

# Practical Art of Health Center Operations (PAHCO)

Day 1: Tuesday, February 27, 2024

**12:00 pm - 12:15 pm Welcome & Introduction to PAHCO**

**12:15 pm - 1:45 pm Session One: Data-Driven Excellence: A Day in the Life of a Great Health Center Manager**

Step into the shoes of a successful health center manager and explore a typical day filled with data-driven decisions, leadership challenges, and operational excellence. This training will define and equip both new and seasoned leaders with the tools and knowledge needed to excel while improving health center performance. We will highlight and invite a leader from a health center who lives and breathes the successful tactics showcased in the session. The session will provide practical tools, examples and brief case studies where managers have flourished in a data-driven environment.

*Coleman Associates*

*CEU: 1.5; CPE: 1.8*

**1:45 pm - 2:05 pm Break**

**2:05 pm - 3:20 pm Session Two: Sliding Fee & Charge Setting**

The mission of the 330 Grantees is to expand primary health care to those who need it most. To meet the mission, CHCs provide comprehensive medical, dental, and behavioral healthcare to all regardless of the ability to pay by utilizing a sliding fee scale. To comply with these requirements, CHCs must implement a sliding fee discount program, which assures that patients have access to all primary care services regardless of their ability to pay. This session will review the requirements and different methodologies in operationalizing a sliding fee program and discuss charge setting in the CHC environment.

*FORVIS*

*CEU: 1.25; CPE: 1.5*

**3:20 pm - 3:35 pm Break**

**3:35 pm - 4:50 pm Session Three: Hiring Practices for Diversity Equity & Inclusion**

Health centers should have a workforce that is representative of their patient population to help foster the delivery of high-quality, culturally responsive care. To achieve this, you need to attract diverse candidates and create an inclusive, equitable hiring process. This session will review practical steps you can implement at your health center to attract candidates of marginalized groups, reduce implicit bias in interviews, select for skills, and ultimately, build a workforce with the talent you need.

*Tina Adamson, MBA, PHR, SHRM-CP; Chief Human Resources Officer; Primary Health Network*

*Megan Ward; Manager, Leadership & Career Development, NACHC*

*CEU: 1.25; CPE: 1.5*

**4:50 pm - 5:00 pm Day One: Wrap-Up Session**



## ACCOUNTING PROFESSIONALS (CPE)

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# Practical Art of Health Center Operations (PAHCO)

Day 2: Wednesday, February 28, 2024

## 12:00 pm - 11:30 pm **Session Four: Empowering Frontline Staff for Data-Driven Transformation**

Unlock the potential of your organization by learning how to empower and engage your frontline staff in the process of data-driven decision-making. This session is designed to provide leaders with valuable skills and strategies, ensuring that data collection is not just a passive process but an effective communication tool and an active driver of positive change within your health center. Join us and a health center data expert guest who will share how they harness the collective expertise of their entire team to enhance health center operations and elevate the quality of patient care. By encouraging open communication and fostering collaboration between frontline staff and management, you can build a culture that values data as a transformative resource. Join us to explore the vital role of data at every level of your organization and how it can be leveraged to drive meaningful transformation and improvements.

*Coleman Associates*

*CEU: 1.5; CPE: 1.8*

## 1:30 pm - 1:50 pm **Break**

## 1:50 pm - 3:05 pm **Session Five: Understanding the Patient Experience**

Understanding the spectrum of Satisfaction, Experience and Engagement. This session will focus on developing a culture of patient experience. Health centers focus on the implementation and use of patient satisfaction surveys without understanding the intention behind interactions we implement and the impact they have on satisfaction. This session will focus on strategies to build an intentional positive experience for our patients.

*CURIS Consulting*

*CEU: 1.25; CPE: 1.5*

## 3:05 pm - 3:20 pm **Break**

## 3:20 pm 4:35 pm **Session Six: The Path to Impactful Leadership**

Leadership has a direct impact on workplace culture and workplace culture has a direct impact on the bottom line. What defines a leader is not title but rather influence oriented and with the workforce getting younger and older at the same time, influence has never been more important. These challenges along with other changes in a post-pandemic era requires strong and impactful leadership at multiple levels. Following the framework of the Impact Leadership Model, this session will help leaders and staff alike identify their own strengths and development opportunities to create the path towards unleashing their potential.

*Impact2Lead*

*CEU: 1.25; CPE: 1.5*

## 4:35 pm - 5:00 pm **Closing Presentation**

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**As an add-on, registrants will have access to recorded sessions listed below!**

## **Internal Communications: How-To Practical Step to Creating a Workplace Culture You Want with Facktor**

This is a collaborative session presented by Deanna Drake, Senior Manager with Facktor, and Daniel Vaillancourt, Senior Communications Manager at DAP Health. In this session, participants will be equipped with tools and approaches for cultivating and maintaining a positive workplace culture using internal communications. Using the case study of DAP Health, the speakers will demonstrate how they built an internal communications infrastructure from the ground up and the practical ways communications has helped the newly combined organization define itself as a single team post-acquisition of Borrego Health and improve employee retention. Internal communications is an often overlooked way to engage employees, improve their job satisfaction, and connect them with the health center's mission. Daniel Vaillancourt from DAP Health is joined by Deanna Drake from Facktor to describe how they worked in close partnership to design, implement, and refine DAP Health's approach to internal communications over the past year.

## **Effectively Assessing the Need for Mobile Health Services Using a Collaborative Community- Based Approach with CohnReznick**

There has been a 40 percent growth in health center mobile units since 2019 as health centers are increasingly looking to mobile health programs to serve their communities as legislative changes have expanded the ability for health centers to utilize this service deliver models. However, before a health center puts a mobile unit on the road, the key to developing a successful mobile health unit is to understand the environmental factors, population's needs for services, and the staff structure the organization can develop to deliver mobile health services. Each mobile problem is unique and customized to the environment, the patient population, and the services delivered. Therefore, health centers who wish to build a successful and sustainable mobile health program need to first assess opportunities that align with their organization's service area, services that they can deliver, and the patient populations' needs to ensure that health equity and access to care is the foundation of a mobile program. This session will focus on developing a market and needs assessment; launching a community outreach plan; communicating expectations to leadership, board members, and communities; and creating an operational plan for launching a mobile health program. This presentation will be delivered in partnership with Hudson Headwaters Health Network, a large health center in rural upstate New York with over 100,000 unique patients, that has a mobile health program that delivers a variety of care via their mobile program.

## **Back to the Basics - Understanding your Core FQHC Financial Management, Revenue Cycle, Business Performance with Primary Care Development Corporation**

Recognizing that the Federally Qualified Health Center (FQHC) landscape is dynamic, this session covers the foundational components of financial and revenue cycle management, including a review of key performance indicators, funding sources specific to health centers, and industry best practices. Presented in collaboration with George Barton, CEO of Rural Medical Services, a FQHC, located in Newport, Tennessee, you will walk away from this session with critical information that will allow you to optimize your communication around your organization's financial systems and performance. In addition, you'll be presented with accessible financial management materials that can foster collaboration, increase engagement, and ensure that operational and clinical leadership teams have a common working knowledge, which is critical to the success of any healthcare organization.