



NATIONAL ASSOCIATION OF  
Community Health Centers, Inc.

2010 TRAINING

# Practice Operations Management Seminar

Register and Reserve Your Place!

NACHC is pleased to offer the Health Center Practice Operations Management Improvement Seminar. Working in cooperation with the Bureau of Primary Health Care, we were excited to offer two Practice Operations Management trainings in 2010.

Designed for Health Center Chief Operating Officers, Executive Management, Other Managers, Front Desk Staff and Board members, this innovative seminar will provide clear strategies to maximize the productivity and resources of their health center. Participants will find out the answers to questions related to improving customer service in a health center and will also learn about the power of patient-staff interactions. Attendees are provided with a comprehensive view of systems that are successful for health centers.

In addition, participants who attend this training will learn new methods on how to improve your health center's reporting system.

Participant's attending this training will:

- Obtain a comprehensive view of systems that result in success for the center and the patients.
- Find out the answers to questions related to improving customer service in a health center.
- Learn about the power of patient-staff interactions and health center processes and systems that affect the patient experience.
- Review critical functions staff and management should consider to increase the effectiveness of front desk operations.
- Earn 14 CEUs for attending the seminar.
- Learn the best practice for operational efficiency in a health center setting.

**Presenters:**

**Curtis Degenfelder/Mike Holton**, *RSM McGladrey, Inc.*

**Michael R. Taylor**, *Precision Resources, Inc.*

**Shari Black**, *Shari N. Black Consultants LLC*

## Memphis, TN July 14–15, 2010

The Peabody Hotel  
149 Union Ave.  
Memphis, TN 38103  
Tel: 800-PEABODY

Room Rate: \$149/night single/double (plus taxes).

**Hotel Reservation Cut-Off date:**  
**June 23, 2010**

### Pricing Information

- Earlybird Registration Fee: \$425 if registration received by June 23, 2010
- Regular and On-Site Registration Fee: \$475 if registration received after June 23, 2010

**Registration cutoff date (Last day one can register online): July 9, 2010**

## Baltimore, MD August 25–26, 2010

Holiday Inn – Inner Harbor  
301 West Lombard St.  
Baltimore, MD 21201  
Tel: 800-HOLIDAY

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

**Hotel Reservation Cut-Off date:**  
**August 3, 2010**

### Pricing Information

- Earlybird Registration Fee: \$425 if registration received by August 3, 2010
- Regular and On-Site Registration Fee: \$475 if registration received after August 3, 2010

**Registration cutoff date (Last day one can register online): August 20, 2010**

**Duration of Training: 2 days**

National Association of Community Health Centers  
Practice Operations Management Seminar

DAY 1

- 7:30 am Registration and Continental Breakfast
- 8:30 am **Appointment Scheduling For Success**  
A health center's scheduling system can either be a facilitator of practice, productivity, or an obstacle to patients' access. This session will provide attendees with a comprehensive view of systems that result in success for the center and the patients. What's best for your health center? Capacity issues, intermittent schedules, open access, special clinics, and many other issues explored!
- 10:00 am Break
- 10:15 am **Appointment Scheduling For Success (Con't)**
- 11:30 am Break
- 11:45 am **Improving Customer Service in a Health Center**  
What are the principles of customer service? Who are our customers? What are the organizational benefits to excellent service? How do we plan for and implement a customer service plan? Hear the answer to these and other important questions in this session.
- 12:30 pm Sponsored Lunch
- 1:30 pm **Improving Customer Service in a Health Center (Con't)**
- 2:30 pm Break
- 2:45 pm **How to Improve The Patient Experience**  
Have you taken a walk in your patients' shoes lately? Learn about the power of patient-staff interactions and health center processes and systems that affect the patient experience. Leave this session with an action plan for improving your patients' experience.
- 4:00 pm Break
- 4:15 pm **How to Improve The Patient Experience (Con't)**
- 5:00 pm Adjourn Day One

DAY 2

- 7:30 am Registration and Continental Breakfast
- 8:30 am **Reporting on Operations in a Health Center**  
Health center managers can no longer make decisions based on perceptions or instinct. What data is needed on a regular basis for decision-making? What bench-marks should be established, reported and measured? What is the approach for taking action when performance is not meeting expectations? Attend this session to learn about how to answer these questions and improve your reporting system.
- 10:00 am Break
- 10:15 am **Perfecting Front Office Operations**  
Front desk operations represent one of the first impressions made on patients and guests who might be prospective patients. Front office staff determine the number of patients seen, how quickly they're seen, if they're likely to return, and when and how much is paid for the visit. This session will review critical functions staff and management should consider to increase the effectiveness of front desk operations.
- 11:30 pm Break
- 11:45 pm **Perfecting Front Office Operations (Con't)**
- 12:30 pm Sponsored Lunch
- 1:30 pm **Perfecting Front Office Operations (Con't)**
- 2:30 pm Break
- 2:45 pm **Improving Operational Efficiency & Productivity**  
What is the best practice for operational efficiency in a health center setting? Involved are clinic hours, full exam rooms, efficient providers and staff, medical records management, staff training and clear directives, commitment by management, feedback and reporting, and much more. This session will examine aspects of infrastructure components that influence operational efficiency and productivity.
- 4:15 pm Adjourn Seminar

## REGISTRATION FORM

# Practice Operations Management

## 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

### Practice Operations Management

Memphis, TN July 14–15, 2010

Baltimore, MD August 25–26, 2010

Early Bird Registration \$425 per person \$ \_\_\_\_\_

Regular and On-Site Registration \$475 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.**



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**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.