



PRACTICAL ART OF HEALTH CENTER OPERATIONS

**FEBRUARY 22-23, 2022
VIRTUAL TRAINING**



OFFERED BY: [®]
NATIONAL ASSOCIATION OF
Community Health Centers

This program has been recommended for 9.0 CEU, or 10.8 CPE credits in the "Specialized Knowledge" category.

Delivery Method: Group Live

Program Level: Basic

Prerequisites and or Pre Work:
None



**NACHC Trainings
Are Green!**

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

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

2022 TRAINING

Practical Art of Health Center Operations (PAHCO)

The Practical Art of Health Center Operations is a training that delivers proven strategies, techniques, and best practices to enhance health center operations. The sessions demonstrate how health centers can improve the patient experience by ensuring appropriate staff, processes, and procedures are efficient and patient-centered.

The agenda is designed by, and for, Chief Executive Officers, Chief Operating Officers, Practice/Clinic Managers, Data and Informatics Analysts, and other clinical and non-clinical managers and supervisors. Participants will find best practice solutions for re-engineering processes and implementing staff recruitment, engagement, and retention techniques to create a high-performing organization. Participants will receive relevant examples of performance measures for effective decision-making, strategies to retain great staff, an overview of the budgeting process, tools for engaging patients and a platform to discuss the impact of Social Determinants of Health data.

Learning Objectives

By the end of this virtual two, half-day training, the participants will:

- ▶ Receive examples of how to keep/retain great staff including collecting ideas for preventing burnout on care teams and hear examples of what other health centers have tested for incentivizing staff.
- ▶ Assess their operations and make decisions about economic impact around adding providers, phone staff, reducing TNAA, hiring additional support staff, etc.
- ▶ Understand how PRAPARE enables health centers to better understand patient complexity, address social risks, and demonstrate value.
- ▶ Explain the key performance indicators to be used for monitoring sustainability and performance.
- ▶ Learn about tools available to assess patient needs.

Instructors:

Amanda Laramie, COO, Trainer, Coach, Coleman Associates

Melissa Stratman, CEO, Coleman Associates

Nalani Tarrant, MPH, PMP, Deputy Director, Social Drivers of Health, NACHC

Raisa Lisette Ugarte-Rivera, MA, Communication & Project Coordinator, IMPACTIVO

Sara Halpin, MPH, Program Specialist, Social Drivers of Health, NACHC

Shannon Nielson, MHA, PCMH-CCE, Principal Consultant & Owner, CURIS Consulting

Yuriko De La Cruz, MPH, CPHQ, Program Manager, Social Drivers of Health, NACHC

February 22-23, 2022 • Virtual Only

*Pricing Information

- Early Bird Registration Fee: \$650 if received by February 8, 2022
- Regular Registration Fee: \$750 if received after February 8, 2022

Registration is based on a 125-participant capacity or the online registration cut-off date, whichever occurs first.*

Last day to register online: February 18, 2022

To register online for this seminar, visit: www.nachc.org and click Trainings & Events.

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

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

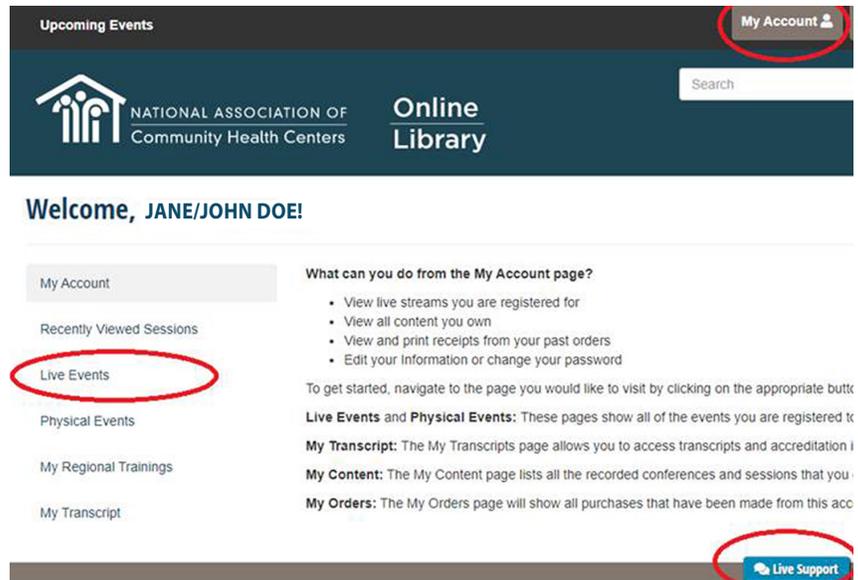
Login to the virtual training platform using the credentials you used to register for this training. Use the 'Forgot Password' function if unsure of your password, or reach out to our team at trainings@nachc.org to get login assistance.

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](https://conferences.nachc.org) 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



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.

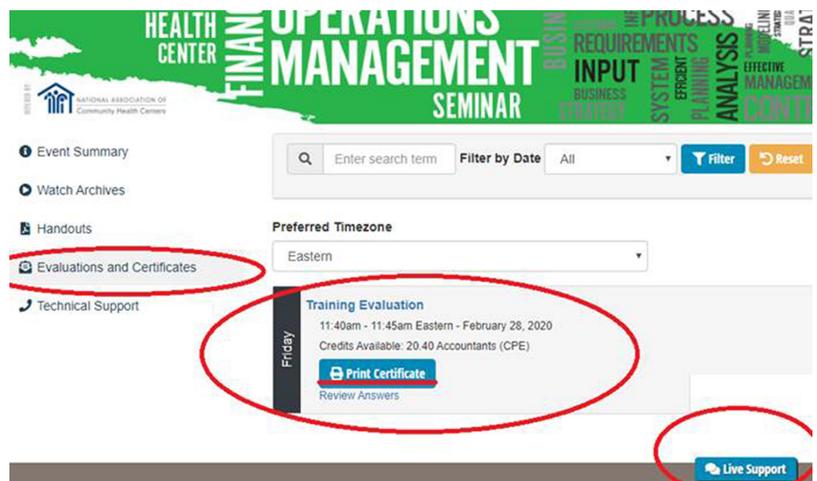
Throughout the live event, there will be randomized attention checks to ensure you are paying attention. These attention checks are required by the accrediting bodies. Please make sure you are paying attention so you can pass the required number of attention checks!

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



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Practical Art of Health Center Operations (PAHCO)

Agenda

Day 1 February 22, 2022 Virtual LIVE 12:00pm–5:00pm EST

- 12:00pm–12:20pm **Welcome & Introductions to the Practical Art of Health Center Operations**
- 12:20pm–1:50pm **How to Thrive Operationally... and not just survive ... in 2022: Looking at staff engagement, burnout, and retaining our best people**
This session helps health center operational leaders to assess and focus their energies on their ever-changing staff pool. This session will provide tips on attracting and retaining great staff. It will provide concrete steps to develop systems that will help us grow strongly in 2022 with a new health center workforce performing best operational practices for leveraging staff.
Instructor:
Amanda Laramie & Melissa Stratman, CEO, Coleman Associates
Credits available: 1.8 CPE, 1.5 CEU
- 1:50pm–1:55pm Break
- 1:55pm–3:25pm **Finance is from Mars, Operations are from Venus: Foundational steps to make a better marriage of finance and operations**
This session is a foundation for operational leaders to begin to develop complementary approaches to the operational and financial sides of running a health organization. This session will introduce concepts such as evaluating for grant vs visit revenue, assessing lost revenue streams, determining how to begin to turn the tide of the loss revenue through operational improvements as well as counteract the current implications of poor access and Value Based contracts.
Instructor:
Amanda Laramie & Melissa Stratman, Coleman Associates
Credits available: 1.8 CPE, 1.5 CEU
- 3:25pm–3:30pm Break
- 3:30pm–5:00pm **Supporting Health Center Transformation with Social Determinants of Health Data Using PRAPARE**
This session will provide an introduction to PRAPARE, how health centers are implementing the tool, and how PRAPARE data has accelerated care improvements, population health, and health equity. Presenters will also summarize how PRAPARE has enabled health centers to better plan for and allocate care resources more efficiently and effectively.
Instructor:
Nalani Tarrant, Sara Halpin & Yuriko De La Cruz, NACHC
Credits available: 1.8 CPE, 1.5 CEU
- 5:00pm **Virtual Networking Event**
Join us for some face time and connect with your Community Health Center colleagues as we discuss takeaways from day one!

Practical Art of Health Center Operations (PAHCO)

Agenda

Day 2 February 23, 2022 Virtual LIVE 12:00pm–5:00pm EST

- 12:00pm–1:30pm **Measuring, Reporting, and Evaluating Data for Accountability, Transparency and Performance: Part One**
The use of data in our health centers is more critical than ever before. With new, innovative ways to provide access to high quality care and a shift toward value-based payments, the process of gathering, understanding, and evaluating measurement data is vital for health centers. This session will focus on the various types of measurement for health centers; how to identify, measure, and report data for successful decision making; and how to prepare and engage health center staff for this new level of transparency.
Instructor:
Shannon Nielson, *CURIS Consulting*
Credits available: 1.8 CPE, 1.5 CEU
- 1:30pm–1:35pm Break
- 1:35pm–3:05pm **Measuring, Reporting, and Evaluating Data for Accountability, Transparency and Performance: Part Two**
Instructor:
Shannon Nielson, *Principal Owner & Consultant, CURIS Consulting*
Credits available: 1.8 CPE, 1.5 CEU
- 3:05pm–3:10pm Break
- 3:10pm–4:40pm **The Patient Journey Beyond the Clinic: Patient Engagement and Satisfaction**
Patient engagement and satisfaction are fundamentals for effectively executing patient centered care and related care models. When addressing patient engagement and satisfaction, we focus on the patient experience in the clinic and very often overlook the circumstances of a patient before and after the visit. In this session we will discuss patient engagement and satisfaction following the Patient Centered Medical Home concept areas. We will pay special attention to the concept of “Knowing and Managing Your Patients”. Understanding that social determinants of health play an important role in health outcomes and that identifying the needs of communities are key to developing a patient centered strategy.
Instructor:
Raisa Lisette Ugarte-Rivera, MA, *IMPACTIVO*
Credits available: 1.8 CPE, 1.5 CEU
- 4:40pm–5:00pm **WRAP-UP**

PAHCO Office Hour (Optional) Thursday March 24th from 2:00pm – 3:00pm ET

PAHCO Office Hour to Debrief on What Worked and Chat with Faculty.

REGISTRATION FORM

Practical Art of Health Center Operations (PAHCO)



Practical Art of Health Center Operations (PAHCO)

February 22-23, 2022

Virtual Only

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

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

COST INFORMATION*

Practical Art of Health Center Operations (PAHCO)

Registration is based on a 125-participant capacity or the indicated online registration cutoff date, whichever occurs first.

Early Bird Registration \$650 per person
(if received by February 8, 2022) \$ _____

Regular Registration \$750 per person
(if received after February 8, 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 February 8, 2022.

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 February 8, 2022.

NACHC CANCELLATION POLICY: All Cancellations must be in writing and must be received at NACHC on/before February 8, 2022.

- Cancellations received on/before February 8, 2022 will be assessed a \$100 processing fee.
- Cancellations received after February 8, 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 the Training & T/A Department at trainings@nachc.org