

Enhancing Collaborative Management in Community Health Centers

Developing Clinical-Operations Teams

A new course by the faculty of Harvard School of Public Health

June 18–21, 2012, Seattle, Washington

There are two sides to every story.

When both sides are heard, you've achieved success.

Is your health center's management story a clinical tale or an operational tale? Who leads? And what is the result? Maybe some collaboration is in order.



“Outstanding clinical care by skilled, motivated, productive and well compensated providers is my top priority. We have to function as a team and a medical home. And I want an EHR that doesn't get in the way. And I'd like to see patients once in awhile.”

“I agree we need a strong clinical team, but we also need systems that work, databases that talk to each other, and relevant and timely reports. Our providers just have to see more patients! Good docs are just part of the story.”

“Training clinical and operations leadership together—to develop complementary skills and a collaborative approach—will be one of the most effective ways to prepare community health centers for the challenges ahead. I enthusiastically endorse this training.”

Thomas Trompeter
CEO, Healthpoint



Register a team from your health center: one clinical leader, one operations leader.

Together, learn the art of collaborative management

Join the same outstanding Harvard faculty that brought the excellent *Managing Ambulatory Health Care I for Clinical Leaders*. As a team, address the issues of health center management, learn how to develop processes for success across the board, and engage in practical exercises that allow you to problem-solve and plan together.

Topics of study include:

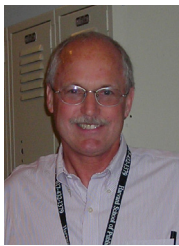
- Theory of Collaborative Management
- Recruitment and Retention
- Provider Productivity
- Performance Compensation
- Enhancing Motivation
- Negotiation and Conflict Resolution
- The Future of Clinical IT
- Political Advocacy

“My COO and I see eye-to-eye on just about everything, but I’m still excited about collaborative training like this. No situation is perfect. We can build on our past successes.”

William Arnold,
Medical Director, Kodiak CHC

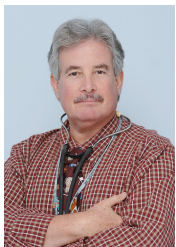
Faculty

Drs. Campbell and Hoch have been running executive education programs at Harvard for community health center Medical Directors and other staff for twenty-five years. This program builds on that long history of educational initiatives focused on primary care.



Paul Campbell, MPA, ScD

Dr. Paul Campbell earned his doctorate in Health Policy and Management at Harvard and has over thirty years experience in public health. He served as Director of Management Services at John Snow, Inc. (JSI), a management consulting firm with an international portfolio of projects. With JSI he worked as a consultant in community health centers across the country, began leading training programs for CHC staff, and completed applied research projects in primary care for Health and Human Services. He then taught at the Boston University School of Public Health until returning to Harvard where he has faculty appointments in Health Policy and Management and Global Health and Population.



Robert Hoch, MD, MPH

Robert Hoch is currently a practicing pediatrician and CMO of Harbor Health Services (HHSI) in Boston. He received his MD degree from the Upstate Medical Center, Pediatric Residency and Ambulatory Fellowship from the University of Wisconsin, and MPH from the Harvard School of Public Health. Dr Hoch has been active in community health center issues at a local, state, and national level throughout his career and is nationally recognized as a consultant and lecturer on a variety of clinical leadership and management topics. He has consulted for the Department of Health and Human Services, Massachusetts League of Community Health Centers, and NACHC. Dr Hoch has faculty positions at Tufts Medical School, Boston University School of Medicine, and the Harvard School of

Public Health and has been the course co-director for the *Managing Ambulatory Health Care* series at the HSPH for over twenty years.

Course Fees

Cohort limited to 30 teams

NWRPCA and CHAMPS members:

\$3500 for first team from organization

\$3000 for second or additional teams from same organization

Nonmembers: \$4000 per team

Register online at www.NWRPCA.org

Registration deadline: June 11, 2012. Priority will be given to registrants in Regions VIII and X.

CME and CPE credits pending.

For more information, call NWRPCA at 206-783-3004, ext. 14.

This course is presented by Northwest Regional Primary Care Association (NWRPCA) in collaboration with the National Association of Community Health Centers (NACHC) and Community Health Association of Mountain/Plains States (CHAMPS).