2019 Annual Conference (Tentative Agenda)
Conference Theme: The Resilient Health Center

**Wednesday October 2, 2019**
- Registration will begin at 8 a.m.
- Pre-Conference Bootcamp (9 a.m. – 3 p.m.)
- Welcome Reception (5 p.m. until 7 p.m.)
  - Leadership Boot Camp: The Employee Investment and Leading Change  
    Presenter: Jackie Gaines, StuderGroup
  - Health Center Excellence Bootcamp: Foundations of FQHC Program Excellence  
    Presenter: Kyle Vath, Burt Waller, Juanita Burnam
  - CQCH Bootcamp: Lean Healthcare Advanced Training  
    *For CQCH Members who attended the August 2019 Lean Healthcare Training*  
    Presenter: Richard Tucker, Vizient
  - Health Center Board Member Bootcamp: Topics include - A Brief History of the Health Center Program, Health Center Board Member Roles and Responsibilities, Community Health Center Board Members as Advocates, A Board Member’s Guide to Clinical Quality, Health Center Finance, and Value Based Care, A Conversation with Board Members about How to Best Serve the Community Health Center.  
    Presenter: Terri Sabella and TPCA Staff

**Thursday, October 3, 2019**
- Registration will begin at 8 a.m.
- Conference General Session and Workshops (9 a.m. – 4 p.m.)

**Friday, October 4, 2019**
- Networking Breakfasts - CEO, CFO, COO, and Medical Director’s (7:30 a.m. – 9:30 a.m.)
- Conference General Session (10 a.m. – 12 p.m.)
- Oral Health Bootcamp: Integrating Oral Health into Primary Care [12 – 3 p.m.]  
  Presenter: Candace Owen, Education Director, National Network of Oral Health Access

**General Sessions**
- Own Your Own Resilience  
  Presenter: Kris Ann Piazza, StuderGroup
- **TPCA Update (Title Pending)**  
  Presenter: Terri Sabella, Chief Executive Officer, Tennessee Primary Care Association
- **NACHC Legislative Update**  
  Presenter: Michaela Keller, Manager, Federal Affairs, National Association of Community Health Centers
- **HRSA Priorities Update**  
  Presenter: Dr. Judith Steinberg, Chief Medical Officer, HRSA
Strategic Leadership Track

- **Leading a Culture of High Performance**  
  **Presenter:** Jackie Gaines, StuderGroup

- **We’re Stronger Together – Collective Impact as Leverage with Payors**  
  **Presenter:** Aaron Todd, MPP, Chief Strategy Officer, Iowa Primary Care Association

- **Dealing with Difficult Behavior**  
  **Presenter:** Jim Henderson, Jim Henderson Consulting

Financial Resilience Track

- **Benchmarking and Analyzing Costs for Improved Outcomes**  
  **Presenter:** Catherine Gilpin, Senior Managing Consultant, BKD CPAs & Advisors

- **Program Income, Allowable Cost & Procurement in Community Health Centers**  
  **Presenter:** Catherine Gilpin, Senior Managing Consultant, BKD CPAs & Advisors

- **Evaluating Fraud Risks and Improving Internal Controls**  
  **Presenter:** Catherine Gilpin, Senior Managing Consultant, BKD CPAs & Advisors

Operational Excellence Track

- **Operationalizing Integrated Care**  
  **Presenter:** April Lewis, Director, Health Center Operations and HR Training, NACHC

- **Best Practices for Writing MOUs and Contracts**  
  **Presenter:** April Lewis, Director, Health Center Operations and HR Training, NACHC

- **Best Practices for Writing and Maintaining Policies and Procedures**  
  **Presenter:** April Lewis, Director, Health Center Operations and HR Training, NACHC

Clinical & Care Innovations Track

- **Interoperability and the Provider Experience**  
  **Presenter:** Dr. Sarah B. Chouinard, Chief Medical Officer of Community Care of West Virginia

- **Chronic Pain Management and the Opioid Epidemic**  
  **Presenter:** Dr. Edward Capparelli, Mountain People's Health Councils

- **Social Determinants of Health Policy and Practice: the Iowa Experience**  
  **Presenter:** Sarah Dixon, MPA, Senior Director, Iowa Primary Care Association