

## AI Integration in Health Center Operations and Governance Offerings (08.08.25 - NACHC HCOG)

NACHC's Health Center Operations and Governance (HCOG) team provides training and technical assistance that supports health centers nationwide. Through national workshops, peer learning groups, on-demand technical assistance products, and other offerings, HCOG equips health center professionals and boards with the tools to navigate the complexities of today's healthcare environment.

HCOG's offerings integrate content regarding artificial intelligence (AI) as a transformative resource. AI is not only a subject of instruction but also a framework for addressing operational challenges and identifying strategic opportunities. The table below outlines examples of how AI has been integrated in HCOG's programs.



Focus Area	AI Content	HCOG Product Offerings
<b>Operations &amp; Finance</b>	<p>Programs address the following to support leaders seeking to align performance with long-term sustainability:</p> <ul style="list-style-type: none"> <li>- Workflow automation</li> <li>- Predictive scheduling</li> <li>- Staff training &amp; competency tracking</li> <li>- Remote intake &amp; registration</li> <li>- Documentation support</li> <li>- EHR Optimization</li> <li>- Data integration</li> <li>- Cost driver analysis</li> <li>- Budget forecasting</li> <li>- Payer mix optimization</li> <li>- Revenue cycle optimization</li> </ul>	<ul style="list-style-type: none"> <li>- National Workshops – Practical Art of Health Center Operations, Cultivating Health Center Operations, and Elevating Health Center Operations – include content on AI-enabled forecasting tools, KPI and Dashboard Development, and other AI- powered analytics</li> <li>- Specialized user groups for platforms such as Epic, NextGen, and eClinicalWorks explore AI's potential to improve documentation, scheduling, and patient engagement</li> <li>- National Workshops – Financial Operations Management (FOM) I, II, and III – include Budgeting &amp; Forecasting Modules using predictive AI tools</li> <li>- Financial Sustainability Webinars feature AI use in financial modeling</li> <li>- National Workshop on Revenue Cycle addresses AI-driven claims analysis</li> </ul>
<b>Leadership Development &amp; Career Advancement</b>	<p>Trainings guide leaders in leveraging AI for:</p> <ul style="list-style-type: none"> <li>- Recruitment analytics</li> <li>- Burnout prediction</li> <li>- AI-enhanced onboarding</li> </ul>	<ul style="list-style-type: none"> <li>- Peer Learning Groups (CHROs, CEOs) discuss AI in workforce planning</li> <li>- Leadership Subscription Service with AI-based learning recommendations</li> <li>- Adaptive Leadership Workshops explore AI in team development</li> <li>- PRISM-based Coaching integrates AI for behavioral insights</li> <li>- Workforce Webinars address AI in HR and retention strategies</li> <li>- Retention &amp; Resilience Training uses AI to identify risk factors</li> </ul>
<b>Health Center Governance</b>	<p>Programs help boards:</p> <ul style="list-style-type: none"> <li>- Understand what AI is and how it can benefit centers</li> <li>- Consider how AI should be addressed in health center strategy and innovation</li> <li>- Understand the board's role in setting policy and exercising oversight of AI</li> </ul>	<ul style="list-style-type: none"> <li>- Board-focused conference education content on AI</li> <li>- Integration into existing programs for board leaders (e.g., Board Chair Leadership Program)</li> <li>- Forthcoming primer for boards on health center governance and AI</li> </ul>