



## National Resource Center for Health Center Training and Technical Assistance (TTA)

*Envisioning a world where every health center thrives and strengthens its community*

### WHAT

type of training is offered to support health center operations and human resources?

NACHC elevates a health center’s operational performance and human resource capabilities with tools and training for more efficient clinic operations. These TTA programs enhance critical decision-making to positively impact care delivery, change management, patient/staff satisfaction, and compliance with Health Center Program requirements and employment laws. We develop the skills of those who manage recruitment and retention, hiring, credentialing and professional development. NACHC’s comprehensive range of operations TTA programs incorporate timely publications, webinars, office hours and supportive community networks. These programs are shaped with experts and staff who’ve served in the role of Health Center COO/CFO, Practice Administrator, Operations Project Manager and Reimbursement Director.

### WHO

benefits from NACHC’s health center operations and human resources trainings?

- Operational management staff including Chief Executive Officers (CEOs), Chief Operations Officers (COOs), Practice Administrators and other clinical and non-clinical managers and supervisors. Federal staff are welcome.
- Human resources and workforce development staff serving Federally Qualified Health Centers (FQHCs), FQHC Look-Alike Centers, Primary Care Associations (PCAs) and Health Center Controlled Networks (HCCNs).

### HOW

do NACHC’s training programs support value-based care?

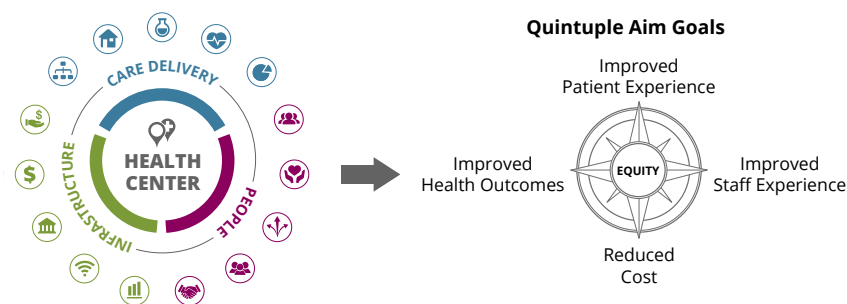
NACHC’s **Value Transformation Framework (VTF)** is designed to guide systems-change for health centers as they transition from a volume-driven system to one based on value. The VTF is grounded in five important goals: improved health outcomes, better staff and patient experiences, health equity, and lower costs (also known as the Quintuple Aim). Operations and human resources are incorporated within the 15 Change Areas identified in the Value Transformation Framework. NACHC’s training programs distil this evidence into practical, goal-driven, action.

### WHY

are these programs valuable?

Participants will:

- Identify health center program fundamentals for start-ups, established sites, look-alikes, pharmacies and similar; and prepare sites for HRSA’s program requirements and visits.
- Cultivate smart strategies for budgeting, profitability, cash flow and cost containment.
- Review and update existing practices for patient enrollment and data collection. Elements include: consent, virtual care protocol, call center and front desk management, screening for social determinants of health, workflows, interpreters, patient education, referrals, coding and more.
- Make Electronic Health Record (EHR) improvements for better compliance, performance, and patient/provider experiences.
- Join learning collaboratives, mentoring, or coaching programs where participants can benefit from a network of support and open communication.
- Develop stronger human resources management and training programs that address challenges, improve workflows and support staff wellbeing.





## A Sample of Health Center Operations & Human Resources Offerings

### Fundamental Training Programs

- Practical Art of Health Center Operations (PAHCO)
- Cultivating Health Center Operations (CHCO)
- **Elevating Health Center Operations (EHCO)**

### Technical Assistance Office Hours & Learning Collaboratives

NACHC offers direct assistance and assistance through the National Training and Technical Assistance Partners (NTTAP) with diverse subject matter experts from federal agencies and relevant industries.

Browse:

- **NACHC's Monthly 340B/Pharmacy Office Hours** (with **archived recordings**)
- Noddlepod (message board with office hours)
- **NACHC's Monthly Telehealth Office hours** (with **archived resources**)
- **NACHC-hosted User Groups for HIT, EHR, and Cybersecurity**
  - User groups eClinicalWorks, NextGen, Greenway Intergy, athenaPractice/athenaflow and athenaone

### Quick TTA Resources

- **Health Center Resource Clearinghouse**
- **Training Catalog**



For up-to-date events and training programs, go to NACHC's **Calendar of Events**, register for email updates, or contact us at **[trainings@nachc.org](mailto:trainings@nachc.org)**



### COVID-19 Response and Support

Educational programs are tailored and constantly updated to meet ongoing challenges. COVID-19 specific resources can be found in the **Health Center Resource Clearinghouse** and resource pages. For example:

- Developing Workflows to Strengthen CHW Roles within the Health Center Response to COVID-19 (learning collaborative)
- **Patient Confidentiality and Telehealth Package**
- **Re-opening Dental Practices during COVID-19: Legal Analysis (English/Spanish)**