



# ELEVATING HEALTH CENTER OPERATIONS

**JUNE 15-16, 2021  
VIRTUAL DELIVERY**



**OFFERED BY:**  
NATIONAL ASSOCIATION OF  
Community Health Centers

# 2021 TRAINING

## Elevating Health Center Operations (EHCO)

Elevating Health Center Operations (EHCO) is 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 training, participants will be able to:

- ▶ Incorporate new strategies to redefining leadership and developing an effective DEI program.
- ▶ Learn best practices and approaches to integrating and operationalizing behavioral health into a telehealth platform.
- ▶ Understand how to apply supply chain and situational awareness to their emergency preparedness and business continuity plans.
- ▶ Identify tools to improve employee engagement, recruitment and retention of staff and what this means for new permanent remote work.
- ▶ Incorporate new approaches to data dashboards and how they can be utilized to assist leadership in critical decision-making and strategy.

### Instructors:

**Andy Rhea**, Chief Information Officer, Cherokee Community Health Center

**Charlene Frail-McGeever, MBA CPCS**, Medcreds Plus, LLC

**Emily Holzman**, Senior Client Success Specialist, Azara Healthcare

**Gary Campbell**, President, Impact2Lead

**Justin Mercer**, Associate Director of Inclusion and Diversity, Johnson Health Center

**Lee Kim**, Director, Privacy and Security, HIMSS

**Leigh Ann Oravec**, Inclusion and Diversity Consultant, Impact2Lead

**LuAnn K. Kimker, RN**, Vice President, Clinical Innovation, Azara Healthcare

**Nicolette Louissaint, PhD, MBA**, Executive Director, Healthcare Ready

**Suzanne Bailey, PsyD**, Chief Operating Officer, Cherokee Community Health Center

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## Virtual Only • June 15-16, 2021

**Please note:** This event will take place LIVE in Eastern Daylight Time (EDT). To obtain credits and your certificate, you MUST take part in the live version of the event.

Experience the online virtual platform, as well as NACHC's Online Resource Library, at: [conferences.nachc.org](https://conferences.nachc.org)

Login using your credentials (use the 'Forgot Password' function if unsure of your password), or reach out to our team at [trainings@nachc.org](mailto:trainings@nachc.org) to get login assistance.

### \*Registration Pricing Information

- Early Bird Registration Fee: \$575 if received by June 1, 2021
- Regular Registration Fee: \$675 if received after June 1, 2021

### Registration Cutoff Date (Last day to register online): June 8, 2021

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

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

This program has been recommended for 8.25 CEU credits or 9.9 CPE credits in the "Specialized Knowledge" Category.

### Delivery Method:

Group Internet-Based

### 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.

### 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](http://www.nasbaregistry.org).

# Training Information

## Who Should Attend?

We suggest **CEOs, COOs, Practice Administrators/Managers and other clinical and non-clinical managers** attend this regional training.

## Virtual Learning Platform Information

Check out the virtual training platform, as well as NACHC's Online Resource Library, at: [conferences.nachc.org](https://conferences.nachc.org)

Login to the virtual training platform using the credentials you used to register for this training. Use the 'Forgot Password' function if unsure of your password, or reach out to our team at [trainings@nachc.org](mailto:trainings@nachc.org) to get login assistance.

On the virtual training platform, you can download certificates and take evaluations for your online virtual training experiences, as well as access virtual training recordings within 3 weeks after the training.

All materials will be available for download on the **NACHC online virtual platform** one week prior to the event. 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. You can access course materials on the event page under "Handouts".

Should you have any other questions about the virtual training platform, such as how to access credits or the recordings, how to take the training evaluation or get your virtual experience certificate, please click on the blue "Live Support" button on the bottom right hand of the screen, or reach out the virtual experience team at the contact below.

NACHC Online Support and Virtual Experience Team: [support@digitellinc.com](mailto:support@digitellinc.com)

The screenshot shows the NACHC Online Library interface. At the top right, there is a 'My Account' link circled in red. Below it is a search bar. The main header includes the NACHC logo and the text 'Online Library'. A welcome message reads 'Welcome, EMILY DEMENT!'. On the left, a navigation menu lists 'My Account', 'Recently Viewed Sessions', 'Live Events' (circled in red), 'Physical Events', 'My Regional Trainings', and 'My Transcript'. On the right, under 'What can you do from the My Account page?', there are several bullet points: 'View live streams you are registered for', 'View all content you own', 'View and print receipts from your past orders', and 'Edit your Information or change your password'. Below this, there are instructions on how to get started and links to 'Live Events', 'Physical Events', 'My Transcript', 'My Content', and 'My Orders'. At the bottom right, a 'Live Support' button is circled in red.

## Credits, Certificates, and Evaluations

**Please note:** This event will take place LIVE in Eastern Daylight Time (EDT). To obtain credits and your certificate, you MUST take part in the live version of the event and complete an event evaluation.

Throughout the live event, there will be randomized attention checks to ensure you are paying attention. These attention checks are required by the accrediting bodies. Please make sure you are paying attention so you can pass the required number of attention checks!

Please also ensure you are posing comments, asking questions, and engaging throughout the virtual experience so you can get the most out of it. Engagement on the virtual training platform is the best way to network, absorb the content, and learn how to apply the content to your own specific situation or questions.

After the virtual training, you must complete the training evaluation within the virtual training platform. First, go to the event page and click "Review Event" for this training. Next, go to the "Evaluations and Certificates" tab on the left side of the screen, where you will find the blue "Take Evaluation" button. After completing the evaluation survey, the blue button will change from "Take Evaluation" to "Print Certificate". Click that "Print Certificate" button to automatically get your certificate!

Should you encounter any issues, please click the "Live Support" blue button on the bottom right hand side of the screen, or reach out to the Virtual Experience Team at the contact info below to get your questions answered.

NACHC Online Support and Virtual Experience Team: [support@digitellinc.com](mailto:support@digitellinc.com)

The screenshot shows the event page for the 'HEALTH CENTER FINANCIAL OPERATIONS MANAGEMENT SEMINAR'. On the left, a navigation menu lists 'Event Summary', 'Watch Archives', 'Handouts', 'Evaluations and Certificates' (circled in red), and 'Technical Support'. The main content area features a search bar, a 'Preferred Timezone' dropdown set to 'Eastern', and a 'Training Evaluation' section. The evaluation section shows the date and time '11:40am - 11:45am Eastern - February 28, 2020' and 'Credits Available: 20.40 Accountants (CPE)'. A blue 'Print Certificate' button is circled in red. At the bottom right, a 'Live Support' button is circled in red.

*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 20.5 percent of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.*

# Elevating Health Center Operations (EHCO)

## Agenda

### Day 1 Tuesday, June 15, 2021

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*All times listed are Eastern*

12:00pm – 12:20pm **Welcome and Introduction to Elevating Health Center Operations**

12:20pm – 1:50pm **The New Leadership Challenge**

Becoming and/or remaining an employer of choice with a focus on creating a positive workplace culture and well-being will be the ones where employees can be easier to recruit and retain. This session will focus on what this looks like in your health center and the steps it will take to get there. You will hear from a CEO who led his health center to become recognized as the first ever FQHC Employer of Choice through Employer of Choice International and the components necessary to achieve this status at your center.

*Instructor: **Gary Campbell**, President, Impact2Lead*

*Credits Available: 1.8 CPE, 1.5 CEU*

1:50pm - 2:00pm **Break**

2:00pm - 3:30pm **Behavioral Health Best Practices in Telehealth**

This session will offer best practices in integrating behavioral health into a telehealth platform. The presenters will provide tools on workflow, marketing strategy and approaches to those looking to refine or expand their existing behavioral health services.

*Instructors: **Suzanne Bailey, PsyD**, COO, Cherokee Community Health Center*

***Andy Rhea**, CIO, Cherokee Community Health Center*

*Credits Available: 1.8 CPE, 1.5 CEU*

3:30pm -3:45pm **Break**

3:45pm -5:00pm **Emergency Management Approaches**

Participants will have a greater understanding of how to apply supply chain and situational awareness to their emergency preparedness plans, partnering with EHR continuity of care platforms and how to pivot to move emergency preparedness plans from just staff and personnel management to also include partnerships, coordination and visibility.

*Instructors: **Nicolette Louissaint, PhD, MBA**, Executive Director, Healthcare Ready*

***Lee Kim**, Director, Privacy and Security, HIMSS*

*Credits Available: 1.5CPE, 1.25 CEU*

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**Note: Topics and presenters are subject to change as of 6/1/21**

# Agenda (cont.)

## Day 2      Wednesday, June 16, 2021

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*All times listed are Eastern*

- 12:00pm - 1:30pm      **Navigating Changes with the “New” Workforce**  
This session will offer tools to improve employee engagement, recruitment and retention of staff and what this means for new permanent remote work. It will also incorporate approaches to supporting burned-out staff, peer-to-peer support, serious medical errors that have occurred, self-care, staffing and the importance of paying attention to your people.  
*Instructor: **Charlene Frail-McGeever, MBA, CPCS, Medcreds Plus, LLC***  
*Credits available: 1.8CPE, 1.5CEU*
- 1:30pm - 1:45pm      **Break**
- 1:45pm - 3:00pm      **Data Dashboards for Decision-Making**  
This session will focus on using data dashboards and how they can be utilized to assist leadership in critical decision-making and strategy. As operations leaders, you typically are responsible for gathering data and developing the dashboards; you will be offered tools to ensure that data is presented to leadership in a way that is most useful.  
*Instructors: **LuAnn K. Kimker, RN, Vice President, Clinical Innovation, Azara Healthcare***  
***Emily Holzman, Senior Client Success Specialist, Azara Healthcare***  
*Credits available: 1.5CPE, 1.25CEU*
- 3:00pm - 3:15pm      **Break**
- 3:15pm - 4:30pm      **DEI Roundtable Discussion**  
Participants will learn the components, commitment and steps it takes to successfully build a program from the ground up or enhance the one you have in place now. Health centers were no different and now it is a business priority for executives and boards alike. In this roundtable, you will hear from a health center in Virginia who became the first to formalize their program.  
*Instructors: **Gary Campbell, President, Impact2Lead***  
***Leigh Ann Oravec, Inclusion and Diversity Consultant, Impact2Lead***  
***Justin Mercer, Associate Director of Inclusion and Diversity, Johnson Health Center***  
*Credits available: 1.5CPE, 1.25 CEU*
- 4:30pm - 5:00pm      **Wrap-up/Panel Q&A**

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***Note: Topics and presenters are subject to change as of 6/1/21***

## REGISTRATION FORM

# Elevating Health Center Operations (EHCO)

## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

## COST INFORMATION\*

### Elevating Health Center Operations (EHCO)

Early Bird Registration \$575 per person  
(if received by June 1, 2021) \$ \_\_\_\_\_

Regular Registration \$675 per person  
(if received after June 1, 2021) \$ \_\_\_\_\_

## 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 June 8, 2021.**



## Elevating Health Center Operations (EHCO)

June 15-16, 2021

Virtual Only

### Three Ways To Register:



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://www.nachc.org). Click Trainings, find the date and name of the training and click "register now."



#### MAIL

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



#### FAX

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

**NOTE: DO NOT mail or fax your forms after June 8, 2021.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before June 8, 2021.

- Cancellations received on/before June 8, 2021 will be assessed a \$100 processing fee.
- Cancellations received after June 8, 2021 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

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