



Offered by:
NATIONAL ASSOCIATION OF
Community Health Centers

2019

Elevating Health Center Operations (EHCO)



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

Delivery Method: Group Live

Program Level: Advanced

Prerequisites and or Pre Work:

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



**NACHC Trainings
Are Green!**

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

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

Accounting Professionals (CPE)

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

2019 TRAINING

Elevating Health Center Operations (EHCO)

Elevating Health Center Operations NACHC's only regional training to provide critical components of operational success. Health center C-Suite/Senior leaders who attend EHCO can discover the keys to the quadruple aim of enhanced patient experience, improved population health, reduced costs and improved work life of all health center employees. In addition to a deep dive into key elements of health center operations, the program offers a unique opportunity for busy leaders to network and build relationships with industry peers.

Learning Objectives:

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

- Describe the process and identify your health center's readiness to become an Employer of Choice.
- Implement the qualities of a high-performing organization.
- Define "leadership presence" and determine why it matters to employee retention.
- Describe the goals of advanced reporting and summarize methods for achieving accurate and timely reports.
- Develop an emergency operations plan to comply with CMS requirements.
- Create clear accurate charts to communicate numeric data visually.

Welcome and Opening Remarks

Joan Watson-Patko, MSW, Executive Director, Oregon Primary Care Association

Bruce Gray, Chief Executive Officer, Northwest Regional Primary Care Association

Instructors:

Gary Campbell, Owner & Founder, Impact2Lead

Curt Degenfelder, Principal, Curt Degenfelder Consulting, Inc.

Melissa Stratman, CEO, Coleman Associates

Joseph Denney, RN, MS Data Science, CHIO Oklahoma Primary Care Association

Jonathan Chapman, Capital Link, Director of CHC Advisory Services

Nora O'Brien, MPA, CEM, Chief Executive Officer, Connect Consulting Services

Chris Laborde, BA, MEP, Director of Training and Exercises, Connect Consulting Services

Portland, Oregon • June 12-13, 2019

Crowne Plaza Portland, Downtown Convention Center

1441 NE 2nd Avenue

Portland, Oregon 97232

Telephone: 1-503-233-2401

***Registration Pricing Information**

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

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

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

To register online for this seminar, visit: www.nachc.com and click on "Trainings."

For questions and complaints, please contact the Training & T/A Department at trainings@nachc.org or call (301) 347-0400.

Training Information

Who Should Attend?

We suggest that **CEOs, COOs, other C-Suite/Senior Leaders, and operations managers** attend this regional training.

Training Hotel Information

Crowne Plaza Portland, Downtown Convention Center

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

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

Hotel Reservation Cutoff Date: May 28, 2019

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

Online Hotel Registration Link: https://www.crowneplaza.com/redirect?path=hd&brandCode=CP&localeCode=en®ionCode=1&hotelCode=PDXNE&_PMID=99801505&GPC=EHC&viewfullsite=true

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

Tip:

- We encourage you to register for this regional training online and pay (by credit card), and be sure to book your hotel accommodations on the same day. A confirmed hotel reservation **does not** guarantee a spot in the training. If you have not received confirmation for participation in the training, you will be responsible for any hotel cancellation fees.

Airport, Parking and Taxi Information

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

The Crowne Plaza Portland does not offer shuttle service to/from the PDX airport. Feel free to utilize taxis at baggage claim, ride share services such as Uber and Lyft or pre-schedule a ride from Super Shuttle.

The Crowne Plaza Portland has self-parking available for \$22/day and valet parking for \$25/day.

NACHC Trainings Are Green!



All materials for this training will be available on the **MyNACHC Learning Center** to be downloaded one week prior to the event or printed at your leisure. It will be your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available in paper form. For more information on how to access course materials and download presentations, go to:

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

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U30CS16089, Technical Assistance to Community and Migrant Health Centers and Homeless for \$6,375,000.00 with 18 percent of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

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

Agenda

Day 1: Wednesday, June 12, 2019

- 7:30 am – 8:15 am Registration and Continental Breakfast
- 8:15 am – 8:30 am **Welcome and Introduction to the Elevating Health Center Operations**
- 8:30 am – 10:15 am **Driving the Practice Transformation with a Culture of Excellence – Part I**
Transforming a culture is often substantially more difficult than changing a business process or information systems. The participants in this session will learn from firsthand experience what it takes to build a culture of excellence and how this transformation can help centers become an Employer of Choice. They will also learn how a culture transformation positively impacts critical success factors like quality, staff and patient satisfaction, patient access and net income. In part one, participants will learn the step-by-step approach to initiating the transformation and key performance indicators to assure success. Key focus areas for this session will be the strategic plan and process, business intelligence and data integrity, safety and compliance and organizational structure. Participants will learn how to apply these early on in the transformation process to assure buy-in from all stakeholders.
Instructor: Gary Campbell
- 10:15 am – 10:30 am Break
- 10:30 am – 12:00 pm **Driving the Practice Transformation with a Culture of Excellence – Part II**
The second part of this session will focus on the leadership necessary to deliver on a practice transformation and will feature a culture roundtable. This interactive discussion will identify current issues facing the participating centers with recommendations to help them overcome challenges. They will also learn the importance of living the mission, vision and core values and how these impact the culture of excellence pursuit. Finally, they will get a complete understanding of the emotional and physical engagement necessary to commit to this transformation that will help recruit and retain the best talent on the way to becoming an Employer of Choice.
- 12:00 pm – 1:00 pm Lunch (provided)
- 1:00 pm – 2:45 pm **Leadership Evaluation of the Future Health Center Revenue and Expense Model: Part I**
Leadership Evaluation of the Future Health Center Revenue and Expense Model - Health centers, and the healthcare marketplace, are changing rapidly. Health centers are developing new models of care based on practice transformation and the requirements of value-based care. Health centers have also changed their infrastructure to accommodate rapid growth. Payment systems are changing; bringing changes to the health center revenue model. This session will help the leadership anticipate how they need to prepare their organization for the future.
Instructor: Curt Degenfelder
- 2:45 pm – 3:00 pm Break
- 3:00 pm – 4:45 pm **Leadership Evaluation of the Future Health Center Revenue and Expense Model Part II**

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

Day 2: Thursday, June 13, 2019

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

8:30 am – 10:15 am **Elevating Staff Roles to Create a High Performing Team**

People are your most valuable resource. In this session we explore the value of effective staffing at the health center. You will learn how to align and enhance the models of care that involve different roles and responsibilities for Front Desk, Medical Assistants, Nurses and other support staff. You will also see examples of how some leading health centers are organizing care teams to leverage the variety of skills in order to improve show rate and access, increase capacity utilization, increase throughput and increase both patient and staff satisfaction.

Instructor: Melissa Stratman

10:15 am – 10:30 am Break

10:30 am – 12:00 pm **The Patient Schedule: How to Transition from a Static Tool to a Patient-Centered Dynamic Design**

The scheduling template is often a mismatch of staffing needs, PCMH and access requirements. It is created by one team then passed on to your entry-level staff to “get it right” so that everyone has a predictable and good day. This session gives hands on examples of how to create a better template, what to consider to meet (almost) everyone’s demands, and get a schedule that works well for patients too. Participants are encouraged to bring a blank copy (HIPAA compliant) of the schedule template, a list of appointment types, and the rules that accompany the current schedule. You will participate in a practical exercise to determine how and when to make changes.

You will learn how to use the template to maximize capacity utilization through dynamic schedule management, how to anticipate and reduce no shows, increase visit numbers all while decreasing staff and patient frustration.

12:00 pm – 1:00 pm Lunch (provided)

1:00 pm – 2:30 pm **The Modern Approach to Tell Your Story: Data Visualization Made Simple**

This session is an introduction to creating data visualizations, graphs, and dashboard elements. No advanced knowledge required, just a need to be able to tell a story with your data. Data visualization can be one of the most effective ways to communicate. 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. 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. No fluff, just good actionable information you can use immediately! You’ll also have access to a resource guide, created just for this training, for more information and where to go to take a deeper dive into visual communication.

Instructor: Joseph Denney

2:30 pm – 2:45 pm Break

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

Day 2: Thursday, June 13, 2019 (Cont.)

- 2:45 pm – 3:45 pm **Utilizing HRSA’s Loan Guarantee Program to Acquire Low-Cost Capital for Facility Needs**
During this session, attendees will learn about HRSA’s greatly-expanded and streamlined Loan Guarantee Program. The program is intended to assist health centers in accessing capital to expand and modernize their physical facilities—and in so doing, provide greater access to care for patients and augment service offerings, including primary medical care, integrated dental and behavioral health, substance use services, vision, pharmacy and enabling services. At this session, you will learn how to prepare for and apply to the program, as well as how to access available technical assistance resources to assist with the planning and application process.
Instructor: Jonathan Chapman
- 3:45pm – 4:45 pm **Designing an CMS Emergency Preparedness Planning, Training and Exercise Compliance Program**
During this session, attendees will learn strategies and tools on developing a robust planning, and training and exercise program that will comply with the Center for Medicare and Medicaid Services (CMS) Emergency Preparedness Requirements. The session will cover how to: develop an emergency operations plan to comply with the CMS requirements; develop a business continuity plan that addresses business continuity, disaster recovery, and continuity of care after man-made and natural disasters; develop a robust multi-year training and exercise plan; a provide a disaster scenario that will test their Emergency Operation plan elements, design a required tabletop exercises (TTX) and a CMS-defined community-based Full-Scale Exercises (FSXs), and complete and implement an After-Action Report and Improvement Plan (AAR/IP). Lastly, attendees will participate in a community-based Tabletop Exercise that will count toward one of two CMS exercise compliance requirements.
Instructors: Nora O’Brien and Chris Laborde

REGISTRATION FORM

Elevating Health Center Operations (EHCO)

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

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

COST INFORMATION*

Elevating Health Center Operations (EHCO)

Early Bird Registration	\$575 per person (if received by May 29, 2019) \$ _____
Regular and On-Site Registration	\$675 per person (if received after May 29, 2019) \$ _____

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

PAYMENT INFORMATION (Payment MUST be received with registration form.)

Check (payable to NACHC) MasterCard Visa American Express

Total amount enclosed \$ _____

Card Number _____ Expiration Date _____

Print name as it appears on credit card _____

Cardholder's signature _____

Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM. DO NOT mail or fax your forms after May 22, 2019.



NATIONAL ASSOCIATION OF
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Elevating Health Center Operations (EHCO)

June 12-13, 2019

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

Three Ways To Register:



ELECTRONICALLY

Online registration is available. Go to www.nachc.org. Click Trainings, find the date and name of the training and click "register now."



MAIL

Mail Registration to:
NACHC Meetings/Acct. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814



FAX

Send registration form with credit card information to (301) 347-0457. **Registration forms will not be processed without payment.**

NOTE: DO NOT mail or fax your forms after May 22, 2019.

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

- Cancellations received on/before June 5, 2019 will be assessed a \$100 processing fee.
- Cancellations received after June 5, 2019 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to the Training & T/A Department at trainings@nachc.org