



NATIONAL ASSOCIATION OF  
Community Health Centers, Inc.

## 2010 TRAINING

# Health Center Financial/Operations Management Seminars

Designed for Health Center Management, Managers and Board Members

NACHC is pleased to offer the Health Center Financial/Operations Management Seminars. Working with our partner RSM McGladrey and with support from the Bureau of Primary Health Care, we are excited to offer six trainings in 2010.

NACHC offers three levels of the Health Center Financial Management/Operation Management Seminars. Each level focuses on different topics that will help health center financial and operational staff understand and meet the unique challenges of operating a health center.

Each comprehensive two-day training is designed to help participants:

- Provide understanding and key elements of efficiently operated CHC.
- How to conduct an Operations Assessment
- Improve operations to maximize revenue
- Understand cost-based reimbursement
- How to use technology to manage information

#### Presenters:

**Curtis Degenfelder**, *Managing Director, RSM McGladrey, Santa Monica, CA*

**Peter Epp**, *Managing Director, RSM McGladrey, New York, NY*

**Mike Holton**, *Manager, RSM McGladrey, Riley, NC*

**Michael R. Taylor**, *President and CEO, PRI, Inc.*

To register online for these seminars, visit: [www.nachc.com](http://www.nachc.com) and click on [Conferences/Trainings/Events](#).

For more information, contact Sherry Giles at [sgiles@nachc.com](mailto:sgiles@nachc.com) or call (301) 347-0400.

### Level I Course – INTRODUCTORY

Level I seminars are designed to provide CFOs and COOs with an orientation to financial management, accounting principles and terminology unique to health centers.

#### Scottsdale, AZ

**March 17-18, 2010**

Marriott Scottsdale Suites Old Town  
7325 East 3rd Avenue  
Scottsdale, AZ 85251  
Tel: 480-945-1550

Room Rates: \$169/night/ single/double  
(plus taxes)

Hotel Reservation Cut-Off Date:  
February 23, 2010

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by February 24, 2010
- Regular and On-Site Registration Fee: \$425 if registration received after February 24, 2010

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **March 12, 2010**

### Level II Course – INTERMEDIATE

Level II seminars provide the insight and understanding of the core qualities needed for how health centers should approach the business aspects of operations, management, and service delivery.

#### Atlanta, GA

**April 14-15, 2010**

Doubletree Hotel Atlanta, Buckhead  
3342 Peachtree Road, Northeast  
Atlanta, GA 30326  
Tel: 800-222-8733

Room Rates: \$119/night/ single/double  
(plus taxes)

Hotel Reservation Cut-Off Date:  
March 23, 2010

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by March 24, 2010
- Regular and On-Site Registration Fee: \$425 if registration received after March 24, 2010

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **April 9, 2010**

### Level III Course – ADVANCED

Level III seminars focus on leadership and management. Leadership and management are two distinctive and complementary systems of actions. The challenge is to combine strong leadership and strong management and use each of them to balance the other.

#### Savannah, GA

**April 28-29, 2010**

Hilton Savannah DeSoto  
15 East Liberty Street  
Savannah, GA 31401  
Tel: 800-445-8667

Room Rates: \$129/night/ single/double  
(plus taxes)

Hotel Reservation Cut-Off Date:  
April 6, 2010

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by April 7, 2010
- Regular and On-Site Registration Fee: \$425 if registration received after April 7, 2010

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **April 23, 2010**

**LEVEL I COURSE (INTRODUCTORY)—GROUP LIVE****Day One (No Prerequisites; Recommended CPE = 8.0)**

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *Introduction to Health Center Financial Management*  
Objectives: This session is designed to provide CFOs and COOs with an orientation to financial management, accounting principles and terminology unique to health centers.
- 10:00am** *Operating a Health Center Financial Department*  
Objectives: In the day-to-day supervision of the Financial Department, there are certain systems required so that daily, weekly, and monthly information is available to accurately manage the health center. This session will focus on developing accounting systems in the Financial Department.
- 12:30pm** *Lunch Provided*
- 1:30pm** *Operating a Health Center Financial Department (con't)*
- 2:30pm** *Understanding Reimbursement in Health Centers*  
Objectives: There are unique aspects to how Health Centers must bill for and receive payment for the services they provide. Explanations of how reimbursement for Medicare, Medicaid, sliding fee scales, and other revenue streams operate are discussed.
- 5:00pm** *Adjourn*

**Day Two (No Prerequisites; Recommended CPE = 8.0)**

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *Preparing the FQHC Medicare Cost Report*  
Objectives: Detailed instruction on how to prepare and submit the FQHC Medicare Cost Report, including cost allocation methodology. Discussed are Re-classifications, adjustments, non-allowable costs and non-FQHC services.
- 10:00am** *Understanding Productivity in Your Health Center*  
Objectives: Measuring and managing productivity in your health center is key to assuring sufficient revenue generation and controlling costs. Learn in this session how to evaluate and understand productivity needs in a health center.
- 12:30pm** *Lunch Provided*
- 1:30pm** *Grants Budgeting and Grants Management in Health Centers*  
Objectives: Will provide participants with the necessary knowledge for managing the HRSA grant and other expectations of federal agencies.
- 3:00pm** *Preparing the Uniform Data System Report*  
Objectives: Understand definitions and instructions on the completion of the UDS report, and the implications of performance indicators generated by the report.
- 4:30pm** *Adjourn*

**LEVEL II COURSE (INTERMEDIATE)—GROUP LIVE****Day One (No Prerequisites; Recommended CPE = 8.0)**

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *The Business of Community Health*  
Objectives: This session will provide insight and understanding of the core qualities needed for how health centers should approach the business aspects of operations, management, and service delivery.
- 10:30am** *Performing an Operations Assessment*  
Objectives: Learn about practical management and operating functions that should be undertaken before, during, after and simultaneously throughout the patient visit process in order to maximize financial performance.1
- 2:30pm** *Lunch Provided*
- 1:30pm** *Performing an Operations Assessment (con't)*
- 3:00pm** *Management Budgeting and Reporting in Health Centers*  
Objectives: This session will focus on the development of a working budget, walking through each step of the process and highlighting practical considerations. The session will show how to use effective reports to manage operations and spot trends before they negatively impact the health center.
- 4:45pm** *Adjourn*

**Day Two (No Prerequisites; Recommended CPE = 8.0)**

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *Management Budgeting and Reporting (con't)*
- 10:30am** *Operational Issues in Health Centers*  
Objectives: Review of the interrelationship between financial and operational processes, showing how they impact each other, and focusing on best practices, with an additional focus on the revenue cycle.
- 12:30pm** *Lunch Provided*
- 1:30pm** *Using Technology to Manage Information*  
Objectives: This session will discuss the technological state of information systems in health centers nationally, with specific reference to the accounting, billing, practice management, and electronic medical records systems being utilized. An outline of the ways that systems can be used for maximizing seamless data flow among health center departments and sites will be provided. Understand the need for health centers to leverage technology in order to better manage information.
- 4:30pm** *Adjourn*

**LEVEL III COURSE (ADVANCED)—GROUP LIVE****Day One (No Prerequisites; Recommended CPE = 8.0)**

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *Leadership and Management in Health Centers*  
Objectives: Leadership and management are two distinctive and complimentary systems of action. The challenge is to combine strong leadership and strong management and use each of them to balance the other.
- 11:30am** *Advanced Data Analysis*  
Objectives: Session will outline performing advanced analyses on PPS rates, rent/own decision-making, and developing community needs opportunities.
- 12:30pm** *Lunch Provided*
- 1:30pm** *Management and Provider Incentive Programs*  
Objectives: Today's health centers need to consider incentive-based and/or performance-based compensation programs to maximize the efficiency and effectiveness of management and provider staff, and achievement of the organization's mission, goals, and objectives. This can be accomplished by aligning individual goals with the organization's mission, goal and objectives. This session will address the development and key components of performance monitoring system.
- 5:00pm** *Adjourn*

**Day Two (No Prerequisites; Recommended CPE = 8.0)**

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *Benchmarking for Management/Operational Success*  
Objectives: Learn about health center industry benchmarks and how to use them in your practice to better manage cost, productivity and revenue by establishing goals and objectives for budgeting and realization of better financial performance.
- 12:30pm** *Lunch Provided*
- 1:30pm** *Strategic Planning for Information Technology*  
Objectives: This session is designed to provide the process for selecting appropriately designed systems, strategies for successful system implementation, and assurance that Information Technology plans cover the health center's needs for now and for the foreseeable future. Learn about the trends in technology and how it will affect the healthcare industry. Understand the critical need to move quickly towards a fully-automated and paperless environment and the steps necessary to get there.
- 4:30pm** *Adjourn*

## REGISTRATION FORM

# Health Center Financial/Operations Management Seminars



## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

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

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

*Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM.*

## COST INFORMATION

### Health Center Financial/Operations Management Seminars

- |                          |                |           |                   |
|--------------------------|----------------|-----------|-------------------|
| <input type="checkbox"/> | Scottsdale, AZ | Level I   | March 17–18, 2010 |
| <input type="checkbox"/> | Atlanta, GA    | Level II  | April 14–15, 2010 |
| <input type="checkbox"/> | Savannah, GA   | Level III | April 28–29, 2010 |

Early Bird Registration \$375 per person \$ \_\_\_\_\_

Regular and On-Site Registration \$425 per person \$ \_\_\_\_\_

(includes continental breakfast beginning at 7:30am )

## PAYMENT INFORMATION

Please check your method of payment.

Check (payable to NACHC)  MasterCard  Visa  American Express

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

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

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

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

**Note: Payment MUST accompany registration form. DO NOT fax forms WITHOUT payment information.**

**Online registration is available. Go to [www.nachc.com](http://www.nachc.com) "Conferences and Trainings," find the date and name of the training and click.**

or

**Return with your payment to:**

**NACHC – Meetings  
7200 Wisconsin Avenue  
Suite 210  
Bethesda, MD 20814  
Telephone 301/347-0400**

or

**fax to  
301/347-0457**

Registration information must be received at NACHC at least seven business days before the training date to assure complete processing of registration before the training.

## NACHC Cancellation Policy

- ◆ Cancellations received five calendar days on/before the seminar date will be assessed a \$100 processing fee.
- ◆ Cancellations received after the five-day period are nonrefundable and non-transferable.
- ◆ "No-shows" are non-refundable.