

# Starting with Success

## Draft Agenda

### Day 1: Tuesday, January 14, 2020

- 8:00 am – 9:00 am **Registration Open, Continental Breakfast**  
9:00 am – 9:30 am **Welcome and Overview**  
*Ted Henson, Director, Health Center Performance & Innovation, NACHC*
- 9:30 am – 10:45 am **Laying the Foundation: Health Center Program Overview**  
*Olivia Shockey, Director, Expansion Division, Bureau of Primary Health Care, Health Resources and Services Administration*  
This broad overview of the Health Center Program featuring HRSA staff will lay the foundation for the in-depth content you will receive throughout the two-day training. The overview will also touch on how to become part of the Health Center Program and available support and technical assistance.
- 10:45 am – 11:00 am **Break (Refreshments Provided)**
- 11:00 am – 12:00 pm **Starting From the Ground Up: Leveraging the Needs Assessment to Inform Your Service Delivery Model**  
*Ted Henson, Director, Health Center Performance & Innovation, NACHC*  
Health centers are built to identify and respond to the health and social needs of their communities. How health centers develop new lines of service, work with community partners, and engage in strategic planning all starts with a comprehensive assessment of community needs. This session will engage participants around the data inputs and sources for conducting ongoing needs assessments and discuss HRSA's new methodology for assessing need.
- 12:00 pm – 1:00 pm **Lunch (provided)**
- 1:00 pm – 2:00 pm **Health Center Nuts & Bolts: Deep-Dive into HRSA's Health Center Program Requirements**  
*Theresa "Missy" Nitescu, Chief Operations Officer, Northeast Valley Health Corporation*  
*Tamra King, Executive Director, Harbor Community Clinic*  
*Deena Pourshaban, Chief Operating Officer, Elevation Health Partners*  
*Patricia Talbot, Senior Executive Consultant*  
Health centers need the right framework and understanding of HRSA Health Center Program Requirements to put our best foot forward towards a culture of success and serving our communities well. Faculty from this session will draw from over 30 years of direct consulting and clinic experience to provide an interactive session that includes an overview of the Health Center Program Requirements, HRSA Compliance Manual, Form 5A, and preparing for the HRSA site visit. Participants will hear real world examples of success stories from the Chief Operating Officer of Northeast Valley Health Corporation and the Executive Director from Harbor Community Clinic.
- 2:00 pm – 2:15 pm **Break (Refreshments Provided)**
- 2:15 pm – 3:45 pm **Health Center Nuts & Bolts: Deep-Dive into HRSA's Health Center Program Requirements (continued)**
- 4:00 pm – 5:00 pm **Health Center Governance 101 & Elements of a High-Performing Board of Directors**  
*Theresa "Missy" Nitescu, Chief Operations Officer, Northeast Valley Health Corporation*  
*Tamra King, Executive Director, Harbor Community Clinic*  
*Deena Pourshaban, Chief Operating Officer, Elevation Health Partners*  
*Patricia Talbot, Senior Executive Consultant*  
This interactive session will lay the groundwork for effective Health Center Program Governance that complies with HRSA program requirements. The session will share tools, shares, and real-life examples that highlight the roles and responsibilities of health center boards, outline strategies for health center leadership and staff to support their board, and describe characteristics of high-performing boards.

# Starting with Success

---

## Draft Agenda (continued)

### Day 2: Wednesday, January 15, 2020

8:30 am – 9:00 am **Continental Breakfast**

9:00 am – 10:30 am **Health Center Operations 101:  
The Nuts and Bolts of Running a Health Center**

*Gail Speedy Mayeaux, Principal, Health Management Associates (HMA)*

Using adult learning techniques, this interactive and practical session will focus on how to operationalize your health center and to overcome complex challenges by understanding the root of the issue, its contributing forces and then how to marshal your resources and collective health center talents to create solutions which will work best for those you serve. Using the 19 Program Requirements as a foundational starting point, participants will be able to identify where their own particular challenges are and will walk through exercises on how to address each challenge, while also learning from other participants. Skills learned in this session will assist health centers in systematically being able to address most – if not all – challenges they face on the way to fully operationalizing their health centers.

10:30 am – 10:45 am **Break** (*Refreshments Provide*)

10:45 am – 12:30 pm **Health Center Service Delivery Model 101:  
Clinical Services and Elements of the Continuum of Care**

*Helen DuPlessis, MD, MPH, Principal, Health Management Associates (HMA)*

This dynamic session will position participants to build the culture and infrastructure needed to support a high-performing, stable work force capable of delivering and sustaining quality clinical services to deserving populations in a community clinic setting. Session leaders will cover pertinent program requirements related to clinical services; the critical relationship between clinical and the other key health center leaders; the Federal Tort Claims Act Board; and evidence-based and emerging care models necessary to provide patient-centered and value-based care for the HRSA-required primary care, enabling and additional service across the continuum of care appropriate to your 330 grant(s). Additionally, you will leave with practical, high quality resources to support clinical services in your health center.

12:30 pm – 1:30 pm **Lunch** (*provided*)

1:30 pm – 3:30 pm **Health Center Finance 101:  
Understanding Health Center Reimbursement & Financial Systems**

*Gervean Williams, Director, Health Center Financial Training, NACHC*

Featuring the perspective of a former health center Chief Financial Officer, this session will describe the key components of health center financial systems and reimbursement, review the ins and outs of the Sliding Fee Discount Program, provide an overview of a health center's budgeting process, and outline the key internal reporting and management reports run by health centers.

3:30 pm – 3:45 pm **Break**

3:45 pm – 4:30 pm **Bringing It All Together**

*Ted Henson, Director, Health Center Performance & Innovation, NACHC*

---