and Staff!!

The National Health Center Needs Assessment is Open for Feedback

We need your participation! Complete the survey online:

https://nachc.co1.qualtrics.com/jfe/form/SV_9YPV0Y6u2am3Bn7

The assessment will be available until October 31, 2018.

For more information, please contact KaRon Campbell, Manager, Needs Assessment and Evaluation, trainings@nachc.com

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. 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.
INTRODUCING

THE VALUE IN DENTAL (ViD) PROGRAM

The Value in Dental (ViD) Program is the only national CHC dental pricing program endorsed by the National Association of Community Health Centers (NACHC) and Community Health Ventures (CHV). The program is powered by Benco Dental, the nation’s fastest growing full-service dental distributor.

Benco Dental is the largest privately owned, full-service distributor of dental supplies, dental equipment, dental consulting and dental equipment services. The company has remained family-owned and is currently in its third generation of leadership.

Program Features

- Pricing that aggregates the national volume of health centers to leverage uniform rates, regardless of an individual CHC's size.
- No minimum order requirements.
- Free-goods program.
- Discounted service rates.
- A dedicated CHC team that works only in support of health center partners.
CHV has leveraged the national purchasing power of health centers to negotiate discounted prices for the products and services health centers use.

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