

Starting with Success

Day 1: Wednesday, January 25 | HEALTH CENTER FOUNDATIONS

11:00 - 11:30 am

Welcome

Ted Henson, Director, Health Center Growth & Development, NACHC

11:30 am – 12:30 pm **Session 1: Health Center Program Overview**

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.

Joanne Galindo and Emily Kane-Lee, Expansion Division, OPPD, HRSA

1.0 CEU

12:30 pm – 1:00 pm

Break

1:00 pm – 2:00 pm

Health Center Foundations: Continuous Compliance

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.

Jen Genua, CEO, Genua Consulting

1.0 CEU

2:00 pm - 2:15 pm

Break

2:15 pm – 3:15 pm

Health Center Foundations: Scope of Project 101

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.

Jen Genua, CEO, Genua Consulting

1.0 CEU

3:15 pm - 3:30 pm

Break

3:30 pm – 4:45 pm

Health Center Foundations: Governance 101

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.

Emily Heard, Director, Health Center Governance, NACHC

Steven Sera, AAMS, Board Chair, MHC Healthcare

1.25 CEU

4:45 pm - 5:00 pm

Day 1 Wrap Up & Workbook Review

Ted Henson, Director, Health Center Growth & Development, NACHC

0.25 CEU

5:00 pm

Adjourn

Starting with Success

Day 2: Thursday, January 26 | HEALTH CENTER OPERATIONS AND FINANCE 101

11:00 am - 11:10 am **Day 2 Welcome**

11:10 am – 12:10 pm **Health Center Operations: Staffing Your Health Center Part 1**

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 staff, and clinical staff, including staffing mix, and different care team models.

Amanda Laramie, COO, Coleman Associates

1.0 CEU

12:10 pm – 12:25 pm **Break**

12:25 pm - 1:10 pm **Health Center Operations: Staffing Your Health Center Part 2**

Attention to results is one of the most important qualities your leadership and Patient Care Teams can possess. This practical session will focus on how to measure and display performance, describe strategies for recruitment, retention, training as well as examine the keys to employee engagement and motivation.

Amanda Laramie, COO, Coleman Associates

0.75 CEU

1:10 pm – 1:25 pm **Break**

1:25 pm – 2:25 pm **Health Center Operations: Clinical Quality and Data**

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, and PCMH recognition.

Shannon Nielson, MHA, PCMH-CCE, Curis Consulting

1.0 CEU

2:25 pm – 2:35 pm **Break**

2:35 pm – 3:20 pm **Health Center Finance: Billing, Collections, and Sliding Fee Discount Program**

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. To conclude, we will touch on emerging topics such as the ending of the Public Health Emergency (PHE) and the No Surprise Billing Act.

Gervean Williams, Director, Health Center Finance Trainings

0.75 CEU

3:20 pm – 3:35 pm **Break**

3:35 pm – 4:30 pm **Health Center Finance: Budgeting and Reporting**

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.

Gervean Williams, Director, Health Center Finance Trainings

0.9 CEU

4:30 pm – 5:00 pm **Day 2 Wrap-Up & Workbook Review**

Ted Henson, Director, Health Center Growth & Development, NACHC

0.5 CEU

5:00 pm **Adjourn**