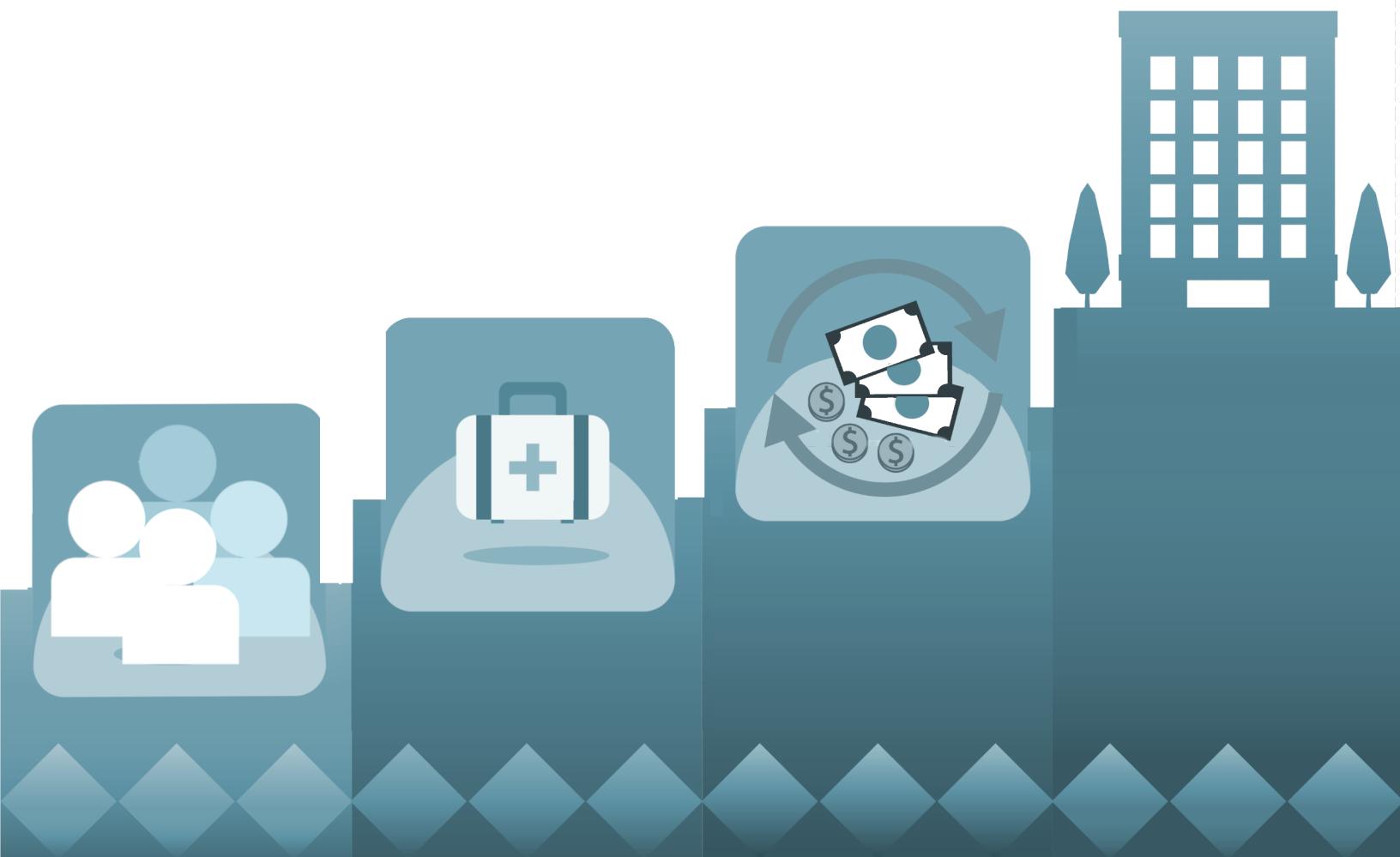


**January 19-20, 2022**

## **Starting with Success: Building & Enhancing your Health Center**



Offered by:  
**NATIONAL ASSOCIATION OF  
Community Health Centers®**



## 2022 TRAINING

### Starting with Success:

#### Building and Enhancing Your Health Center

This program has been recommended for 9 CEU credits.

**Delivery Method:** Group Internet-Based

**Program Level:** Basic

**Prerequisites and or Pre Work:**  
None

**Duration of Training:** 2 Days

Starting, maintaining, and growing a successful health center requires a firm grasp of many statutory and regulatory requirements in addition to a range of financial, operational, and care delivery systems.

*Starting With Success: Building and Enhancing Your Health Center*, is a two-day virtual training workshop that delivers a comprehensive, nuts-and-bolts training curriculum for leaders and organizations seeking a true “Health Center 101.” **Day 1** provides learners an in-depth overview of HRSA’s Health Center Program and covers foundational elements such as Scope of Project, HRSA’s Compliance Program, and Health Center Governance. **Day 2** highlights how health centers operationalize and finance the services they provide with introductory sessions on health center staffing, collaborations, data monitoring and reporting, budgeting, and the sliding fee discount program.

Faculty for this workshop include a unique mix of staff from HRSA’s Bureau of Primary Health Care, NACHC, former health center leaders, and consultant subject matter experts.

#### Learning Objectives

As a result of this training, you will be able to:

- Better describe basic concepts related to HRSA’s Health Center Program.
- Apply key concepts related to operating and financing a health center to your organization.
- Interact with health center industry experts/colleagues and learn what makes your health center unique.

#### Faculty

- Representatives from the Bureau of Primary Health Care/Health Resources & Services Administration
- NACHC Subject Matter Experts
- Current and Former Health Center Leaders, Board Members, and OSV Reviewers

*See Agenda for Full Details*

#### **Virtual Only • January 19-20, 2022**

Please note: This event will take place LIVE in Eastern Daylight Time (EDT).

**Registration is based on a 100 -participant capacity or the online registration cutoff date, whichever occurs first. \***

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

#### Training Pricing Information

- Early Bird Registration Fee: \$650 if received by January 5, 2022
- Regular Registration Fee: \$750 if received after January 5, 2022

**\*Registration Cutoff Date (Last day to register online): January 14, 2022 or until sold out.**

To register online for this seminar, visit: [www.nachc.org](http://www.nachc.org) and click Trainings & Events.  
For questions or comments, contact [trainings@nachc.org](mailto:trainings@nachc.org) or call (301) 347-0400.



#### NACHC Trainings Are Green!

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

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

# Training Information

## Who Should Attend?

This training workshop is specifically targeted to *new, veteran, and future* health centers and your leaders – CEOs, CFOs, COOs, Site Administrators, Development Staff, Board Members, etc. – seeking more knowledge of HRSA's Health Center Program and promising practices. Organizations seeking 330-Funded or Look-Alike Status have also attended this training workshop.

## Virtual Learning Platform Information

Check out the virtual training platform as well as NACHC's Online Resource Library, at:

[conferences.nachc.org](http://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 is your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available during the training. 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 to the virtual experience team at the contact below.

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



### Welcome, JANE/JOHN DOE!

## Credits, Certificates, and Evaluation

**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!

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. Accordingly, we recommend that you pose comments, ask questions, and engage with peers to make the most out of your virtual training experience.

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)

# Starting with Success

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## Day 1: Wednesday, January 19 | HEALTH CENTER FOUNDATIONS

11:00 am	<b>Welcome</b> <i>Ted Henson, Director, Health Center Growth &amp; Development, NACHC</i>
11:15 am	<b>Session 1: Health Center Program Overview</b> This broad overview of the Health Center Program will lay the foundation for the in-depth content you will receive throughout the two-day training, providing valuable background on what a health center is and how to become part of the Health Center Program. HRSA staff will also address your questions in an interactive Q&A. <i>Joanne Galindo and Emily Kane-Lee, Expansion Division, OPPD, HRSA</i> <i>Erin Nicole Gardner Davis &amp; CDR Kevin Bates, OHCPM, HRSA</i> <i>1.0 CEU</i>
12:15 pm	<b>Break</b>
12:25 pm	<b>Session 2: Health Center Foundations: Continuous Compliance</b> Continuous compliance with HRSA's expectations is central to the Health Center Program and critical to your health center's success. This session will provide an orientation to the Health Center Program Requirements and HRSA Compliance Manual. You will also learn what to expect during HRSA's operational site visit (OSV) and how to prepare for not just a successful OSV but a state of continuous compliance as well. <i>Jen Genua, CEO, Genua Consulting</i> <i>1.0 CEU</i>
1:25 pm	<b>Break</b>
1:50 pm	<b>Health Center Foundations: Scope of Project 101</b> Your health center's scope of project defines what your health center does and what your approved budget can cover. This session will describe the five key elements of scope of project – sites, services, providers, service area, and target population—and provide strategies for determining your health center's scope. Specifically, this session will walk you through Forms 5A, 5B, and 5C, discuss changes in scope, and answer all your scope questions in an interactive Q&A session. <i>Jen Genua, CEO, Genua Consulting</i> <i>1.5 CEU</i>
3:20 pm	<b>Break</b>
3:30 pm	<b>Health Center Foundations: Governance 101</b> Governance is a fundamental and defining aspect of the Health Center Program. This session will provide clarity about the roles and responsibilities of a health center board, describe characteristics of high-performing boards, and outline strategies for health center leadership and staff to partner successfully with their board. <i>Emily Heard, Director, Health Center Governance, NACHC</i> <i>Steven Sera, AAMS, Board Chair, MHC Healthcare</i> <i>1.25 CEU</i>
4:45 pm	<b>Day 1 Wrap Up &amp; Workbook Review</b> <i>Ted Henson, Director, Health Center Growth &amp; Development, NACHC</i>
5:00 pm	<b>Adjourn</b>

# Starting with Success

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## Day 2: Thursday, January 20 | HEALTH CENTER OPERATIONS AND FINANCE 101

11:00 am	<b>Day 2 Welcome</b>
11:10 am	<b>Health Center Operations: Staffing Your Health Center</b> Having the right team in place is essential to delivering your services, providing good customer service, and fulfilling your mission. This practical session will focus on staffing your health center and chapters of the HRSA Compliance Manual that address staffing. This session will explore considerations around building your key management team, non-clinical and clinical staff including staffing mix, productivity, and different care team models. The session will describe strategies for recruitment, retention, and training. <i>Amanda Laramie, COO, Coleman Associates</i> 1.0 CEU
12:10 pm	<b>Break</b>
12:25 pm	<b>Health Center Operations: Collaborations and Contracts</b> If you don't have the staff to deliver certain services, collaborations can fill that gap. In this session, you will learn the ins and outs of delivering services via formal contracts, referral agreements, and subawards, as well as the important distinctions between each type of collaboration. This session will describe the way general collaborations and affiliations can also support your health center's operations. <i>Amanda Laramie, COO, Coleman Associates</i> 0.75 CEU
1:10 pm	<b>Break</b>
1:25 pm	<b>Health Center Operations: Clinical Quality and Data</b> Part of improving your health center's operations is understanding how to track performance through clinical quality data and other key operational statistics. This session will provide an overview of compliance requirements around quality assurance and quality improvement activities and policies. This session will also explore some of the key performance measures and operational data your health center should be tracking and describe how this data can support efforts around value-based care, quality awards, and PCMH recognition. <i>Shannon Nielson, MHA, PCMH-CCE, Curis Consulting</i> 1.0 CEU
2:25 pm	<b>Break</b>
2:35 pm	<b>Health Center Finances: Billing, Collections, and Sliding Fee Discount Program</b> Effective billing and collections practices are important to your health center's sustainability. In this session, you will learn the key components of health center billing, collections, and reimbursement. We will also review the ins and outs of the Sliding Fee Discount Program, one of the hallmarks of the Health Center Program, and strategies for ensuring you receive payment while also addressing financial barriers to care. <i>Gervean Williams, Director, Health Center Finance Trainings</i> 0.75 CEU
3:20 pm	<b>Break</b>
3:35 pm	<b>Health Center Finances: Budgeting and Reporting</b> All health centers want to maintain strong financial systems and practices, to stay compliant, fiscally responsible, and of course viable. This session provides an overview of a health center's budgeting process, important financial management and control policies, and key internal and external reports to support fiscal management, transparency, and regulatory requirements. By the end of the session, you will feel more prepared to find that perfect balance between margin and mission. <i>Gervean Williams, Director, Health Center Finance Trainings</i> 0.75 CEU
4:30 pm	<b>Day 2 Wrap-Up &amp; Workbook Review</b> <i>Ted Henson, Director, Health Center Growth &amp; Development, NACHC</i>
5:00 pm	<b>Adjourn</b>

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# REGISTRATION FORM

## Starting with Success

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

### COST INFORMATION\*

#### Starting with Success

Early Bird Registration	\$650 per person (if received by January 5, 2022) \$_____
Regular Registration	\$750 per person (if received after January 5, 2022) \$_____

### 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 January 5, 2022.**



### Starting with Success

January 19-20, 2022

**Virtual Only**

### Three Ways To Register:

 **ELECTRONICALLY**  
Online registration is available.  
Go to [www.nachc.org](http://www.nachc.org)  
Click Trainings & Events, 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 **Mail registration by January 5, 2022**

 **FAX**  
Send registration form with credit card information to (301) 347-0457. **Fax registration by January 5, 2022.**

**NOTE: Registration forms will not be processed without payment.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before January 5, 2022.

- Cancellations received on/before January 5, 2022 will be assessed a \$100 processing fee.
- Cancellations received after January 5, 2022 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 [trainings@nachc.org](mailto:trainings@nachc.org)