

Designed for Health Center Management, Managers and Board Members

# 2011 Health Center Financial/Operations Management Seminars Level III

**OFFERED BY:**



NATIONAL ASSOCIATION OF  
Community Health Centers

**In Cooperation with McGladrey**

NACHC Financial/Operations Management Seminars are partially supported by a cooperative agreement with the Bureau of Primary Health Care.

The National Association of Community Health Centers, Inc., is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417. Web site: [www.nashb.org](http://www.nashb.org)



NATIONAL ASSOCIATION OF  
Community Health Centers, Inc.

## 2011 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 McGladrey and with support from the Bureau of Primary Health Care, we are excited to offer six trainings in 2011.

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.
- Learn how to conduct an Operations Assessment
- Improve operations to maximize revenue
- Understand cost-based reimbursement
- Learn how to use technology to manage information

#### Presenters:

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

**Michael B. Schnake, CPA, CGFM**, *Partner, BKD, LLP, Springfield, MO*

**Jeffrey Case, CPA**, *Managing Consultant, BKD, LLP, Springfield, MO*

**Jeffrey E. Allen, CPA**, *Partner, BKD, LLP, Springfield, MO*

**Mike Holton**, *Manager, 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.

#### Las Vegas

**April 13-14, 2011**

Planet Hollywood Hotel, Las Vegas  
3667 Las Vegas Blvd. S, Las Vegas, NV 89109  
Tel: 877-244-9474

Room Rates: \$119/night/ single/double (plus taxes)  
Hotel Reservation Cut-Off Date: March 23, 2011

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by March 23, 2011
- Regular and On-Site Registration Fee: \$425 if registration received after March 23, 2011

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **April 8, 2011**

#### South Beach

**July 13-14, 2011**

Hilton Bentley Miami Beach  
101 Ocean Drive, Miami Beach, FL 33139  
Tel: 305-938-4600 / 888-283-0191

Room Rates: \$179/night/ single/double (plus taxes)  
Hotel Reservation Cut-Off Date: June 28, 2011

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by June 28, 2011
- Regular and On-Site Registration Fee: \$425 if registration received after June 28, 2011

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **July 8, 2011**

### 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.

#### New Orleans, LA

**April 27-28, 2011**

Hampton Inn and Suites  
1201 Convention Center Blvd.  
New Orleans, LA 70130  
Tel: 866-311-1200

Room Rates: \$139/night/ single/double (plus taxes)  
Hotel Reservation Cut-Off Date: April 4, 2011

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by April 4, 2011
- Regular and On-Site Registration Fee: \$425 if registration received after April 4, 2011

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **April 22, 2011**

#### Austin, TX

**July 27-28, 2011**

Doubletree Austin  
303 W. 15th St.  
Austin, TX 78701  
Tel: 800-222-8733

Room Rates: \$139/night/ single/double (plus taxes)  
Hotel Reservation Cut-Off Date: July 5, 2011

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by July 5, 2011
- Regular and On-Site Registration Fee: \$425 if registration received after July 5, 2011

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **July 22, 2011**

### 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.

#### Providence, RI

**May 18-19, 2011**

Biltmore Hotel  
11 Dorrance St., Providence, RI 02903  
Tel: 800-294-7709

Room Rates: \$129/night/ single/double (plus taxes)  
Hotel Reservation Cut-Off Date: April 17, 2011

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by April 17, 2011
- Regular and On-Site Registration Fee: \$425 if registration received after April 17, 2011

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **May 13, 2011**

#### Las Vegas, NV

**August 10-11, 2011**

Planet Hollywood Casino & Resort  
3667 Las Vegas Blvd. South, Las Vegas, NV 89109  
Tel: 877-244-9474

Room Rates: \$89/night/ single/double (plus taxes)  
Hotel Reservation Cut-Off Date: July 18, 2011

#### Pricing Information

- Earlybird Registration Fee: \$375 if registration received by July 18, 2011
- Regular and On-Site Registration Fee: \$425 if registration received after July 18, 2011

**Registration cutoff date (Last day one can register online):** Five calendar days before training – **August 5, 2011**

**LEVEL I COOURSE (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.
- 9:30am** *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.
- 12:00pm** *Lunch Provided*
- 1:00pm** *Operating a Health Center Financial Department (con't)*
- 2:00pm** *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.
- 10:15am** *Grants Budgeting and Grants Management in Health Centers ARRA Reporting HCQR, and 1512*  
Objectives: Will provide participants with the necessary knowledge for managing the HRSA grant and other expectations of federal agencies.
- 12:00pm** *Lunch Provided*
- 1:00pm** *Grants Budgeting and Grants Management (con't)*
- 3:00pm** *Preparation of Federal Financial Report FFR*  
Objectives: The Federal Financial Report (FFR – Form 425) is the consolidation of the Financial Status Report and Quarterly Federal Cash Transaction Report into one combined filing. The FFR is filed through the eHandbook and contains summary financial information which DHHS uses to monitor your health center's Federal grant drawdown position as well as the spending of the Federal grant. This session will inform participants of the proper completion of the FFR as well as the impact of ARRA funding on the FFR.
- 4:00pm** *Final Q&A and Wrap-up*

**LEVEL II COOURSE (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.
- 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 COOURSE (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** *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.
- 5:00pm** *Adjourn*

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

- 7:30am** *Continental Breakfast/Registration*
- 8:00am** *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.
- 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

Level I  Las Vegas, NV April 13-14, 2011

South Beach, Miami, FL July 13-14, 2011

Level II  New Orleans, LA April 27-28, 2011

Austin, TX July 27-28, 2011

Level III  Providence, RI May 18-19, 2011

Las Vegas, NV August 10-11, 2011

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 non-refundable and non-transferable.
- ◆ "No-shows" are non-refundable.