Navigating the Future: Empowering Health Centers Through Financial Sustainability, Operational Excellence, IT Advancements, and Resilience
WE ARE STRONGER TOGETHER

Join Today! Visit the NACHC Booth and mention this ad to receive 20% off your first-year Organizational Membership Dues!

Become a member of the National Association of Community Health Centers (NACHC) and stand with thousands of your health center colleagues to strengthen, preserve, and expand the health center mission. Membership is open to health centers, dedicated professionals, non-profits, corporations and students.

"NACHC is the only national organization dedicated solely to CHCs and the people we serve. Their leadership in preserving patient-centered boards, securing federal funding to care for the uninsured, and advocating for COVID-19 resources, are just a few of the reasons I am grateful for NACHC's work."

- Dr. Simon Hambidge, CEO, Denver Health’s Community Health Services, NACHC MEMBER
Navigating the Future: Empowering Health Centers Through Financial Sustainability, Operational Excellence, IT Advancements, and Resilience

Vision Statement
NACHC is the leading innovative change agent collaborating with affiliates and partners to advance Community Health Centers as the foundation of an equitable health care system free from disparities, and built on accessible, patient-governed, high-quality, integrated primary care.

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#NACHCEvents
## 2023-24 NACHC Board of Directors

### EXECUTIVE COMMITTEE

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Organization</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair of the Board</td>
<td>Paloma Hernandez, MS, MPH</td>
<td>Urban Health Plan, Inc.</td>
<td>Bronx, NY</td>
</tr>
<tr>
<td>Chair-Elect</td>
<td>Michael R. Taylor</td>
<td>Cornell Scott-Hill Health Corporation</td>
<td>New Haven, CT</td>
</tr>
<tr>
<td>Immediate Past Chair</td>
<td>Michael A. Holmes</td>
<td>Scenic Rivers Health Services</td>
<td>Cook, MN</td>
</tr>
<tr>
<td>Speaker of the House</td>
<td>Kimberly Chang, MD, MPH</td>
<td>Asian Health Services</td>
<td>Oakland, CA</td>
</tr>
<tr>
<td>Vice-Speaker of the House</td>
<td>Vacant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secretary</td>
<td>Sue Veer, MBA, CMPE</td>
<td>Carolina Health Centers, Inc.</td>
<td>Greenwood, SC</td>
</tr>
<tr>
<td>Treasurer</td>
<td>John Santistevan</td>
<td>Salud Family Health Centers</td>
<td>Ft. Lupton, CO</td>
</tr>
<tr>
<td>Consumer/Board Member Representative</td>
<td>Virginia “Ginger” Fuata</td>
<td>Waianae Coast Comprehensive Health Center</td>
<td>Waianae, HI</td>
</tr>
<tr>
<td>Parliamentarian</td>
<td>Aaron Todd</td>
<td>Iowa Primary Care Association</td>
<td>Des Moines, IA</td>
</tr>
</tbody>
</table>

### REPRESENTATIVES FROM CHARTERED REGIONS

| REGION I              | Susan Joss                                    | Brockton Neighborhood Health Center              | Brockton, MA |
|                       | VACANT                                        |                                                   |              |
| REGION II             | Kemi Alli, MD                                 | Henry J. Austin Health Center                    | Trenton, NJ  |
|                       | Mary Ann Zelazny                              | Finger Lakes Community Health                    | Penn Yan, NY |
| REGION III            | Sonya Bruton, PsyD, MBA                       | CCI Health                                       | Silver Spring, MD |
|                       | Joan K. Lingen, MD                            | Eastern Shore Rural Health System, Inc.          | Onancock, VA  |
| REGION IV             | Carla Belcher                                 | Community Health Care Systems, Inc.              | Wrightsville, GA |
|                       | Steven Miracle                                | Georgia Mountains Health Services                | Blue Ridge, GA |
| REGION V              | David L. Brown                                | Family Medical Center of Michigan, Inc.          | LaSalle, MI   |
|                       | Veronica Clarke                               | TCA Health, Inc.                                 | Chicago, IL   |

### NATIONALLY ELECTED REPRESENTATIVES

<table>
<thead>
<tr>
<th>CLINICIAN REPRESENTATIVES</th>
<th>Health Center Board Member Representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel Miller, MD</td>
<td>Stan McKee</td>
</tr>
<tr>
<td></td>
<td>Carevide</td>
</tr>
<tr>
<td></td>
<td>Greenville, TX</td>
</tr>
<tr>
<td>Felix M. Valbuena, Jr., MD</td>
<td>Deborah Woolford</td>
</tr>
<tr>
<td></td>
<td>Park West Medical Center</td>
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<tr>
<td></td>
<td>Baltimore, MD</td>
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</tbody>
</table>
WELCOME

What an honor it is for me to welcome you to the 2023 Financial, Operations Management/Information Technology (FOM/IT) Conference & Expo of the National Association of Community Health Centers. This marks the 14th FOM/IT — and my first as CEO and President of NACHC!

We are proud that FOM/IT is the premier national gathering of Community Health Center professionals interested in cutting-edge practices to bolster operations, health information technology, finance, workforce, and more.

As health centers stretch to meet the soaring demand for primary care services and adapt to new technologies and trends, we have worked hard to provide educational sessions to help you succeed in the ever-evolving healthcare landscape.

This year’s conference theme sums up our purpose — Navigating the Future: Empowering Health Centers Through Financial Sustainability, Operational Excellence, IT Advancements, and Resilience. Our steering committee of health center leaders, spanning the nation, selected the 24 education sessions and two general sessions on the agenda. Tracks include Finance, Operations, Information Technology, and Workforce.

Overall, the 2023 FOM/IT program aims to ensure your long-term success while future-proofing your operations. All the while centering your work in health equity — and ensuring that no one is left behind from the right to high-quality, culturally competent, patient-directed healthcare.

We hope you’re able to network, share ideas with colleagues and industry leaders, recharge, and feel like you come away with promising practices you can implement back home.

On behalf of the NACHC Board and staff, thank you for joining us for these next two days as we delve into the strategies and best practices to support you in navigating future challenges with confidence and securing your health center’s vital role in healthcare delivery.

Kyu Rhee, MD, MPP
President and CEO

#NACHCEvents
True Partners in Care

Centene is committed to transforming the health of the communities we serve, one individual at a time. We know that every community faces unique challenges, which is why each of our health plans are managed, staffed, and real time decisions are delivered locally. Through our partnerships with FQHCs, hospitals, and physicians, we offer better solutions for better outcomes at lower costs.
General Information

Accessing Conference Handouts

Conference handouts can be accessed on the NACHC Mobile App and the NACHC Conferences virtual platform. The NACHC Mobile App is only accessible on mobile devices (smartphones, tablets, or Kindles). Download the app by searching for “NACHC Mobile” in either the Apple Store or Google Play Store. If your device does not have access to these stores, the mobile app cannot be installed on your device. All conference attendees, in-person or virtual, have access to the NACHC Conferences virtual platform.

If you wish to access session handouts, evaluations, and speaker bios, simply log in to the NACHC Mobile App (see page 6 for details) or the NACHC Conferences virtual platform (https://conferences.nachc.org/nachc/) from your device; you can do this both during and ahead of the conference. Use your NACHC login and password to access the site.

Forgot your password? Go to the nachc.org website; on the top menu, click Membership, then click Manage Your Account, then under Membership Management, click Forgot your Password and enter your email address. You will immediately receive an email with your iMIS login and password. Once you have logged in to the virtual platform, click My Account at the top of the page, then click Live Events on the left-hand navigation bar on the page that follows. From here, you can select the conference and access additional information for that event, including handouts, session evaluations, certificates, and recorded sessions shortly after the event concludes.

Wi-Fi Access

Internet access will be available throughout the 2023 FOM/IT Conference areas and EXPO Hall.

Follow these simple steps for access:

To Log In:

1. Go to Wi-Fi list on phone, laptop, or other device.
2. Click on Caesars Resorts to connect.
3. Caesars Resorts splash page will pop up.
4. Check box to agree to terms and click CONNECT to begin browsing the Internet.

Note: NACHC cannot provide end-user support and personal assistance for PC configuration or troubleshooting; and does not screen or restrict access to any content placed on or accessible through the Internet.

Conference Code of Conduct

All attendees, speakers, sponsors, and volunteers at our conference are required to agree with the following code of conduct. NACHC will enforce this code throughout the event. We expect cooperation from all participants to help ensure a safe environment for everyone.

Our conference is dedicated to providing a harassment-free experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. We do not tolerate harassment of conference participants in any form. This also includes inappropriate physical contact and unwelcome sexual attention. Sexual language and imagery are not appropriate for any conference venue including talks, workshops, social events, and all online social media/networking platforms. Participants asked to stop any harassing behavior are expected to comply immediately. Conference participants violating these rules may be sanctioned or expelled from the conference without a refund at the discretion of NACHC.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the conference staff immediately.
Mobile App
Interact with speakers and colleagues both on-site and online!
• Submit questions to presenters
• Participate in real-time polls
• Receive important updates
To access the NACHC MOBILE APP, you will need your iMIS login and password.

Feedback/Polling
Participate in workshops using the Feedback/Polling feature in the mobile app. Submit questions to the presenter(s) and respond to poll questions in real time. You'll see everyone's comments and/or questions and you can up-vote the ideas you agree with.

HOW TO PARTICIPATE:

How to locate and download the Mobile App from Google Play Store or Apple:

1. Launch the Google Play Store or App Store
2. Search for NACHC Mobile
3. Tap the event app icon/listing
4. Tap Install
5. Enter Google ID or Apple ID password and click OK
6. Tap Accept and Download
7. App will download and display on your phone
8. Tap the NACHC Mobile App
9. Tap the ≡ icon
10. Tap 2023 FOM/IT

Once you have downloaded the mobile app, you MUST log in to access presentations and participate in polls and feedback requests.

Note: Adobe Reader MUST be installed on your android device to open the presentations.

Forgot your iMIS login and password?

1. Go to a browser and type in NACHC.org
2. On the top menu, click Membership
3. Click Manage Your Account, then under Membership Management, click Forgot your Password
4. Enter your email address

You will immediately receive an email with your iMIS login and password.
Delivering the support your community needs

Count on McKesson to provide the right products and services to help you meet today’s challenges and prepare for what’s ahead.

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866.MCK.ANSWer (866.625.2679)
mms.mckesson.com/community-health-centers

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Registration and Speaker/Exhibitor Check-In

**Registration**

Registered attendees can pick up badges and conference materials at the **REG O/D A&B Registration Desk** during the following hours:

- **Monday, October 23**: 3:00pm – 5:00pm
- **Tuesday, October 24**: 7:30am – 4:00pm
- **Wednesday, October 25**: 7:00am – 12:30pm

**Speaker Check-In**

Upon arrival, all speakers should report to the **REG O/D A&B Registration Desk** to pick up badges and review/upload presentations during the following hours:

- **Monday, October 23**: 3:00pm – 5:00pm
- **Tuesday, October 24**: 7:30am – 4:00pm
- **Wednesday, October 25**: 7:00am – 3:45pm

**Exhibitor Check-In**

Upon arrival, all exhibitors should report to the **Paris Foyer** to pick up badges and booth packets during the following hours:

- **Monday, October 23**: 12:00pm – 5:00pm
- **Tuesday, October 24**: 7:30am – 4:00pm
- **Wednesday, October 25**: 7:00am – 9:30am

**Conference Hotel**

**Paris Las Vegas**
3655 Las Vegas Blvd. South
Las Vegas, NV 89109
Hotel Direct: (877) 796-2096

NACHC gratefully acknowledges the sponsor of **Tote Bags**: eClinicalWorks

NACHC gratefully acknowledges the sponsor of **Lanyards**: OSIS
Conference Basics

Business Center
The FedEx Business Center can serve as your extended office while you are in town. Located on the lobby level, at the walkway between the Paris and Horseshoe hotels, the business center offers a full range of services, including photocopying, faxing, word processing, computer workstation rental, and much more. You can contact the business center at (725) 238-7140.

**Business Center Hours:**
- Monday – Friday: 8:00am – 5:00pm
- Saturday – Sunday: 9:00am – 3:00pm

Cellular Telephones
**PLEASE TURN OFF Your Cell Phone**
Please be considerate of others. Ringers on cell phones and other electronic devices should be turned off or switched to vibrate or silent mode in conference education sessions, meetings, and social events.

Conference Attire
We invite you to dress in comfortable business casual attire for the conference. Hotel meeting rooms can sometimes be chilly, so you are advised to bring a sweater or light jacket.

Lost and Found
Please check with the hotel’s front desk for lost and found items.

Membership
Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400 or obtain a membership application by visiting the NACHC Booth (#411) in Rivoli A-C.

NACHC’s Statement of Personal Accountability for Registered Attendees, Exhibitors, Speakers, and Guests
To review this statement, refer to the NACHC Mobile App or our conference website at https://www.nachc.org/conference-page/financial-operations-management-information-technology-fom-it-conference-expo.

Consent to Use of Photographic Images
Registration and attendance at or participation in all NACHC conferences and other activities constitutes an agreement by the registrant to NACHC’s use and distribution (both now and in the future) of the registrant’s or attendee’s image or voice in photographs, videotapes, electronic reproductions, audio files and/or contents of any communications of such events and activities.

Need Help?
We want to ensure that your attendance at this conference is an enjoyable experience. If we can be of any assistance, please call on any member of the Events Team.

Angélique A. Wilkins, MPS
Senior Vice President, Communications and Events

Jason G. Watkins, CAE, CMP
Associate Vice President, Event Operations

Vernetta Copeland
Director, Event Partnerships

Lisa Garrett, CMP
Director, Event Logistics

Bryan Kirkland, CAE, DES
Director, Event Program Development

Laura Headrick
Deputy Director, Event Partnerships

Elizabeth Breidenbach, DES
Specialist, Event Logistics

Helene Slavin, DES
Manager, Event Program Development

Taylor Walker
Manager, Event Logistics

Eve Giordano, MPH
Specialist, Event Logistics

#NACHCEvents
FOR unmatched industry insight, VISION matters

FORward VISION revives

We applaud that the lives you mend begin with your vision of making a positive impact in the world. Our vision is helping make yours a reality. Whether you’re looking to navigate regulatory compliance, reduce risk, or identify reimbursement opportunities, our forward-thinking professionals can help you prepare for what’s next.

FORVIS ranks among the nation’s top 10 public accounting firms, helping unlock the potential of our clients, people, and communities. We deliver an Unmatched Client Experience® with assurance, tax, and consulting services that reflect our exceptional capabilities and uncommon commitment to excellence.

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forvis.com/chc
Continuing Education

By attending education workshops, participants may qualify for continuing education units. Only full-paying participants and daily registrants are eligible for continuing education credits.

Due to individual state-by-state requirements, nurses and lawyers should have their badges scanned, complete the Session Evaluation on the NACHC Mobile App or the conference virtual platform, and go to the NACHC Online Library at https://conferences.nachc.org/nachc to download a certificate of completion to submit to state licensing organizations when applying for credits.

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 through NASBA’s website at www.nasbaregistry.org.

(Sponsor #108392)

Delivery Method: Group Live and Group Internet-Based
Program Level: Basic
Duration of Training: Two days

This program is being considered by the National Association of State Board of Accountancy (NASBA) for 12.6 continuing education contact hours in the “Specialized Knowledge” category.

For questions or complaints, please contact Helene Slavin at hslavin@nachc.com or (301) 347-0400.

Other Health Professionals (CEU)
The NACHC Certificate of Participation may be used toward state licensing requirements for a variety of disciplines requiring continuing education credits (e.g., health educators, nurses, physician assistants, doctors of osteopathic medicine, etc.). It is recommended that a Certificate of Participation and a copy of a conference program be submitted to your state-licensing agency.

Printing Certificates
To print continuing education certificates, in-person attendees must have their badges scanned and session evaluations completed. Following the conference, all scans must be verified prior to printing certificates. This process takes a few days after the conference to complete. Once complete, in-person attendees should visit the NACHC Conferences virtual platform at https://conferences.nachc.org/nachc; sign in with your IMIS login and password, access the FOM/IT Conference, click on “Evaluations” from the top menu, and print your certificate.

Virtual attendees must respond to the majority of alertness checks during sessions, and complete session evaluations on the NACHC Conferences virtual platform to print certificates.

In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via the NACHC Online Library at https://conferences.nachc.org/nachc.

NACHC Online Library — Continuing education right at your fingertips

The world of NACHC events is just a click away! The NACHC Online Library is your online portal to educational content from all NACHC events. All FOM/IT education sessions are FREE to ALL paid 2023 FOM/IT attendees.

This valuable online service provides access to meeting content on digital media — WHENEVER you need it — captured live and available to you via the NACHC Online Library! View courses online (as released for inclusion), captured as true multimedia re-creations with synchronized slides, handouts, and much more. This is an excellent training tool and resource for missed courses.

The NACHC Online Library provides:

• Quick and easy access to past and current content from NACHC conferences and other training events.
• The opportunity to earn additional continuing education credits in the professional disciplines currently offered on-site at NACHC conferences.
• Session recordings.

Note: To access the NACHC Online Library, visit https://conferences.nachc.org/nachc and log in using your IMIS login and password (see page 6 for IMIS login). If you need login assistance or additional information, contact trainings@nachc.com or call (301) 347-0400.

Scanning and Evaluations

To receive Continuing Education Units (CEUs) at this NACHC conference, ALL attendees must:

• Have their conference badges scanned by room monitors at the end of each education session attended, if participating in person.
• Respond to alertness checks if participating virtually.
• Complete session evaluations on the NACHC Mobile App or the NACHC Conferences virtual platform at the conclusion of each session attended.

These simple steps ensure that CEUs are accurately processed and valuable feedback is provided for the development of future NACHC programs.

This icon designates sessions that will be live-streamed or audio-streamed and recorded for the NACHC Online Library. These sessions will also be available online after the conference concludes and are FREE to ALL paid 2023 FOM/IT attendees.

#NACHCEvents
Social Media and Conference Contest

Join the FOM/IT Conversation on Social Media

Share your conference experience, in real time, by using #NACHCEvents when you post about the FOM/IT on Facebook; X, formerly known as Twitter; LinkedIn; and Instagram. Be sure to follow @NACHC on X at (www.twitter.com/nachc) for important updates before and during the conference.

Show Your Health Center Spirit: First Place Wins a $200 Visa Gift Card!

Help us celebrate YOU and your organization’s achievements at this year’s FOM/IT Spirit Day on Tuesday, October 24. Represent your organization by proudly wearing your health center’s unique swag. In-person attendees are encouraged to post photos live from FOM/IT for a chance to win one of three Visa Gift Cards.

Instructions

- Post a photo from your personal or organizational account on the social media channel of your choice – X, LinkedIn, Facebook, or Instagram.
- Use the #NACHCEvents hashtag.
- Make sure your social media stream is visible (not private).
- Post all photos by 5:00pm PT on Tuesday, October 24.

You or your organization will have a chance of winning one of three Visa Gift Cards in a random drawing:

- **First Place:** $200 Visa Gift Card
- **Second Place:** $100 Visa Gift Card
- **Third Place:** $50 Visa Gift Card

Announcement of Contest Winners

The contest winners will be announced on Tuesday at 6:00pm PT on social media and at the NACHC Booth (#411) in the EXPO Hall (Rivoli A-C)!

Remember to follow NACHC’s social media channels:

- X @NACHC
- LinkedIn.com/company/NACHC
- Instagram: @NACHC
- Facebook: NACHC

The National Association of Community Health Centers recognizes the 2023 FOM/IT Field Steering Committee members for their commitment of time and service. Thank you.

Tina Adamson, PHR, SHRM-CP
Vice President of Human Resources, Primary Health Network, Sharon, PA

Chandra Beasley, MBA, MHRM, MNSA, MPA, CLSSGB
Director of Information Technology and HCCN Program Director, South Carolina Primary Health Care Association, Columbia, SC

Veronica Clarke, MS
Chief Executive Officer, TCA Health, Inc., Chicago, IL

Tami Fife, MHS
Chief Operating Officer and CIO, Terry Reilly Health Services, Nampa, ID

Melissa Mitchell, MSS, LSSGB
Chief Innovation and Strategy Officer, HealthLinc, Valparaiso, IN

Isaiah Nathaniel, CPHIMS
Vice President and CIO, Delaware Valley Community Health Center, Inc., Philadelphia, PA

Jeremy Radziewicz, MAcc
Chief Financial Officer, CHI-Community Health of South Florida, Inc., Miami, FL

Alfredo Reynoso, MHA
Chief Operations Officer, Universal Community Health Center, Los Angeles, CA

Penny Yang
Chief Financial Officer, Hope Clinic, Houston, TX
You’re in good hands and even better company.

HIT Solutions to improve patient health

Workforce Solutions to optimize care teams

Operational Solutions to grow with resilience

With over 20 years of experience helping providers improve care outcomes, expand access, and drive health equity nationwide,

OCHIN is here for you.

Come see us at booth #119 or learn more at ochin.org.

OCHIN
## Education Sessions At-A-Glance

(as of October 2, 2023 and is subject to change)

All times listed are Pacific.

### Monday, October 23

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00pm – 5:00pm</td>
<td>Exhibitor Check-In</td>
<td>Paris Foyer</td>
</tr>
<tr>
<td>3:00pm – 5:00pm</td>
<td>Registration and Speaker Check-In</td>
<td>REG O/D A&amp;B Registration Desk</td>
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</table>

### Tuesday, October 24

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 4:00pm</td>
<td>Registration and Speaker Check-In</td>
<td>REG O/D A&amp;B Registration Desk</td>
</tr>
<tr>
<td>7:30am – 4:00pm</td>
<td>Exibitor Check-In</td>
<td>Paris Foyer</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>IGS1 Opening General Session</td>
<td>Concorde A-B</td>
</tr>
<tr>
<td>9:30am – 6:30pm</td>
<td>EXPO Hall Open</td>
<td>Rivoli A-C</td>
</tr>
<tr>
<td>10:00am – 11:00am</td>
<td>Refreshment Break in EXPO Hall</td>
<td>Rivoli A-C</td>
</tr>
<tr>
<td>11:00am – 12:15pm</td>
<td>ITuA1 Using AI and NLP Analytical Innovations to Improve SDOH Data Capture and Care Management Services at CareSouth Carolina</td>
<td>OPERATIONS/HIT</td>
</tr>
<tr>
<td></td>
<td>ITuB1 HRSA Grant Management Through the Federal Financial Reporting Process</td>
<td>FINANCE</td>
</tr>
<tr>
<td></td>
<td>ITuC1 Cybersecurity in Healthcare: Managing Threats and Protecting Patients</td>
<td>HIT/OPERATIONS</td>
</tr>
<tr>
<td></td>
<td>ITuD1 It’s More Than Just Pay: Recruiting and Retaining a High-Performing Workforce</td>
<td>WORKFORCE</td>
</tr>
<tr>
<td>12:15pm – 1:45pm</td>
<td>Complimentary Lunch and Networking Time in EXPO Hall</td>
<td>Rivoli A-C</td>
</tr>
<tr>
<td>1:45pm – 3:00pm</td>
<td>ITuA2 The Health Center Team Charting the Course to Health Equity: Appropriate Person-Centered Communication in Action</td>
<td>OPERATIONS</td>
</tr>
<tr>
<td></td>
<td>ITuB2 Demonstrated Results: Creating a Positive Workplace Culture to Improve Outcomes</td>
<td>WORKFORCE/OPERATIONS</td>
</tr>
<tr>
<td></td>
<td>ITuC2 A Health Center’s Journey to Integrated Data</td>
<td>HIT/OPERATIONS</td>
</tr>
<tr>
<td></td>
<td>ITuD2 No Task Is Too Big When Done Together: A Year One Look Back at a Health Center Merger on Hawai‘i Island</td>
<td>OPERATIONS/FINANCE</td>
</tr>
<tr>
<td>3:00pm – 3:45pm</td>
<td>Refreshment Break in EXPO Hall</td>
<td>Rivoli A-C</td>
</tr>
<tr>
<td>3:45pm – 5:00pm</td>
<td>ITuA3 Becoming a Performance-Driven Organization: A Case Study in Sustaining Patient-Centered Outcomes</td>
<td>OPERATIONS/WORKFORCE</td>
</tr>
<tr>
<td></td>
<td>ITuB3 Enabling Data-Driven Care Through Improved Governance, Interoperability, and Analytics</td>
<td>HIT</td>
</tr>
<tr>
<td></td>
<td>ITuC3 Finance Forecasting and Strategic Planning: Navigating the Financial Implications of Key Decisions</td>
<td>FINANCE</td>
</tr>
<tr>
<td></td>
<td>ITuD3 Leveraging an AI Solution To Get Providers Home for Dinner</td>
<td>HIT/WORKFORCE</td>
</tr>
<tr>
<td>5:00pm – 6:30pm</td>
<td>Conference Reception in EXPO Hall</td>
<td>Rivoli A-C</td>
</tr>
</tbody>
</table>
## Wednesday, October 25

<table>
<thead>
<tr>
<th>Time</th>
<th>Venue</th>
<th>sessions</th>
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<tr>
<td>7:00am – 9:30am</td>
<td>Champagne 1-2</td>
<td>Exhibitor Check-In Paris Foyer</td>
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<tr>
<td>7:00am – 12:30pm</td>
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<td>Registration REG O/D A&amp;B Registration Desk</td>
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<tr>
<td>7:00am – 3:45pm</td>
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<td>Speaker Check-In REG O/D A&amp;B Registration Desk</td>
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<tr>
<td>7:30am – 8:30am</td>
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<td>Continental Breakfast in EXPO Hall Rivoli A-C</td>
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<tr>
<td>7:30am – 10:30am</td>
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<td>EXPO Hall Open Rivoli A-C</td>
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<td>8:30am – 10:00am</td>
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<td>IGS2 Closing General Session Concorde A-B</td>
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<tr>
<td>10:00am – 10:30am</td>
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<td>Refreshment Break in EXPO Hall Rivoli A-C</td>
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<tr>
<td>10:30am – 11:45am</td>
<td>Champagne 1-2</td>
<td>IWA1 Revenue Cycle Management Starts with Scheduling</td>
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<td>IWB1 Transforming Health Center Culture: Shared Experiences in Fostering Alignment Between Health Center Departments to Strengthen Health Center Operations</td>
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<td>IWC1 From Data to Impact: Understanding HIT Interoperability Policies and HRSA UDS+ Reporting for Data-Driven Decision-Making</td>
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<td>IWD1 Navigating Value-Based Care: Strategies for Contract Negotiation, Implementation, and Lessons Learned</td>
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<tr>
<td>11:45am – 1:15pm</td>
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<td>Lunch on your own</td>
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<td>1:15pm – 2:30pm</td>
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<td>IWA2 Developing, Implementing, and Refining In-House Clinical Training Programs</td>
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<td>IWB2 Cybersecurity Strategies to Secure Health Center Operations</td>
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<td>IWC2 Building Operational Resiliency Against Climate Change and an Unreliable Power Grid</td>
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<td>IWD2 Health Center Enrollment and Credentialing: Avoidable Negligence</td>
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<tr>
<td>2:30pm – 3:00pm</td>
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<td>Refreshment Break REG O/D A&amp;B Foyer</td>
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<td>3:00pm – 4:15pm</td>
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<td>IWA3 The Federal Audits of the Present</td>
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<td>IWB3 Innovating Together: Collaborative Strategies for Optimizing Electronic Health Record Systems INTERACTIVE SESSION</td>
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<td>IWC3 Leaving No Stone Unturned: The Quest for Excellence in Health Center Pharmacy Programs</td>
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<td>IWD3 From Disparities to Parities: How One LA Community Health Center Leveled the Healthcare Playing Field</td>
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<td>FINANCE/OPERATIONS HIT FINANCE/OPERATIONS OPERATIONS</td>
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Some sessions of this conference program are supported by the Health Resources and Services Administration (HRSA), of the U.S. Department of Health and Human Services (HHS), as part of an award totaling $6,625,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.
## Conference Activities

### Monday, October 23

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<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>12:00pm – 5:00pm</td>
<td>Exhibitor Check-In</td>
<td>Paris Foyer</td>
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<tr>
<td>3:00pm – 5:00pm</td>
<td>Registration and Speaker Check-In</td>
<td>Registration O/D A&amp;B Registration Desk</td>
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### Tuesday, October 24

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<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:30am – 4:00pm</td>
<td>Registration and Speaker Check-In</td>
<td>Registration O/D A&amp;B Registration Desk</td>
</tr>
<tr>
<td>7:30am – 4:00pm</td>
<td>Exhibitor Check-In</td>
<td>Paris Foyer</td>
</tr>
<tr>
<td>9:30am – 6:30pm</td>
<td><strong>EXPO Hall Open</strong></td>
<td>Rivoli A-C</td>
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<tr>
<td>10:00am – 11:00am</td>
<td>Refreshment Break in EXPO Hall</td>
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<tr>
<td><strong>12:15pm – 1:45pm</strong></td>
<td>Complimentary Lunch and Networking Time in EXPO Hall</td>
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<tr>
<td>3:00pm – 3:45pm</td>
<td>Refreshment Break in EXPO Hall</td>
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<tr>
<td><strong>5:00pm – 6:30pm</strong></td>
<td>Conference Reception in EXPO Hall</td>
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8:30am – 10:00am
OPENING GENERAL SESSION

IGS1  Concorde A-B
Opening General Session

Welcome to Nevada
Nancy Bowen, Chief Executive Officer, Nevada Primary Care Association

Conference Welcome and Introduction of NACHC President and CEO
Michael A. Holmes, Immediate Past Chair, NACHC Board of Directors and Chief Executive Officer, Scenic Rivers Health Services

NACHC President and CEO Remarks
Kyu Rhee, MD, MPP, President and CEO, NACHC

Introduction of Keynote
Veronica Clarke, MS, Chief Executive Officer, TCA Health, Inc., Chicago, IL

Keynote

Considered one of the world’s leading experts on the connection between happiness and success, Shawn Achor is the New York Times bestselling author of The Happiness Advantage, Big Potential, and The Orange Frog.

His research on mindset made the cover of Harvard Business Review, his TED Talk is one of the most popular of all time with more than 25 million views, and he has lectured or worked with nearly half of the Fortune 100 companies as well as the NFL, the NBA, the Pentagon, and the White House.

Having spent over a decade living, researching, and lecturing at Harvard University (and during that time winning over a dozen distinguished teaching awards), Shawn draws on his own research — including one of the largest studies of happiness and potential at Harvard — and more recently on the effects of positivity in organizations facing crisis, to show how our potential can be unleashed, and our people re-energized when we focus on pursuing happiness now, especially during times of challenge and uncertainty.

He has now lectured in more than 50 countries speaking to CEOs in China, doctors in Dubai, schoolchildren in South Africa, and farmers in Zimbabwe. His Happiness Advantage training is one of the largest and most successful positive psychology corporate training programs in the world.

Closing Remarks
Lathran J. Woodard, Chief Executive Officer, South Carolina Primary Health Care Association
A Multidimensional EHR to Transform your Health Center

- **Search at the Point of Care:** PRISMA gathers records from Epic, Cerner, Meditech, and other EHRs to create insightful patient histories at the point of care.

- **Patient Engagement:** eCW offers intelligent cloud-based solutions including chatbots, patient self-schedule, online check-in, and online payments to help reduce manual work for staff.

- **Value-Based Care:** Cloud solutions from eClinicalWorks can help you bridge gaps in quality, coding, and care.

- **Specialty Modules:** With integrated solutions for vision, dental, and behavioral health, your practice can focus on patient care and not third-party software.

- **UDS+ Support:** With FHIR for 2023 CY Submission.

Cloud EHR & Practice Management

starting at

$599

per provider, per month

Free hospital interoperability*

No upfront costs

*Included in $599 package or higher: One laboratory interface for orders outbound and results inbound, one radiology interface for orders outbound and results inbound, one departmental interface for reports inbound, CCDA bidirectional through CommonWell and Carequality. System generated images appearing here are fictitious. Any resemblance to real persons, past or present, is purely coincidental.

Contact us at healthcenters@eclinicalworks.com

Visit Us at Booth 211
**Education Sessions**

EDUCATION SESSIONS do not have prerequisites/pre-work unless otherwise noted within their descriptions.

NACHC is a nonpartisan and noncommercial organization. Conference speaker presentations may not necessarily reflect the views of NACHC and the presence of vendors, exhibitors, and sponsors does not constitute endorsement of their respective vendor products or services.

This icon designates sessions that will be live-streamed or audio-streamed and recorded for the NACHC Online Library.

**Tuesday, October 24**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Session Title</th>
<th>Presenters</th>
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<tbody>
<tr>
<td>9:30am – 6:30pm</td>
<td>EXPO Hall Open</td>
<td>Rivoli A-C</td>
<td>The targeted areas where AI has been used to enhance the analytics and services are as follows:</td>
</tr>
<tr>
<td>10:00am – 11:00am</td>
<td>Rivoli A-C</td>
<td>Refreshment Break in EXPO Hall</td>
<td>• Use of AI models for services impactability analysis to identify the care enabling services most likely to reduce health risks and costs.</td>
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<tr>
<td>11:00am – 12:15pm</td>
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<td>EDUCAATION SESSIONS</td>
<td>• <strong>Learning Objectives:</strong></td>
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<tr>
<td></td>
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<td>• Understand the benefits of AI and machine learning systems for SDoH predictive risk and prescriptive care management services analysis within value-based care.</td>
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<td>• Identify the value of accurate SDoH data capture and analysis in addressing healthcare inequities in value-based care programs.</td>
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<td>• Describe the optimal process and steps involved in implementing an advanced AI-based SDoH analytics program in a CHC, along with the potential challenges that need to be addressed through the process.</td>
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<tr>
<td>ITuA1</td>
<td>Champagne 1-2</td>
<td>Using AI and NLP Analytical Innovations to Improve SDoH Data Capture and Care Management Services at CareSouth Carolina</td>
<td>CPE: 1.5  CEU: 1.25 Level: Basic Topic: Data Strategy - SDOH Screening, Data Capture and Utilization CareSouth Carolina, one of the largest FQHCs in South Carolina, has committed to the use of advanced, AI-enabled data analytics to optimize its capture of SDoH data and the use of this data to drive improved outcomes and impact of its care management programs. This presentation will demonstrate the process and the lessons learned through the implementation of AI analytics for SDoH data and care services optimization at CareSouth, with support from the South Carolina Primary Health Care Association (SCPHCA). The targeted areas where AI has been used to enhance the analytics and services are as follows: • Use of AI analytics to aggregate and combine SDoH survey data with demographic, medical, and behavioral health data to create more accurate predictive risk models for populations with significant social and healthcare disparities served by CHCs; • Use of AI models to discover which SDoH risk factors are contributing the most to the risk for future complications and costs; • Use of natural language processing (NLP) applied to unstructured EHR care coordination notes to completely and accurately identify SDoH risk factors and services needed to address them; and</td>
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<td><strong>Moderator:</strong> Nalani Tarrant, PMP, MPH, Director, Social Drivers of Health, NACHC <strong>Presenter(s):</strong> Gary Herrington, Chief Information Officer, CareSouth Carolina Chandra Beasley, MBA, MHRM, MNSA, MPA, CLSSGB, Director of Information Technology and HCCN Program Director, South Carolina Primary Health Care Association Huzefa Dossaji, Analytics and VBC Consultant, South Carolina Primary Health Care Association</td>
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<tr>
<td>ITuB1</td>
<td>Champagne 3-4</td>
<td>HRSA Grant Management Through the Federal Financial Reporting Process</td>
<td>CPE: 1.5  CEU: 1.25 Level: Basic Topic: Financial Sustainability - Federal Grants Management Managing the various HRSA grants community health centers receive (Section 330, Ryan White, ARP) and tracking how these dollars are spent takes a lot of time and effort for health center finance departments. The vehicle used to report this information is the Federal Financial Report (FFR). The FFR is an important form that can be confusing at times for individuals to prepare. The goal of this presentation will be to discuss the importance of tracking federal funds (including the review of the order of spending for the various grants), along with identifying best practices and avoiding common findings. It will also provide an overview of how to prepare the FFR properly including a walk-</td>
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#NACHCEvents
through of the form and a review of key terminologies such as Excess Program Income, Unobligated Balances, and Expanded Authority and how they all play a role in earning and spending federal grant dollars timely and appropriately.

**Learning Objectives:**
- Understanding the importance of federal grants management and tracking expenses in accordance with the regulations.
- Understand the purpose of the FFR and how to prepare it properly under the various HRSA grants CHCs receive.
- Identify best practices surrounding federal grants management and how to avoid common findings and maximize the spending of the federal grant funds.

**Presenter(s):**
Steven Schwartz, CPA, Partner, CohnReznick LLP
Janet G. Salazar, CPA, Senior Manager, CohnReznick LLP

**ItU1 Cybersecurity in Healthcare: Managing Threats and Protecting Patients**
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Technology - Cybersecurity

Join HHS to discuss Healthcare and Public Health (HPH) Sector-specific cybersecurity resources that help protect patients from cyber threats. The HHS 405(d) Program released three new initiatives that support the HPH sector in understanding the threats we face and how we can work together to mitigate them. Presenters will discuss the new Health Industry Cybersecurity Practices (HICP) publication that provides an overview of the top five threats facing the sector and the ten practices that can be used to mitigate them. The Hospital Cyber Resiliency Initiative Landscape Analysis will also be a discussion topic. It uses data from private and public partners to compare US hospital systems’ cybersecurity capabilities against the most prevalent methods cyber adversaries use to break in and cause disruptive attacks, and then provides information on how to align these deficiencies to the HICP publication.

Participants will also be introduced to our new free cyber awareness education platform, Knowledge on Demand. This new platform includes multiple delivery methodologies to reach various sized health care facilities across the country. The platform includes five cybersecurity awareness trainings that align with the top five cybersecurity threats outlined in the HICP. All of these resources are free and available to the public!

**Learning Objectives:**
- Identify the top five cyber threats facing the healthcare industry and the ten mitigating practices needed to fight them. These practices were developed by industry with industry in mind.
- Understand the cybersecurity landscape of US hospitals today and assess where they stand, and identify which practices need immediate attention based on current threats.

**Presenter(s):**
La Monte Yarborough, MCS, MSIA, MCPM, CISSP, Chief Information Security Officer, U.S. Department of Health and Human Services
Julia Chua, PMP, CAP, CISSP, Director, Governance, Risk Management and Compliance Division, Office of Information Security, U.S. Department of Health and Human Services
Nick Rodriguez, MCJ, HHS 405(d)-Aligning Health Care Industry Security Approaches Program Manager, U.S. Department of Health and Human Services

**ItU2 It’s More Than Just Pay: Recruiting and Retaining a High-Performing Workforce**
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Workforce - Recruiting, Developing, and Retention of Staff

Hiring, developing, and retaining employees is one of the most pressing issues for health centers. Ensuring that you have the right staff, in the right place, to serve your patients and communities requires innovative solutions and strategies. It also requires a strong awareness of generational priorities; Justice, Diversity, Equity and Inclusion (JDEI) strategies; financial and non-financial incentives; and career pathways. Join this session to hear from health center operations and human resources leaders on how they are recruiting the best and brightest staff.

**Learning Objectives:**
- Identify innovative solutions and strategies for recruiting and retaining staff.
- Describe how health centers have incorporated financial and non-financial incentives into their workforce strategy.
- Outline the impact of JDEI principles in human resource policies and strategies.

**Presenter(s):**
Tina Adamson, PHR, SHRM-CP, Vice President of Human Resources, Primary Health Network
Isaiah Nathaniel, CPHIMS, Vice President and Chief Information Officer, Delaware Valley Community Health, Inc.
Tuesday, October 24, continued

1:45pm – 3:00pm
EDUCATION SESSIONS

**ITuA2**  🟢  Champagne 1-2

**The Health Center Team Charting the Course to Health Equity: Appropriate Person-Centered Communication in Action**

CPE: 1.5  CEU: 1.25
Level: Basic
Track: Operations

The gap between individuals’ healthcare needs and the availability of equitable health pathways is a persistent challenge in society. However, by implementing person-centered strategies, we can bridge this gap and ensure that everyone has access to the healthcare they need in a fair and equitable manner.

When developing healthcare plans and pathways, person-centered strategies prioritize the individual’s unique needs, preferences, and circumstances. This approach shifts the focus from a one-size-fits-all approach to a more tailored and personalized approach. By considering the person as a whole rather than just their medical condition, person-centered strategies can help identify and address barriers to equitable healthcare access.

This interactive session will introduce NACHC’s white papers on patient-centered care and provide real-life examples of implementing this concept.

**Learning Objectives:**
- Understand how person-centered communication differs from traditional communication approaches and its significance in promoting patient engagement and satisfaction.
- Identify the terminology and definitions related to investing in health center pathways for equitable health and well-being.
- Explore the practical application of person-centered communication at all levels or each discipline in a community health center setting.

**Presenters:**
- **Lathran J. Woodard**, Chief Executive Officer, South Carolina Primary Health Care Association
- **Beth Wrobel**, Chief Executive Officer, HealthLinc
- **Sue Veer, MBA, CMPE**, President and CEO, Carolina Health Centers, Inc.
- **Reginald Vicks, RN, BSN, MBA**, Chief Operations Officer, CrescentCare Community Health Center

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**ITuB2**  🟢  Champagne 3-4

**Demonstrated Results: Creating a Positive Workplace Culture to Improve Outcomes**

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Workforce - Organizational Culture

Applying the latest research-based techniques from the field of positive psychology, health center staff across the country are learning the practices of resilient leaders; they become more adaptable and develop a capacity to “see” more opportunities, leading to better results for the staff and patients they serve. But how did they do it? In this session, learn how health center leaders leveraged Shawn Achor’s Happiness Advantage curriculum, featured in NACHC’s Leading Positive Team Performance workshops, to improve their workplace culture.

The data speaks for itself. North Country (NoCo) Family Health Center experienced 11.3 percent improved optimism in their staff, 30 percent improved motivation, 7.6 percent improved reduction in burnout, and a 20.7 percent improvement in the staff’s ability to embrace change. Health center leaders from three organizations will share their own journeys and practical applications of embracing positivity to develop a new organizational culture that delivers big results.

**Learning Objectives:**
- Identify key results achievable through creating a positive workplace culture.
- Understand how health centers can implement positive psychology practices to achieve better results.
- Determine applicability of positive psychology practices in your own organization and the next steps to get started.

**Moderator:**
**Cindy Thomas, MS**, Director, Leadership Development and Training, NACHC

**Presenter(s):**
- **Gloria Warner, MHA**, Chief Operating Officer, Beaufort Jasper Hampton Comprehensive Health Services, Inc.
- **Gloria del C. Amador Fernandez, DrPH-HSAM, MHSA**, President and CEO, Salud Integral en la Montaña, Inc.
- **Ada Torres**, Human Resources Director, Salud Integral en la Montaña, Inc.
- **Jennifer Gourdine**, Clinical Health Informatics Specialist, Beaufort Jasper Hampton Comprehensive Health Services, Inc.
A Health Center’s Journey to Integrated Data

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Data Strategy - Data Reporting, Tools, and Templates

Health centers nationwide struggle to integrate all their data from fragmented sources in clinical, financial, and operational departments. Valley Professionals Community Health Center in Indiana had a vision to change that: breaking down data silos and uniting their data in one cutting-edge, interactive analytics platform. With support from the HRSA-funded organization HealthEfficient, Valley Professionals successfully achieved this vision. How? Now that’s a story.

This presentation will detail the obstacles Valley Professionals faced in implementing its vision and will provide strategies to overcome challenges and achieve success. From defining system requirements, to managing the project, to affordably obtaining data from five vendors, to building a data warehouse to store it all, the Valley Professionals and HealthEfficient teams required patience, teamwork, and know-how. Presenters will explore Valley Professionals’ two-and-a-half-year journey to streamline its systems. Valley Professionals’ CEO and staff from HealthEfficient will provide a framework for integrating data sources and reporting tools into one platform. They will discuss how they met unexpected obstacles, negotiated repeatedly with vendors, automated data flow and transformation, and built interactive dashboards for the health center’s board and leadership. Presenters will discuss strategies and methods that will support other health centers nationwide in replicating this success.

Learning Objectives:
- Develop project management strategies to promote successful creation of an integrated data analytics system.
- Recognize the technology concepts and layers needed to support an integrated data analytics system.
- Identify and engage key stakeholders in communication and collaboration to ensure the project’s success.

Presenter(s):
Alan Mitchell, Executive Director, HealthEfficient
Terry Warren, MBA, Chief Executive Officer, Valley Professionals Community Health Center
Jessica Jolly, MHA, MPH, NBC-HWC, CHES, CLSSGB, Program Director, Workforce Development & Operations, HealthEfficient

No Task Is Too Big When Done Together: A Year One Lookback at a Health Center Merger on Hawai`i Island

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Operations - Operationalizing Innovation

Hawai`i Island Community Health Center (HICHC) was created with the merger of two mid-sized health centers in July 2022. Presenters will retrospectively examine lessons learned from year one of the merger; with a focus on operations, human resources, and processes rooted in integrity, respect, and the unique cultural values of HICHC. “A‘ohe hana nui ke alu ‘ia”: No task is too big when done together by all, a Hawaiian proverb, describes the approach used to facilitate the operational components of the merger between the West Hawai`i Community Health Center and Bay Clinic, both located on Hawai`i Island.

Five areas will be reviewed during this presentation: (1) guiding principles and theory to structure merger strategy; (2) partnerships, possibilities, and programmatic capacity building; (3) workforce analysis, planning, and company culture post-merger; (4) areas of operational risk and mitigation strategies; and (5) the role of governance and strategic planning. Real-life scenarios, challenges, and successes will be shared within the context of each of the five areas. Presenters will highlight the importance of interdisciplinary teams and taking a strengths-based approach to healthcare delivery in our diverse, rural community while staying grounded in the CHC Mission.

Learning Objectives:
- Explore guiding principles and theoretical framework in merger strategy.
- Understand the role of community partnerships in capacity building.
- Examine areas of operational risk and mitigation strategies in a merger.

Presenter(s):
Victoria Hanes, PsyD, Chief Operating Officer, Hawai`i Island Community Health Center
Marcie Saquing, MSW, Chief Administrative Officer, Hawai`i Island Community Health Center
Steven Pine, DDS, Chief Dental Officer, Hawai`i Island Community Health Center
Kateryna Petriyenko, Director, Human Resources Department, Hawai`i Island Community Health Center
Lee-Ann Heely, DM, Director, Health Equity Department, Hawai`i Island Community Health Center

3:00pm – 3:45pm
Refreshment Break in EXPO Hall
3:45pm – 5:00pm
EDUCATION SESSIONS

ITuA3  Champagne 1-2
Becoming a Performance-Driven Organization: A Case Study in Sustaining Patient-Centered Outcomes
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Workforce - Organizational Culture

The pandemic’s lingering effects on health center operations, workforce culture, and staff burnout have made it challenging to refocus on what is needed to prepare for future Alternative Payment Models (APMs). This often feels unattainable with the day-to-day challenges of running a health center in our current fee-for-service (FFS) world. This workshop will include a case study of one organization with 13 locations - Open Door Community Health in Humboldt County, California.

Open Door underwent a massive workforce development project with a focus on leadership development and process improvement to shift their culture towards one that was outcomes-based and better poised to care for patients in an APM world. The results? They increased patients per hour by 6 percent to improve access to care in their area, reduced their cycle times by 25 percent to improve patient experience, and improved work-life balance by increasing same-day charting completion rates to 72 percent by end of day. Attendees will learn tactics to achieve a measured shift to a performance-driven culture, focused on innovation, and how to sustain their improvements over time using data and new leadership tactics. Attendees will leave this workshop with an understanding of the roadmap to success.

Learning Objectives:
- Define key indicators, the definition of each indicator, and how to measure performance.
- Explore tactics to improve each of the key indicators and prepare for APMs.
- Identify the leadership behaviors needed to make these process improvements successful.

Presenter(s):
Tory Starr, MSN, PHN, RN, President and CEO, Open Door Community Health
Trisha Cooke, MA, Director of Workforce Development, Open Door Community Health
Amanda Laramie, COO and Trainer, Coleman Associates

ITuB3  Champagne 3-4
Enabling Data-Driven Care Through Improved Governance, Interoperability, and Analytics
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Clinical Informatics - Health Information Technology Policy and Governance

As healthcare organizations strive to provide modern, evidence-based care, the role of HIT systems becomes increasingly critical. However, the effective implementation and utilization of HIT systems are often hindered by challenges in interoperability, usability, data sharing, governance, and analytics. This session aims to address this issue by exploring strategies and best practices in community health centers’ HIT systems for improved patient care outcomes and analytics.

Participants will delve into the key issues of HIT systems, including data collection, storage, sharing, analysis, and clinical decision support. Through case studies and real-world health center examples, attendees will gain insights into the potential pitfalls and common errors that can hinder optimization. The workshop will also highlight innovative approaches, such as interoperability, data governance, and user-centered design, that can significantly enhance precision in practice. Attendees will have the opportunity to engage in collaborative discussions and problem-solving in HIT related to EHR optimization, change management, data governance, and others.

Learning Objectives:
- Identify key challenges and potential pitfalls in the implementation and utilization of HIT systems in CHCs.
- Apply strategies and best practices in HIT systems, including interoperability, data governance, and user-centered design, to enhance evidence-based practice and improve patient care outcomes.
- Develop practical solutions and action plans for optimizing HIT systems in CHCs, focusing on areas such as EHR optimization, change management, and data governance.

Presenter(s):
AnnMarie Overholser, MD, Medical Informaticist - Family Medicine, OCHIN
Michele Whitt, MD, MS, MBA, FACOG, Obstetrician/Gynecologist and Medical Informaticist, OCHIN
Finance Forecasting and Strategic Planning: Navigating the Financial Implications of Key Decisions

CPE: 1.5  CEU: 1.25

Level: Basic

Topic: Financial Sustainability - Budgeting

In today's ever-changing healthcare landscape, financial forecasting and strategic planning are vital for the long-term success and sustainability of community health centers. As the CFO, it is crucial to have a clear understanding of the financial implications associated with key decisions. This session will examine the thought process of the CFO when important issues are proposed during board meetings.

Presenters will explore specific scenarios to illustrate the significance of considering financial implications when making critical decisions. They will also examine the potential impact on the balance sheet when opening a new clinic over a five-year period. Additionally, they will assess the consequences of bringing dental services in-house, outsourcing billing, and integrating a mental health provider into the center's services.

While acknowledging that financial considerations are just one aspect of the decision-making process, this session emphasizes the pivotal role they play. By providing real-life examples, presenters will showcase instances where CFOs either strategically thought ahead or neglected to do so, thereby affecting the community health center's outcomes.

Learning Objectives:

- Discuss the goals of strategic and financial planning.
- Analyze market considerations that CHCs should consider during the strategic planning process.
- Identify common key performance indicators that should be monitored related to CHC financial success.

Moderator: Gervean Williams, MS, MIT, Director, Finance Training and Technical Assistance, NACHC

Presenter(s): Jeffrey Allen, CPA, Partner, FORVIS

Leveraging an AI Solution To Get Providers Home for Dinner

CPE: 1.5  CEU: 1.25

Level: Basic

Topic: Workforce - Employee Well-Being

Dragon Ambient eXperience (DAX) is an artificial intelligence-powered, voice-enabled, ambient clinical intelligence tool to document patient care. This session will explore one health center's experience with implementing this technology as a tool to decrease provider burnout and improve retention.

Learning Objectives:

- Identify signals of provider burnout.
- Articulate the benefits of DAX for providers and health centers.
- Describe characteristics of clinicians who will most benefit from DAX.

Moderator: Nalani Tarrant, PMP, MPH, Director, Social Drivers of Health, NACHC

Presenter(s): Margaret Wheeler, Vice President of Operations and Quality, Family First Health
Marie Kellett, MD, Family Physician, Family First Health
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Thank you so much for being the cornerstone of community health. We’d love to set up a call and send you 200 hygiene kits for your community—as well as share how we’re leading the path toward UDS+ and value-based care optimization.

CLAIM YOUR HYGIENE KITS AT NEXTGEN.COM/FOM-IT
# Wednesday, October 25

EDUCATION SESSIONS do not have prerequisites/pre-work unless otherwise noted within their descriptions.

This icon designates sessions that will be live-streamed or audio-streamed and recorded for the NACHC Online Library.

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<td>Exhibitor Check-In</td>
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<td>Rivoli A-C</td>
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<tr>
<td>7:30am – 8:30am</td>
<td>Continental Breakfast in EXPO Hall</td>
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<tr>
<td>10:00am – 10:30am</td>
<td>Refreshment Break in EXPO Hall</td>
<td></td>
</tr>
<tr>
<td>10:15am</td>
<td><strong>NACHCopoly</strong> Prize Drawing in EXPO Hall at NACHC Booth (#411) (You must be present to be eligible to win prizes at the drawing.)</td>
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</tr>
</tbody>
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Planning a health center capital project?

**Capital Link can help.**

We provide an extensive range of services customized according to need, and have assisted with 248 community health center capital projects nationwide totaling **$2.2 billion**.

Join us Oct. 25 at 10:30 AM for Beth Edward’s session, **Revenue Cycle Management Starts with Scheduling**, and at 1:15 PM for CEO Becky Regan’s **Building Operational Resiliency Against Climate Change and an Unreliable Power Grid** presentation.
8:30am – 10:00am
CLOSING GENERAL SESSION

Concorde A-B

Closing General Session: Health Center Challenges and Opportunities in Leveraging Data and Technology

Welcome
Sue Veer, MBA, CMPE, Secretary, NACHC Board of Directors and President and CEO, Carolina Health Centers

Introduction of Keynote
Julia Skapik, MD, MPH, FAMIA, Chief Medical Information Officer, NACHC

Keynote

Elisabeth Myers, MBA
Deputy Director, Office of Policy
Office of the National Coordinator for Health Information Technology (ONC)

As deputy director of the Office of Policy at ONC, Ms. Myers is focused on leading teams implementing the 21st Century Cures Act health IT provisions on interoperability for patient access, information blocking, and health IT for specialty settings and sites of service. She also leads the policy team working on the health IT provisions of the SUPPORT Act of December 2018 which established initiatives for Opioid Use Disorder prevention and treatment. Her portfolio includes supporting health IT policy for HHS partner initiatives including CMS, CDC, SAMHSA and HRSA as well as state health IT infrastructure initiatives.

Prior to her work at ONC, Ms. Myers served as policy lead in the CMS Centers for Clinical Standards and Quality supporting CMS electronic quality reporting and the meaningful use/EHR Incentive Programs. In two decades of experience in healthcare and health IT policy, she has served in numerous roles in both the private and public sector including as assistant director of legislative affairs for the Governor’s Office of Healthcare Reform in Pennsylvania. In this role, she worked on landmark legislation and administrative initiatives related to improving patient access to healthcare through expansions of nurse-managed care, reducing hospital acquired infections and adverse events through real-time digital surveillance, and expanding health care coverage for children and adults in the Commonwealth. In the private sector, she served as an advocate on policy initiatives related to high priority health care issues such as childhood obesity, mesothelioma, and health equity.

Ms. Myers holds a bachelor’s degree from Haverford College and a Master of Business Administration from Johns Hopkins University.

Reactor Panel: Challenges and Opportunities in Using Technology

Moderator: Julia Skapik, MD, MPH, FAMIA, Chief Medical Information Officer, NACHC

Panelists:
Kyu Rhee, MD, MPP, President and CEO, NACHC
Isaiah Nathaniel, CPHIMS, Vice President and CIO, Delaware Valley Community Health, Inc.
Chandra Beasley, MBA, MHRM, MNSA, MPA, CLSSGB, Director of Information Technology and HCCN Program Director, South Carolina Primary Health Care Association
Abby Sears, MBA, MHA, President and CEO, OCHIN
Elisabeth Myers, Deputy Director, Office of Policy, Office of the National Coordinator for Health Information Technology (ONC)

Closing Remarks
Veronica Clarke, MS, Chief Executive Officer, TCA Health, Inc.
Wednesday, October 25, continued

10:00am – 10:30am
Refreshment Break in EXPO Hall

10:15am
NACHCopoly Prize Drawing in EXPO Hall at NACHC Booth (#411)
(You must be present to be eligible to win prizes at the drawing.)

10:30am – 11:45am
EDUCATION SESSIONS

NTTAP FEATURED

IWA1
Champagne 1-2
Revenue Cycle Management Starts with Scheduling
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Financial Sustainability - Revenue Cycle

The revenue cycle comprises processes other than billing and collecting. The billing department is often the focus of the revenue cycle process; however, many functions occur before the claim reaches the billing department to bill and collect on claims effectively. Factors that affect the health center’s ability to receive revenue for services rendered are often controlled by scheduling, registration, information technology, personnel, and providers.

This training, co-presented with a health center Capital Link has worked with to implement revenue cycle management (RCM) strategies effectively, will provide an overview of the factors influencing the revenue cycle and ways to consider improving the process. This presentation will provide a comprehensive view of the revenue cycle and the importance of each individual function to the whole. An effective revenue cycle requires that all functions be integrated and operate well in order for a claim to be paid properly and on time; your revenue cycle will only be as good as each of the individual processes. The strength or weakness of each function can make or break the entire process.

Learning Objectives:
■ Review the various aspects of the revenue cycle and the importance of each role in a successful model.
■ Discover influences (internal and external) on health center RCM and strategize ways to improve or strengthen the RCM process.
■ Determine ways to improve processes that result in more efficient workflows in each revenue cycle role.

Presenter(s):
Beth Edwards, MSN, RN, CNL, CPNP-PC, EDAC, Director, Project Consulting, Capital Link
Elvia Sanchez, MPH, Chief Operations Officer, ParkTree Community Health Center

IWB1
Champagne 3-4
Transforming Health Center Culture: Shared Experiences in Fostering Alignment Between Health Center Departments to Strengthen Health Center Operations
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Other Health Center Essentials

While both are vital to the success of a health center, operations and finance teams and their workstreams are often separated and isolated from each other. The integration of finance and operations teams will lead a health center on a pathway to excellence. This session will provide a practical guide for changing organizational culture to integrate finance and operations teams. Successful interdisciplinary collaboration of finance and operations with health center clinical teams will also be discussed.

Health center leaders, who have engaged in organizational transformations to create collaborative and meaningful relationships across teams and among leaders, will outline their journeys during this process. Discussion topics will include: best practices for building and sustaining relationships between operational and financial leadership and teams; creating workflows that enable operations and finance staff to work together, and with other departments; and developing strong communication pathways and systems to support the teams. The goal of this session is to help organizations develop workforce habits that support an interdisciplinary culture change and penetrate beyond leadership to embed in the fabric of the health center so best practices will continue beyond leadership changes.

Learning Objectives:
■ Assess workflows for areas where operations and finance teams can cooperate, and systems can be integrated.
■ Identify opportunities to improve communication and workflows between operations and finance teams.
■ Create an implementation plan to improve the health center’s performance.

NTTAP Featured highlights the 22 National Training and Technical Assistance Partners (NTTAPs), funded by HRSA’s Bureau of Primary Health Care, that provide free training and technical assistance (T/TA). NTTAPs support existing and potential health center grantees and Look-Alikes.

(NTTAP Featured sessions: IWA1 and IWC2)
Wednesday, October 25, continued

Presenter(s):
Rebecca Stauffer, Manager, CohnReznick
Susan Sleigh, MPA, LPN, Chief Operating Officer, Family Health Center of Worcester
Yinka Fadahunsi, DBA, MBA, MSF, PMP, Chief Financial Officer, Family Health Center of Worcester

IWC1 Concorde A-B
From Data to Impact: Understanding HIT Interoperability Policies and HRSA UDS+ Reporting for Data-Driven Decision-Making
CPE: 1.5    CEU: 1.25
Level: Basic
Topic: Clinical Informatics - UDS+ and Reporting
This session provides comprehensive updates on HRSA’s Uniform Data System reporting initiative and the HIT interoperability policies implemented by the Office of the National Coordinator for Health IT (ONC). Attendees will gain insights into the recent Health Data, Technology, and Interoperability: Certification Program Updates, Algorithm Transparency, and Information Sharing (HTI-1) proposed rule introduced by the ONC, aligned with the 21st Century Cures Act, which aims to promote interoperability and transparency in health data. The session highlights key provisions of the HTI-1 proposed rule, including updates to the certification program, information blocking regulations, and the adoption of advanced standards. Attendees will also explore the UDS+ Modernization Initiative, focusing on important aspects such as reporting modernization, content review, and stakeholder engagement. Moreover, the session delves into the UDS+ Initiative, which expands the UDS reporting by augmenting health center-level data with de-identified, patient-level data, aligning with the Fast Healthcare Interoperability Resources standards. Session participants will be updated on the progress of the UDS Test Cooperative, contributing to a comprehensive understanding of the UDS+ reporting initiative. Throughout the session, the importance of HIT interoperability and UDS+ reporting in enabling data-driven decision-making will be emphasized. Attendees will gain valuable knowledge and insights, enabling them to leverage these initiatives to improve patient outcomes and enhance program effectiveness.

Learning Objectives:
- Understand and interpret the key provisions of the HTI-1 proposed rule and its impact on HIT interoperability and transparency in health data.
- Develop strategies to leverage the UDS+ Modernization Initiative for reporting modernization, content review, and stakeholder engagement in your organization.
- Acquire practical knowledge on implementing the UDS+ Initiative, including the integration of de-identified, patient-level data and adherence to FHIR interoperability standards, enabling you to enhance data-driven decision-making and improve patient outcomes in your health-care setting.

Presenter(s):
Matthew Rahn, Deputy Director, Standards Division, Office of the National Coordinator for Health Information Technology
Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer and Deputy Director, AllianceChicago

IWD1 Concorde C
Navigating Value-Based Care: Strategies for Contract Negotiation, Implementation, and Lessons Learned
CPE: 1.5    CEU 1.25
Level: Intermediate
Prerequisite: Participants will need at least five years health center finance experience.
Topic: Financial Sustainability - Value-Based Care
This session will provide an overview of a value-based care (VBC) delivery model, highlight the difference between Fee-for-Service and VBC models, and offer insight into VBC contract negotiation, infrastructure planning, and implementation. Healthcare leaders will share their experiences and challenges, as well as lessons learned regarding this care delivery model; and attendees will have an opportunity to engage in Q&A with presenters.

Learning Objectives:
- Understand VBC delivery models.
- Identify VBC infrastructure required to be successful.
- Develop the skills to approach and engage in VBC contract negotiations.

Presenter(s):
Vernicka Porter-Sales, DO, FAAP, Chief, Population Health and Performance Services, Legacy Community Health
Benjamin Stewart, MBA, Chief of Staff, Legacy Community Health
Cassie Lindholm, MPA, PCMH CCE, Deputy Director, Quality Center, NACHC

11:45am – 1:15pm
Lunch on your own
The Hilb Group is a National Insurance Broker offering a wide portfolio of Business, Personal, and Employee Benefits products. Our Specialty Programs include FTCA Gap Medical Malpractice, which has offered an insurance solution to numerous FQHCs across the country. The collaboration with industry-leading insurance companies enables us to offer our clients a wide range of quality custom solutions that proactively address their organization’s evolving needs.

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- Regulatory Liability
- Active Shooter and Workplace Violence
- Employee Benefits

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Wednesday, October 25, continued

1:15pm – 2:30pm
EDUCATION SESSIONS

IWA2    Champagne 1-2
Developing, Implementing, and Refining In-House Clinical Training Programs
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Workforce - Recruiting, Developing, and Retention of Staff
This session will address the development of in-house training programs in order to fill key roles in the organization. Learn how one health center established its own pipeline for critical roles in its organization by utilizing student rotations, residency programs, and in-house clinical training programs such as homegrown dental assistants, medical assistants, and pharmacy technician programs.

Learning Objectives:
- Maximize student rotations to serve as a pipeline for providers in your organization.
- Fill key roles in your organization by utilizing a homegrown training program for pharmacy technicians, dental assistants, and medical assistants.
- Understand how to develop a standardized supervisory development training program in order to increase education amongst supervisors and managers in the organization.

Presenter(s):
Matthew Bertsch, PharmD, 340B ACE, Director of Education, Sun Life Health

IWB2    Champagne 3-4
Cybersecurity Strategies to Secure Health Center Operations
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Technology - Cybersecurity
With the rise in cyberattacks of government agencies and large-scale companies, organizations large and small are questioning if they are doing all they should to protect their data. Security breaches, fines, and audits create a complexity of challenges for health centers to navigate. Join us for an interactive and engaging session on cybersecurity led by a health center IT leader.

Learning Objectives:
- Identify the basic tool sets required to protect an organization from cybersecurity risks.
- Cultivate a culture of security awareness in your organization.
- Perform practical exercises to know what to do WHEN, not IF, a data breach occurs.

Presenter(s):
Isaiah Nathaniel, CPHIMS, Vice President and Chief Information Officer, Delaware Valley Community Health, Inc.
Health Center Enrollment and Credentialing: Avoidable Negligence

Concorde C

CPE: 1.5  CEU: 1.25

Level: Basic

Topic: Financial Sustainability - Revenue Cycle

In today's complex healthcare landscape, successful provider enrollment is crucial for payors and community health centers. This session will delve into the multistep enrollment process for payors, exploring its variations and discussing strategies for navigating the process effectively. Additionally, we will explore how technology can be leveraged to optimize provider enrollment and streamline the overall workflow.

Join this session to enhance your knowledge of provider enrollment, compliance, and billing practices. By optimizing enrollment processes and ensuring compliance, community health centers can mitigate liabilities, maximize revenue, and prevent potential legal issues resulting from inadequate enrollment practices.

Learning Objectives:
- Understand the varying multistep enrollment process and gain insights into tailoring your own enrollment strategies accordingly.
- Gain insights into compliance requirements and identify practical approaches to adhere to these guidelines effectively.
- Understand the role of the Council for Affordable Quality Healthcare (CAQH) in provider enrollment.

Presenter(s):
Ray Jorgensen, MS, Consultant, Ray Jorgensen Consulting, LLC

During this session, presenters will review the administrative requirements attached to federal funding and discuss the recent results of COVID grant audits completed by the HHS Office of Inspector General (OIG) to assist health centers with preparing and maintaining auditable records related to all of their federal funding.

Learning Objectives:
- Review HHS OIG and Division of Financial Integrity audit work plans of grant funds to understand how audits of COVID-19 stimulus funds were approached.
- Discuss the results of the recently completed OIG audits of health center COVID grant funds (May 2023).
- Identify financial management requirements of health center financial records to refresh knowledge surrounding record keeping and the use of grant funds.

Presenter(s):
Jeffrey Allen, CPA, Partner, FORVIS
David Fields, CPA, Partner, FORVIS
Catherine Gilpin, CPA, Managing Director, FORVIS

Innovating Together: Collaborative Strategies for Optimizing Electronic Health Records Systems (Interactive Session)

Champagne 3-4

CPE: 1.5  CEU: 1.25

Level: Basic

Topic: Clinical Informatics - EHR Reporting and Systems Integration

This interactive session focuses on collaborative strategies to optimize electronic health record (EHR) systems. Presenters will address common challenges in EHR systems, such as interoperability, data integration, user interface design, and regulatory compliance. Real-world case studies and best practices will be shared, emphasizing successful collaborative approaches. Key topics include interdisciplinary collaboration, human-centered design, standards and interoperability, data governance and privacy, and change management strategies.

Through interactive discussions and exercises, attendees will have the opportunity to share experiences and insights. By the end of the session, participants will gain practical knowledge on how to improve EHR systems through collaboration and innovation. The session aims to foster a more efficient, user-friendly, and patient-centric future for EHRs. Join us in exploring collaborative strategies to optimize EHR systems and drive transformative change in healthcare organizations.

The Federal Audits of the Present

Champagne 1-2

CPE: 1.5  CEU: 1.25

Level: Intermediate

Prerequisite: At least five years of finance experience.

Topic: Financial Sustainability - Federal Grants Management

While working to respond to the COVID pandemic, health centers received a tremendous amount of support. This support came in the form of grant funds, provider relief payments, and other resources. It is important that health centers approach all of the funds available to them, now and into the future, with the mindset that it is not if, but when federal auditors will review health center use of these funds and records because reconciliation and accountability will come.

During this session, presenters will review the administrative requirements attached to federal funding and discuss the recent results of COVID grant audits completed by the HHS Office of Inspector General (OIG) to assist health centers with preparing and maintaining auditable records related to all of their federal funding.
Learning Objectives:
- Identify key challenges and pain points in EHR systems, such as interoperability issues, data integration complexities, and user interface design limitations.
- Apply collaborative strategies to address EHR system optimization, including interdisciplinary collaboration, human-centered design principles, and standardized data formats and protocols.
- Develop practical skills in change management techniques to overcome resistance to change, train staff, and engage stakeholders in the process of EHR system optimization.

Presenter(s):
Nicole Kemper, MPH, Vice President, Clinovations Government + Health
Stacey Curry, MPH, Director, Quality Management, Coastal Family Health Center
Phillip Stringfield, MS, Deputy Director, Health Center Operations Training, NACHC

IWC3 Concorde A-B
Leaving No Stone Unturned: The Quest for Excellence in Health Center Pharmacy Programs

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Operations - Pharmacy Operations (340B, Contract Pharmacy, Integration Clinical Pharmacy Models, Pharmacy Residency Programs)

This session will address the importance of pharmacy services in a primary care medical home and the essential role 340B plays in enabling health centers to provide patients with comprehensive services. The basics of the program will be covered briefly to familiarize attendees who are new to 340B. Discussion will also include the ongoing assaults on the 340B program, and the resulting challenges health centers are facing. Experts will share how health centers are pivoting – both strategically and operationally – leaving no stone unturned and seizing every opportunity to best serve their patients and the communities that depend upon them.

The session will conclude with a discussion of strategies at the state and federal levels to support legislative and policy initiatives that protect the integrity of the 340B program and the value it brings to the patients and communities served.

Learning Objectives:
- Define key indicators of access to care, the definition of each indicator, and how to measure disparities for these indicators.
- Explore tactics to improve health access disparities.
- Identify the leadership behaviors needed to make these process improvements successful.

Presenter(s):
Sue Veer, MBA, CMPE, President and CEO, Carolina Health Centers, Inc.
David W. Christian, RPh, Pharmacy Director, Central Virginia Health Services, Inc.

IWD3 Concorde C
From Disparities to Parities: How One LA Community Health Center Leveled the Healthcare Playing Field

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Operations - Operationalizing Innovation

Are you tired of hearing about how the pandemic has set back progress in healthcare? Well, we've got a story that will restore your faith! This session will focus on how one health center in LA survived the pandemic and thrived by implementing operational improvements that had a cascading effect on their finances, staff satisfaction, and patient satisfaction. But that’s not all – this health center also saw a dramatic decrease in health access disparities, proving that a focus on efficiency and effectiveness can go hand in hand with achieving equity in healthcare. Don’t miss out on this feel-good success story!

Attendees will learn tactics to improve health access disparities by improving no-show rates, productivity, and missed opportunities. Leave this workshop with an understanding of the roadmap to success and concrete tactics that can be implemented immediately to improve disparities, operations, and patient access at your healthcare organization.

Learning Objectives:
- Define key indicators of access to care, the definition of each indicator, and how to measure disparities for these indicators.
- Explore tactics to improve health access disparities.
- Identify the leadership behaviors needed to make these process improvements successful.

Presenter(s):
Ernesto Barahona, Chief Development Officer, St. John’s Community Health
Wendy Moncada, LCSW, Associate Director of Dramatic Performance Improvement Initiative, St. John’s Community Health
Adrienne Mann, RN, BSN, Chief Innovation Officer, Coleman Associates
Key to Moderators and Presenters

Achor, Shawn - IGS1
Adamson, Tina - ITuD1
Allen, Jeffrey - ITuC3, IWA3
Barahona, Ernesto - IWD3
Beasley, Chandra - ITuA1, IGS2
Bertsch, Matthew - IWA2
Bowen, Nancy - IGS1
Christian, David W. - IWC3
Chua, Julie - ITuC1
Clarke, Veronica - IGS1
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del C. Amador Fernandez, Gloria - ITuB2
Dempsey, Julia - IWC2
Dossaji, Huzefa - ITuA1
Edwards, Beth - IWA1
Fadhahunsi, Yinka - IWB1
Fields, David - IWA3
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Hanes, Victoria - ITuD2
Heely, Lee-Ann - ITuD2
Herrington, Gary - ITuA1
Holmes, Michael A. - IGS1
Jolly, Jessica - ITuC2
Jorgensen, Ray - IWD2
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Kemper, Nicole - IWB3
Laramie, Amanda - ITuA3
Lindholm, Cassie - IWD1
MacCalla, Andrew - IWC2
Mann, Adrienne - IWD3
Mitchell, Alan - ITuC2
Moncada, Wendy - IWD3
Money, E. Benjamin - IWC2
Myers, Elisabeth - IGS2
Nathaniel, Isaiah - ITuD1, IGS2, IWB2
Overholser, AnnMarie - ITuB3
Petriyenko, Kateryna - ITuD2
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Rahn, Matthew - IWC1
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Rhee, Kyu - IGS1, IGS2
Rodriguez, Nick - ITuC1
Salazar, Janet - ITuB1
Sanchez, Elvia - IWA1
Saquing, Marcie - ITuD2
Schwartz, Steven - ITuB1
Sears, Abby - IGS2
Skapik, Julia - IGS2
Sleigh, Susan - IWB1
Starr, Tony - ITuA3
Stauffer, Rebecca - IWB1
Stewart, Benjamin - IWD1
Stringfield, Phillip - IWB3
Tarrant, Nalani - ITuA1, ITuD3
Thomas, Cindy - ITuB2
Torres, Ada - ITuB2
Veer, Sue - ITuA2, IGS2, IWC3
Vicks, Reginald - ITuA2, IWC2
Warner, Gloria - ITuB2
Warren, Terry - ITuC2
Wheeler, Margaret - ITuD3
Whitt, Michele - ITuB3
Williams, Gervean - ITuC3
Woodard, Lathran J. - IGS1, ITuA2
Wrobel, Beth - ITuA2
Yarborough, La Monte - ITuC1

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Note: For details about FOM/IT exhibitors and their business products and services, see the Exhibitor Profiles on page 39.

EXPO Schedule:

**Tuesday, October 24**

- **9:30am – 6:30pm**  EXPO Hall Open
- **10:00am – 11:00am**  Exhibit Time and Refreshment Break
- **12:15pm – 1:45pm**  Complimentary Lunch and Networking Time in EXPO Hall
- **3:00pm – 3:45pm**  Exhibit Time and Refreshment Break
- **5:00pm – 6:30pm**  Conference Reception in EXPO Hall
  Join health center colleagues and exhibitors and sponsors for cocktails and light fare at the 2023 FOM/IT Conference Reception. Connect with industry professionals and explore unique solutions for tackling your business challenges.

**Wednesday, October 25**

- **7:30am – 8:30am**  Continental Breakfast in EXPO Hall
- **7:30am – 10:30am**  EXPO Hall Open
- **10:00am – 10:30am**  Exhibit Time and Refreshment Break
- **10:15am**  NACHCopoly Prize Drawing at the NACHC Booth (#411)

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**Headshot Studio**
Rivoli A-C

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While networking with colleagues and exhibitors at the FOM/IT EXPO, be sure to play **NACHCopoly** for the chance to win fantastic prizes!

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**Step 1:** You’ll find the **NACHCopoly** game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game stamps.

**Step 2:** Once you’ve collected all **NACHCopoly** game stamps from participating exhibitors, your game card is officially complete!

**Step 3:** Now just drop off your game card at the NACHC Booth (#411), in Rivoli A-C, and you are automatically entered for a chance to go home with great prizes!

All completed game cards must be submitted to the NACHC Booth (#411) by 10:00am on Wednesday, October 25, to be eligible to win prizes at the drawing.

The drawing will take place at 10:15am on Wednesday, at the NACHC Booth, in Rivoli A-C.

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With more patients needing more services, the burden on community health centers is greater than ever. With our catalogue of over 350,000 products and comprehensive offering of solutions, McKesson Med-Surg is committed to helping you address your center’s unique challenges – so you can focus on delivering excellent patient care.

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Phone: (804) 882-2037 Email: kimberly.norris@mckesson.com
https://mms.mckesson.com/content/customers-we-serve/community-health-centers

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Med Tech Solutions (MTS) creates technology systems that work the way healthcare practices work. Our Practice-Centered Care™ services use dedicated IT Care Teams to ensure technology systems support essential clinical workflows and strategic business plans. Provider organizations and networks can count on a secure, reliable IT infrastructure, optimized clinical and business applications, and full end-user support so they can focus on patient care. For more information, please visit www.medtechsolutions.com.

Jeanette Kebisek, 24307 Magic Mountain Parkway, Suite 76, Valencia, CA  91355
Phone: (773) 343-7618 Email: kebisekJ@medtechsolutions.com
www.medtechsolutions.com
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The Medcor Group, Inc. is a professional, full-service FQHC medical billing company. Established in 1988, we have a proven track record of providing a full range of revenue cycle management (RCM) services for FQHC and CHC entities on a national basis. Medcor is unmatched in managed care, EMR billing setups, and we are client solution-driven and will optimize your revenue to support your vision of meeting the needs of the underserved and disenfranchised.

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www.medcorinc.com

Medicus IT  

Medicus IT is dedicated to supporting community health centers nationwide. With over 50 CHC/FQHC clients, benefiting 20,000 health workers and 2.8 million lives, we make a meaningful impact on communities. Our expertise lies in maximizing health technology investments, optimizing operations, enhancing staff satisfaction, and delivering optimal patient care. We provide comprehensive technology support, and management services to make your centers more efficient. Together, we drive healthcare forward™.

Tony Niemotka, 100 North Point Center East, Suite 150, Alpharetta, GA 30022
Phone: (925) 389-2181  Email: tniemotka@medicusit.com
http://MedicusIT.com

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Established in 2013, MedTrainer is the healthtech leader accelerating compliance with a unified digital platform that optimizes workflows and streamlines education, credentialing, and documentation. Backed by Telescope Partners and Vista Equity Partners, MedTrainer helps busy healthcare professionals accelerate their credentialing, training, and compliance process while maintaining the highest standards of safety for staff, patients, and the organization. Over 300,000 healthcare professionals across 15,000 healthcare sites in North America rely on MedTrainer to get more done in less time. Learn more by visiting www.medtrainer.com.

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www.medtrainer.com

MIP Fund Accounting by Community Brands  

MIP Fund Accounting® is the nation’s leading cloud-based, SaaS fund accounting solution from Community Brands. We’ve helped associations, nonprofits, K-12 schools, and government entities better achieve their missions for more than 40 years. MIP provides complete financial oversight and helps organizations improve financial decision-making, engage with donors, and operate more efficiently.

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www.communitybrands.com

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Phone: (629) 800-6621 Email: jason.hurst@mutualofamerica.com  
www.mutualofamerica.com

The National Association of Community Health Centers (NACHC) is the leading membership organization representing the nation’s network of community-based health centers. Through NACHC, health centers have direct access to benefits and services tailored specifically to their needs and unique environments. Stop by our booth to learn more about NACHC and discover some of our new and exciting benefits, products, programs, and services.

Keisha Mukanos, 7501 Wisconsin Avenue, Suite 1100W, Bethesda, MD 20814  
Phone: (301) 347-0400 Email: membership@nachc.org  
www.nachc.org

National Network for Oral Health Access (NNOHA) is a nationwide membership association that exists to promote access to oral healthcare for underserved populations by encouraging community health centers to start and maintain dental programs. We provide training, technical assistance, and networking for oral health professionals who work in the safety net.

Debra Schmidt, 181 E. 56th Avenue, Suite 410, Denver, CO 80216  
Phone: (815) 451-7345 Email: debra@nnoha.org  
www.nnoha.org

The NextGen Healthcare community health solution enables comprehensive, high-quality community care with a complete view of patient health—all in one database—for physical, dental, behavioral health, pediatrics, women’s health, chiropractic, physical, occupational, and speech therapy, with robust revenue cycle and value-based reimbursement. Our wide range of solutions and services elevate provider experience, engage patients, improve financial stability, manage risk reimbursement models, and promote interoperability. For more information, visit www.nextgen.com/fqhc.

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Phone: (931) 338-7630 Email: btracy@nextgen.com  
www.nextgen.com

Through NACHC’s Value in Benefits (ViB) program, Nonstop Administration and Insurance Services, Inc. is proudly changing the way health centers and their employees access healthcare with our partially, self-funded health insurance program, Nonstop Health. Nonstop Health decreases the annual costs of healthcare for community health centers while reducing or eliminating copays, deductibles, and coinsurance. Our mission is to ensure your CHC’s growth and sustainability - starting with the health and well-being of your employees.

Lesley Brown Albright, 1800 Sutter Street, Suite 730, Concord, CA 94520  
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www.nonstophealth.com
Nuance

Booth 312

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http://nuance.com/healthcare

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Booth 119

OCHIN is a nonprofit leader in equitable health care innovation and a trusted partner to a growing national provider network. With the largest collection of community health data in the country and more than two decades of practice-based research and solutions expertise, OCHIN provides the clinical insights and tailored technologies needed to expand patient access, grow and connect care teams, and improve the health of rural and medically underserved communities. Learn more at ochin.org.

Mark Catuogno, PO Box 5426, Portland, OR 97228
Phone: (503) 943-2500 Email: catuogno@ochin.org
www.ochin.org

OnBoard

Booth 618

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Michael Head, 333 N. Alabama Street, Indianapolis, IN 46202
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www.onboardmeetings.com

OSIS

Booth 507

OSIS provides expert NextGen® Healthcare technology assistance to community health centers around the country through innovative solutions, data analytics, Quality Improvement, and consulting services that enhance clinical outcomes. Representing NextGen’s largest network of CHCs, our fundamental premise is to share expertise, best practices, and resources for a holistic approach to value-based care.

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Booth 502

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Booth 418

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Proximity

Proximity centralizes your 340B data, accurately diagnosing your program’s health, identifying revenue leakage, while maximizing revenue capture to ensure long-term program viability. Acting as an extension of your management team, our innovative data-first approach combined with deep 340B expertise puts more money in your pocket and makes operational headaches disappear.

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NACHC's Training and Technical Offerings

2023-2024 National Training Workshops

<table>
<thead>
<tr>
<th>Training Event</th>
<th>Dates</th>
<th>Location</th>
<th>Delivery Mode</th>
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<tr>
<td>PCA/HCCN New Leader Institute (NLI)</td>
<td>Dec 2023-May 2024</td>
<td>Online</td>
<td>Virtual</td>
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<tr>
<td>Intro to CHC Finance</td>
<td>Dec 5-6, 2023</td>
<td>Portland, OR</td>
<td>Hybrid</td>
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<tr>
<td>Starting with Success</td>
<td>January 2024</td>
<td>Online</td>
<td>Virtual</td>
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<tr>
<td>Financial Operations Management Level 1 (FOM1)</td>
<td>January 24-25, 2024</td>
<td>Charleston, SC</td>
<td>Hybrid</td>
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<tr>
<td>Financial Operations Management Level 2 (FOM2)</td>
<td>Feb 21-22, 2024</td>
<td>Atlanta, GA</td>
<td>Hybrid</td>
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<tr>
<td>Financial Operations Management Level 3 (FOM3)</td>
<td>April 10-11, 2024</td>
<td>Denver, CO</td>
<td>Hybrid</td>
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<tr>
<td>Revenue Cycle 360° (Rev Cycle)</td>
<td>Feb 21-22, 2024</td>
<td>St. Louis, MO</td>
<td>Hybrid</td>
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<td>Board Chair Leadership Program 2024</td>
<td>TBD 2024</td>
<td>Online</td>
<td>Virtual</td>
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<tr>
<td>Practical Art of Health Center Operations (PAHCO)</td>
<td>Feb 27-28, 2024</td>
<td>Online</td>
<td>Virtual</td>
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<tr>
<td>Cultivating Health Center Operations (CHCO)</td>
<td>May 7-8, 2024</td>
<td>Online</td>
<td>Virtual</td>
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<tr>
<td>Elevating Health Center Operations (EHCO)</td>
<td>June 11-12, 2024</td>
<td>Online</td>
<td>Virtual</td>
</tr>
<tr>
<td>Five Functions of High Performing Teams</td>
<td>April 17-18, 2024</td>
<td>Atlanta, GA</td>
<td>In-Person</td>
</tr>
</tbody>
</table>

Online Resources

This catalog is designed for health center staff, leaders, and members of health center governing boards. Use the QR code to access NACHC trainings and resources to meet your diverse learning preferences. These include recorded webinars, technical assistance documents, self-paced learning modules, and podcasts, all of which can be accessed electronically.

All projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $6,625,000 with individually noted percentage financed with non-governmental sources. The contents are those of the authors and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. government. For more information, please visit HRSA.gov.
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Email: events@smartertaxplanning.com  
www.smartertaxplanning.com

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Trumpet  

Trumpet helps healthcare organizations who are overloaded with volumes of repetitive work. Every patient encounter triggers tasks across departments that get in the way of providing care and cut into compensation for services. EHRs and other systems don’t share information easily, and make it difficult to see current data about operations, finances, and gaps in care. Trumpet can show how automation can eliminate repetitive work so staff can focus on improving outcomes.

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Veradigm, formerly Allscripts, is a healthcare technology company that drives value through its unique combination of platforms, data, expertise, connectivity, and scale. The Veradigm Network features a dynamic community of solutions and partners providing advanced insights, technology, and data-driven solutions, all working together to transform healthcare insightfully.

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Verity Solutions

Verity Solutions is a leader in software and services developed for administration of the federal 340B Drug Pricing Program. We partner with FQHCs and community health centers to stretch scarce resources, foster compliance, respond to changing regulations, and optimize drug cost savings. Verity Solutions is dedicated to providing agile and proactive solutions to those who serve the most vulnerable in our communities. We are uniquely qualified to partner with your organization for increased 340B savings.

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Viewgol

Viewgol empowers healthcare organizations to uncover systemic RCM issues, identify opportunities, access applicable data, and implement solutions through enterprise-grade technology, a robust business intelligence team, a payer science team, and RCM experts. Viewgol’s primary products, Analytics, Engage, and Comprehensive, provide RCM solutions to healthcare organizations of any size to resolve RCM problems and act on opportunities. Viewgol’s business intelligence team examines an organization’s RCM process to detect issues, offer expertise, and deliver custom solutions.

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Vigilance Health Inc.

Vigilance enables improved clinical outcomes, additive clinic revenues, and increases productivity for the nation’s FQHCs through care management solutions. Vigilance, the largest Population Healthcare firm in the nation, is on the cutting edge of healthcare reform, supporting patients with value-based innovative services through our national expert clinical team. Working alongside our partners and their patients, we are reducing the onset of disease, slowing disease progression, and empowering patients to thrive regardless of their circumstance.

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Visualutions, Inc.

Visualutions, Inc. provides vital services and solutions designed to power the success of FQHCs, rural health centers, Indian Health Services (IHS), and public health departments. For over two decades, hundreds of customers have partnered with Visualutions for revenue cycle optimization, technology services, business intelligence, and productivity solutions that help them serve their communities more efficiently and effectively. We are proud to partner with those who care for the underserved populations in our communities around the nation.

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An award-winning leader in patient communication technology, Vital Interaction specializes in patient reactivation and retention. We have 10,000 providers that trust us to facilitate more than 40 million messages to 2.5 million patients each year. Vital Interaction’s proprietary Smart List Engine constantly scans practice management systems using specific criteria like appointment, clinical, and billing data to generate automated, customizable campaigns for targeted patient outreach. Smart List Engine automatically identifies and engages at-risk patients, encourages them to schedule appointments, and measures the effectiveness of outreach efforts.

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Waystar’s healthcare payments platform combines innovative, cloud-based technology, robust data, and unparalleled client support to streamline workflows and improve financials so providers can focus on what matters most: their patients and communities. Waystar is trusted by 1M+ providers, 1K+ hospitals and health systems, and is connected to over 5K commercial and Medicaid/Medicare payers. Annually, Waystar’s AI-powered solutions process $6B+ patient payments, $4B+ out-of-pocket estimates, and claims for over 50% of US patients. Discover a better way forward at waystar.com.

Christen Loeser, 888 W. Market Street, Louisville, KY 40202
Phone: (502) 882-4826  Email: christen.loeser@waystar.com
www.waystar.com/fqhc
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<th>Exhibitor Index by Name</th>
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NACHC 2023 FOM/IT EXPO Floor Plan

EXPO Hall: Rivoli A-C

Tuesday, October 24
9:30am – 6:30pm

Wednesday, October 25
7:30am – 10:30am

2023 Leader Sponsors

FOM/IT Conference Sponsors
Upcoming NACHC Conferences and Trainings

MARK YOUR CALENDARS!
Check back regularly to see which events will include virtual streaming!

(as of October 3, 2023 and subject to change)

The National Association of Community Health Centers (NACHC) offers a wide variety of online and regional education trainings that encompass all facets of health center operations. Whether you need a refresher or are just starting out in a health center, NACHC offers trainings that will help you become more effective. Below is a partial list of upcoming trainings and conferences provided by NACHC.

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<th>DATES</th>
<th>CONFERENCE/TRAINING</th>
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<td>October 28-29, 2024</td>
<td>Financial, Operations Management/Information Technology (FOM/IT) Conference &amp; EXPO Preconference Workshops: October 27, 2024</td>
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<td>Policy &amp; Issues Forum (P&amp;I) Committee Meetings: February 3-4, 2025</td>
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To register for these and future trainings, visit us at [http://nachc.org/trainings-and-conferences/](http://nachc.org/trainings-and-conferences/).

For additional information on NACHC Training, contact trainings@nachc.com or meetings@nachc.com.

This program is supported by the Health Resources and Services Administration (HRSA), of the U.S. Department of Health and Human Services (HHS), as part of an award totaling $6,625,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.
Paris Las Vegas

Conference Center
2024
P&I FORUM
POLICY & ISSUES

CONFERENCE: February 12-15
COMMITTEE MEETINGS: February 10-11
Marriott Marquis
Washington, DC
HYBRID EVENT
2024 FOM/IT CONFERENCE & EXPO
FINANCIAL OPERATIONS MANAGEMENT INFORMATION TECHNOLOGY

CONFERENCE: October 28-29
PRECONFERENCE WORKSHOPS: October 27
Hilton San Francisco Union Square
San Francisco, CA

HYBRID EVENT