

# Cultivating Health Center Operations Training (CHCO)

February 24–25, 2026

VIRTUAL



NATIONAL ASSOCIATION OF  
COMMUNITY HEALTH CENTERS®



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COMMUNITY HEALTH CENTERS®

## Cultivating Health Center Operations Training (CHCO)

### Dates:

February 24–25, 2026

### CEU/ACHE Totals:

NACHC- issued CEU = 11  
ACHE Credits = Up to 11  
Qualifying Education Hours

### Delivery Method:

Virtual

### Prerequisites and or Pre-Work:

None

### Program Level:

Intermediate to Advanced

To register online for  
these seminars, visit:

[www.nachc.org](http://www.nachc.org)

and click *Trainings & Events*.

For questions, comments  
or complaints contact  
[eventlogistics@nachc.com](mailto:eventlogistics@nachc.com)  
or 301-347-0400.

# Cultivating Health Center Operations Training (CHCO)

*A National Leadership Workshop for Operations  
Leaders Driving Excellence Across Community Health*

Join operations leaders from across the nation for an immersive virtual experience designed to advance operational excellence and inspire leadership at every level. **Cultivating Health Center Operations (CHCO)** is built for professionals ready to move from competence to mastery, leading change and driving measurable impact.

This engaging workshop takes participants through a progression from building agile leadership capacity to optimizing workflows, fortifying safety, strengthening financial systems, and aligning people with purpose. Each session blends insight with application, offering practical frameworks and collaborative experiences that lead to real results.

Participants will leave with proven strategies, customizable tools, and leadership guiding practices designed to transform how health centers operate. Whether managing access, leading teams, or aligning mission with outcomes, CHCO equips leaders to navigate complexity, build resilience, and create lasting change in today's evolving health care landscape.

### Learning Objectives:

By the end of this two-day workshop, the participant will be able to:

- ▶ Develop a roadmap to communicate and sustain change.
- ▶ Evaluate access workflows and identify barriers affecting performance.
- ▶ Identify front-desk safety and compliance risks.
- ▶ Assess scheduling data and identify inefficiencies.
- ▶ Explain how front-end workflows affect billing, collections, and cash flow.
- ▶ Identify process changes that improve team alignment.

### Pricing Information:

**Member Registration Rate:** \$975

**Non-Member Registration Rate:** \$1,950

**Registration cut-off:** February 20, 2026

[Register Here](#)

## Who Should Attend?

We suggest CEOs, COOs, Practice Administrators/Managers, Operations Directors, and other clinical and non-clinical managers attend this regional training.

*This training will provide Continuing Education Units (CEUs), and American College of Healthcare Executives (ACHE) credits.*

## Faculty

**Adrienne Mann**, Chief Innovation Officer, RN, Coleman Associates

**Amanda Laramie**, Chief Operations Officer, Coleman Associates

**Gary Campbell**, President, Impact2Lead

**James Bobbitt, MAS, SPHR**, Senior Advisor, Healthcare Operations, Renaye James Healthcare Advisors

**Jenene Washington, MD, MBA, FAAP, PCMH-CCE**, Founder, CEO, Renaye James Healthcare Advisors

**Ray Jorgensen**, Principal, Ray Jorgensen Consulting

**Shannon Nielson**, Owner & Principal Consultant, CURIS Consulting

**Tina Adamson**, Chief Human Resources Officer, Primary Health Network

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## Chief Operating Officer Core Competencies

This workshop will focus on the following Chief Operating Officer (COO) Core Competencies:

- ▶ Operations Management – Level 4
- ▶ Leadership – Level 3
- ▶ Financial and Strategic Management – Level 3

## Shared Core Competencies

This workshop will focus on the following Shared C-Suite Core Competencies:

- ▶ Systems Thinking – Level 3
- ▶ Communication and Collaboration – Level 3
- ▶ Continuous Improvement and Innovation – Level 3

By attending the Cultivating Health Center Operations training offered by National Association of Community Health Centers participants may earn up to 11 ACHE Qualifying Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.

***Note: Topics and presenters are subject to change.***



## Training Agenda: Day 1

11:00am – 11:30am	<b>Welcome and Introduction to the Cultivating Health Center Operations Training</b>
11:30am – 12:45pm	<b>Driving Change – Strategic Operational Agility in Practice</b> Health centers operate in a constant state of change driven by evolving federal policies, funding models, and performance requirements. This session prepares operations leaders to lead effectively through transitions by translating new guidance into practical, day-to-day actions. Participants will assess organizational readiness, clarify expectations, and guide teams through policy-related changes with structure and consistency. Using real-world examples, the session demonstrates how to convert new requirements into workflows, training plans, and compliance systems. Participants will leave with a customized Change Leadership and Policy Implementation Action Plan.  <b>Faculty:</b> <i>Gary Campbell, President, Impact2Lead</i>
12:45pm – 1:00pm	<b>Break</b>
1:00pm – 2:15pm	<b>Open Doors, Better Access – Building a Patient Access Strategy That Works (Part I)</b> Building on leadership agility, this session frames patient access as the foundation of operational success. Participants will examine scheduling models, staffing patterns, and communication processes to identify barriers to care. Through practical analysis and data interpretation, leaders will develop solutions that improve access while maintaining efficiency and compliance. The session emphasizes aligning operational design with consistent care delivery and patient experience. Participants will create a Patient Access Improvement Plan with measurable metrics and accountability structures to strengthen coordination across service lines and sustain access improvements.  <b>Faculty:</b> <i>Shannon Nielson, MHA, PCMH-CCE, Principal Consultant &amp; Owner, Curis Consulting</i>
2:15pm – 2:45pm	<b>Lunch</b>
2:45pm – 3:45pm	<b>Open Doors, Better Access – Building a Patient Access Strategy That Works (Part II)</b>
3:45pm – 4:00pm	<b>Break</b>



## Training Agenda: Day 1 *(continued)*

**4:00pm – 5:15pm**

### **First Line of Defense – Safety and Security at the Front Desk**

The front desk plays a critical role in patient experience and operational safety. This session helps operations leaders strengthen front-line systems that protect staff and patients. Participants will identify common safety risks, establish escalation protocols, and apply trauma-informed communication techniques. Through real-world scenarios and group analysis, leaders will build skills to prevent incidents and respond effectively. The session connects safety practices with staff confidence and engagement. Participants will leave with a Front Desk Safety and Escalation Plan ready for consistent implementation across teams.

#### ***Faculty:***

**James Bobbitt, MAS, SPHR**, Senior Advisor, Healthcare Operations, Renaye James Healthcare Advisors

**Jenene R. Washington, MD, MBA, FAAP, PCMH-CCE**, Founder, CEO, Renaye James Healthcare Advisors

**5:15pm – 5:30pm**

### **Day 1 Reflection & Day 2 Preview**

*Note: Topics and presenters are subject to change.*



## Training Agenda: Day 2

11:00am – 11:15am

**Welcome back & Reflection**

11:15am – 12:30pm

**Directing the Flow- How Operations Leaders Drive Revenue Growth and Performance**

Every dollar begins with a process. This session helps operations leaders understand how front-end workflows affect the financial health of a federally qualified health center. Participants will examine how registration accuracy, eligibility verification, and appointment management influence billing, collections, and compliance. Using real scenarios, leaders will identify common front-end errors that cause denials and delays and strengthen coordination between operations and billing teams. The session introduces tools for tracking key performance indicators and communicating trends to leadership. Participants will leave with a Revenue Cycle Action Plan focused on accuracy, teamwork, and accountability.

**Faculty:**

**Ray Jorgensen**, Principal, Ray Jorgensen Consulting

12:30pm – 12:45pm

**Break**

12:45pm – 2:00pm

**Mastering the Schedule – Optimizing Patient Flow and Efficiency (Part I)**

A well-managed schedule is a powerful lever for operations leaders. This session offers practical strategies to improve access, reduce no-shows, and strengthen coordination between clinical and front-desk teams. Participants will review scheduling data, identify bottlenecks, and make targeted adjustments to templates and workflows. Using real FQHC examples, the session introduces tools to balance patient demand with provider capacity. Leaders will practice designing efficient scheduling models that support patient care and staff productivity and will leave with a Scheduling Optimization Plan with clear goals, metrics, and next steps.

**Faculty:**

**Adrienne Mann**, CInO, Coleman Associates

**Amanda Laramie**, COO, Trainer, Coach, Coleman Associates

2:00pm – 2:30pm

**Lunch**

2:30pm – 3:30pm

**Mastering the Schedule – Optimizing Patient Flow and Efficiency (Part II)**



## Training Agenda: Day 2 *(continued)*

3:30pm – 3:45pm

**Break**

3:45pm – 5:00pm

**The Workforce Engine – Designing People Centered Operations for Long Term Stability**

Strong operations begin and end with people. This capstone session integrates CHCO lessons by examining how operational design affects workforce engagement and retention. Participants will assess staffing structures, communication patterns, and workflow barriers that influence morale and performance. Through guided reflection, leaders will identify opportunities to strengthen clarity, collaboration, and alignment across teams. Participants will create a Workforce–Operations Alignment Map linking operational processes to workforce well-being and organizational outcomes. The session concludes the CHCO journey by emphasizing how empowered staff and well-designed systems sustain performance, organizational environment, and mission in community health.

**Faculty:**

**Tina Adamson**, Chief Human Resources Officer, Primary Health Network

5:00pm – 5:30pm

**CHCO Workshop Closing**

This is more than a training; it is a collective movement toward operational mastery. Join a national community of leaders committed to building resilient systems, empowered teams, and high-performing health centers.

Reserve your seat in the next **Cultivating Health Center Operations (CHCO)** cohort and experience what it means to lead with precision, purpose, and performance.

**Your operations set the standard. Let's raise it together.**

[Register Here](#)

*Note: Topics and presenters are subject to change.*

# REGISTRATION FORM

## Cultivating Health Center Operations (CHCO)

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

### COST INFORMATION\*

**Member Registration:** \$975 \$ \_\_\_\_\_

**Non-Member Registration:** \$1,950 \$ \_\_\_\_\_

\* Registration closes February 20, 2026.

### PAYMENT INFORMATION

Check (*payable to NACHC*)  MasterCard  Visa  American Express

Total amount enclosed \$ \_\_\_\_\_

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Print name as it appears on credit card \_\_\_\_\_

Cardholder's signature \_\_\_\_\_

**Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM. DO NOT mail or fax your forms after February 13, 2026.**



NATIONAL ASSOCIATION OF  
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## Cultivating Health Center Operations (CHCO)

February 24-25, 2026

### THREE WAYS TO REGISTER



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://www.nachc.org). Click Trainings & Events, find the date and name of the training and click "Register Now."



#### MAIL

Mail Registration to:  
NACHC Meetings/Acct. Dept.  
7501 Wisconsin Avenue  
Suite 1100W  
Bethesda, MD 20814

**Mail Registration by  
February 13, 2026**



#### FAX

Send registration form with credit card information to (301) 347-0457.

**Fax Registration by  
February 13, 2026**

**NOTE: Registration forms will not be processed without payment.**

### ATTENDEE CANCELLATION POLICY:

All Cancellations must be in writing and must be received at NACHC on/before **February 13, 2026**.

- Cancellations received on/before **February 13, 2026** will be assessed a \$100 processing fee.
- Cancellations received after **February 13, 2026** are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to [eventlogistics@nachc.com](mailto:eventlogistics@nachc.com).

### NACHC CANCELLATION POLICY:

If NACHC cancels or postpones a conference or online offering, NACHC will automatically issue a 100% registration refund.

For more information on our cancellation policies please contact our offices at 301-347-0400.