

# Elevating Health Center Operations Training (EHCO)

June 23–24, 2026

A VIRTUAL EVENT



NATIONAL ASSOCIATION OF  
COMMUNITY HEALTH CENTERS®



NATIONAL ASSOCIATION OF  
Community Health Centers®

## Elevating Health Center Operations Training

### Dates:

June 23–24, 2026  
11:00AM - 5:30PM ET

### CEU/ACHE Totals:

NACHC-issued CEU=  
Up to 11 hrs

ACHE Credits=  
Up to 11 Qualifying  
Education Hours

### Delivery Method:

Virtual

### Prerequisites and or Pre-Work:

None

### Program Level:

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  
[eventops@nachc.org](mailto:eventops@nachc.org)  
or 301-347-0400.

# Elevating Health Center Operations Training (EHCO)

*A National Executive Workshop for Chief  
Operating Officers and Senior Operations Leaders*

Join senior operations leaders from across the country for an advanced, executive-level experience designed to strengthen strategic decision-making, financial performance, and organizational sustainability in today's evolving community health landscape.

**Elevating Health Center Operations (EHCO)** is designed for leaders already operating at a high level who are ready to deepen their impact. This immersive two-day experience moves beyond foundational operations and into enterprise strategy, aligning financial, clinical, workforce, and technology decisions at the executive level.

Each session blends peer exchange, executive case studies, and applied strategy development. Participants leave with tangible tools, a 90-day action plan, and a network of peers navigating similar challenges.

### Learning Objectives:

By the end of this workshop, participants will be able to:

- ▶ Develop enterprise financial strategies to strengthen sustainability and reduce grant dependency
- ▶ Design advanced access and scheduling models aligned with revenue and retention
- ▶ Lead provider productivity strategy across clinical operations
- ▶ Build leadership sustainability practices to strengthen organizational performance
- ▶ Construct capital investment strategies and business cases
- ▶ Design partnership and workforce pipeline strategies for long-term growth
- ▶ Apply multi-dimensional operational assessments to identify organizational gaps
- ▶ Establish governance structures for digital transformation and AI adoption

### Pricing Information:

**Member Registration Rate:** \$975

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

Registration cut-off: June 17, 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

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

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

**Arnel Mendoza**, Healthcare IT Solutions Consultant for Community Clinics

**Brad Flewellen**, Senior Loan Officer, Capital Investment, Primary Care Development Corporation

**Suzanne Speer**, VP, Workforce Development, Association of Clinicians for the Underserved

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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 4-5
- ▶ Leadership – Level 4-5
- ▶ Financial and Strategic Management – Level 4-5

## Shared Core Competencies

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

- ▶ Systems Thinking – Level 4-5
- ▶ Strategic Decision-Making – Level 4-5
- ▶ Innovation and Technology Strategy – Level 4-5
- ▶ Organizational Performance Leadership – Level 4-5

By attending the Elevating 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.

## Training Agenda: June 23

**11:00am – 11:15am** **Welcome and Introduction to the Elevating Health Center Operations Training**

**11:15am – 12:30pm** **Revenue Intelligence and Payer Mix Optimization for Executive Leaders**

Financial sustainability is not a passive outcome. It is a daily operational decision influenced by the choices a COO makes about access design, payer relationships, billing accountability, and team structure. This session repositions revenue cycle management as an enterprise-wide strategy that belongs at the executive table, not delegated to a billing department. Participants will examine advanced payer mix analysis, intentional strategies for diversifying revenue, and denial prevention strategies that protect the bottom line. Using real FQHC scenarios, COOs will explore Medicaid Prospective Payment System optimization, value-based care financial readiness, and how to align clinical, operations, finance, and patient access teams around shared revenue accountability. You will leave this session with an executive-level Revenue Cycle Management (RCM) strategy playbook and the confidence to lead your organization's financial performance with authority.

**Faculty:**

*Ray Jorgensen, Principal, Ray Jorgensen Consulting*

**12:30pm – 1:00pm** **Lunch Break**

**1:00pm – 2:15pm** **Scheduling that Works: Redesigning Access to Maximize Capacity & Financial Stability**

Provider scheduling is one of the highest-leverage tools a health center COO can use to improve patient access, continuity, and operational performance. When schedules fail to reflect real demand, organizations experience limited access, provider frustration, and inefficient workflows. This session reframes scheduling as a strategic leadership function, focusing on how to redesign access models using data on provider productivity, no-show trends, and patient demand. Participants will explore flexible scheduling approaches, cross-service line coordination, telehealth as a capacity strategy, and practical methods to reduce variation and improve access. Attendees will leave with actionable strategies to strengthen scheduling performance across the organization.

**Faculty:**

*Adrienne Mann, CInO, Coleman Associates*

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

**2:15pm – 2:30pm** **Break**

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

## Training Agenda: June 23 *(continued)*

- 2:30pm – 3:45pm**      **The Productivity Prescription: Leading Clinical Efficiency That Works**  
Provider productivity is one of the most important and misunderstood operational levers in a health center. When expectations, data, and workflows are misaligned, organizations face inconsistent performance, provider frustration, and missed financial goals. This session reframes productivity as a leadership and systems issue by focusing on how COOs, CFOs, and CMOs can align around shared expectations and operational strategies. Participants will explore benchmarking, panel design, visit mix, data management, and team-based workflows to build a more cohesive enterprise-wide approach. Attendees will leave with practical strategies to reduce variation, improve reliability, and strengthen both access and financial sustainability.
- Faculty:**  
*Adrienne Mann, CInO, Coleman Associates*  
*Amanda Laramie, COO, Trainer, Coach, Coleman Associates*
- 3:45pm – 4:00pm**      **Break**
- 4:00pm – 5:15pm**      **Leading from Strength: Executive Wellness, Resilience, and Team Well-Being**  
The most consequential operational variable in your health center is not payer mix, scheduling, or technology. It is leadership. This session provides a focused space for senior operations leaders to examine the relationship between personal sustainability and organizational performance. Participants will explore practical approaches to resilience, stress regulation, and leading with clarity under pressure. The session addresses how leaders model well-being, build trust and psychological safety, design accountability structures that support both compassion and performance, and integrate sustainable practices into daily operations. Participants will develop a personalized leadership sustainability strategy and establish a peer accountability approach that extends beyond the training.
- Faculty:**  
*Suzanne Speer, VP, Workforce Development, Association of Clinicians for the Underserved*
- 5:15pm – 5:30pm**      **Day 1 Reflection & Day 2 Preview**

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

## Training Agenda: June 24

**11:00am – 11:15am Welcome Back & Reflection**

**11:15am – 12:30pm Capital Ready: Operational Strategy for Growth, Facility Investment, and Service Expansion**

Expanding a health center, acquiring a new site, or launching a capital project is one of the most complex and high stakes challenges a COO will lead. This session prepares leaders to manage capital projects from initial community need through financing and construction. Participants will learn to develop performance-based business cases, evaluate funding options including New Markets Tax Credits and HRSA capital sources, and align facility design with workforce strategy, service lines, and financial performance. Participants will leave with a capital planning roadmap and the executive language needed to engage boards, lenders, and federal partners with confidence and credibility.

**Faculty:**

**Brad Flewellen**, Senior Loan Officer, Capital Investment, Primary Care Development Corporation

**12:30pm – 1:00pm Lunch Break**

**1:00pm – 2:15pm Beyond the Walls: Strategic Partnerships, Workforce Pipelines, and Service Line Diversification**

Health centers that thrive long term are not those with the most internal resources. They are those that build strong external relationships that expand capacity, diversify revenue, and develop talent from within their communities. This session focuses on two key growth priorities: high value partnerships and workforce pipeline development. Participants will learn to identify, evaluate, and manage partnerships with hospitals, housing organizations, schools, behavioral health providers, and public health agencies. The session also explores building workforce pipelines with community colleges and training programs. Participants will leave with a partnership strategy and a workforce pipeline plan that supports long term growth and stability.

**Faculty:**

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

**Guest Speaker:**

**Carolyn Allison**, MPH, CEO, Charlotte Community Health Clinic, Inc.

**2:15pm – 2:30pm Break**

**2:30pm – 3:45pm The Operational Health Assessment: Diagnosing Your Organization Before It Diagnoses Itself**

Every health center's operational data tells a story. The greatest risk is not hearing it until external review, audit, or financial pressure forces attention. This

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

## Training Agenda: June 24 *(continued)*

session provides COOs with a structured diagnostic to assess organizational performance across six dimensions: financial health, access and capacity, workforce stability, quality and patient experience, operational efficiency, and governance and compliance readiness. Participants will apply the assessment in real time to identify priority gaps and understand how issues in one area affect others. Participants will leave with a completed operational profile, a prioritized improvement roadmap, and a disciplined approach to ongoing organizational insight.

**Faculty:**

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

**3:45pm – 4:00pm**

**Break**

**4:00pm – 5:15pm**

**Tech-Driven Transformation: AI, Digital Tools, and a Digital- First Operational Strategy**

Technology is no longer just an IT function. It is a strategic enterprise responsibility for COOs that drives financial performance, workforce productivity, and patient access. This session equips leaders with governance frameworks, analytical tools, and practical approaches to make informed technology decisions. Participants will learn how to evaluate, select, and implement digital and AI supported solutions such as scheduling, documentation, analytics, revenue cycle automation, and patient engagement tools. The session also addresses ethical use, cybersecurity accountability, and alignment with measurable outcomes. Participants will leave with a digital transformation roadmap and a governance structure ready for immediate use.

**Faculty:**

*Arnel Mendoza, Healthcare IT Solutions Consultant for Community Clinics*

**5:15pm – 5:30pm**

**EHCO Workshop Closing**

The decisions you make today will shape the trajectory of your organization for years to come. **Elevating Health Centers Operations (EHCO)** is designed for leaders who are navigating complexity, making high-stakes choices, and driving performance at scale.

This experience brings together executive peers to sharpen strategy, challenge assumptions, and strengthen the systems that sustain access, growth, and impact.

**Join EHCO and invest in the level of leadership your organization requires next.**

[Register Here](#)

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

# REGISTRATION FORM

## Elevating Health Center Operations Training (EHCO)

### PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

### COST INFORMATION\*

Member Registration \$975 per person \$ \_\_\_\_\_

Regular Registration \$1,950 per person \$ \_\_\_\_\_

\* Registration cutoff date (Last day to register online): June 18, 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 June 10, 2026.**



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June 23-24, 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  
June 10, 2026**



#### FAX

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

**Fax Registration by  
June 10, 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 **June 10, 2026**.

- Cancellations received on/before **June 10, 2026** will be assessed a \$100 processing fee.
- Cancellations received after **June 10, 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 [eventops@nachc.org](mailto:eventops@nachc.org).

#### 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.