

ENHANCING COLLABORATIVE MANAGEMENT
SEATTLE, WASHINGTON
JUNE 18 - 21, 2012

DRAFT AGENDA

Overall Learning Objective: This program has been organized to improve the performance of clinical and administrative managers in community health centers who must work together effectively in order to optimally serve their communities. Faculty will seek to accomplish this goal by deepening participants' insights into collaborative management in general, as well as by addressing common problems facing health centers across the country.

MONDAY, JUNE 18

8:00 – 9:00 AM Program Registration and Continental Breakfast

9:00 – 10:30 AM **Program Introduction**

Learning Objective: Participants will learn about this program, including its purposes and methods, and they will be introduced to the faculty as well as to each other.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

10:30 – 11:00 AM Morning Break

11:00 – 12:15 PM **Collaborative Management in CHCs**

Learning Objective: Participants will gain insight into the challenges facing clinical-administrative collaborative management in community health centers, as well as strategies to overcome those challenges.

Faculty: Robert Hoch, MD, MPH

12:15 – 1:15 PM Lunch

1:15 – 2:45 PM **Recruitment and Retention**

Learning Objective: Participants will learn about the serious and growing problems facing community health centers as they compete with hospitals, group practices and others for a limited number of primary care clinicians. They will also learn about strategies available to clinical and administrative managers as they confront those problems.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

2:45 – 3:00 PM Afternoon Break

DAILY AGENDA

3:00 – 4:15 PM **Provider Productivity**

Learning Objective: Clinical productivity is influenced by many factors, including facilities, support staff and clinician motivation. Participants will identify the key factors and discuss strategies to improve performance.

Faculty: Robert Hoch, MD, MPH

4:15PM Sessions end for the day

TUESDAY, JUNE 19

7:30 – 8:00 AM Continental Breakfast

8:00 – 9:00 AM **Discussion Groups on Recruitment and Retention**

9:00 – 10:30 AM **Recruitment and Retention Exercise**

Learning Objective: Participants will deepen their understanding of clinician recruitment and retention issues as well as potential strategies through plenary discussion of cases addressed by small groups during the previous hour.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

10:30 – 10:45 AM Morning Break

10:45 – 12:15 PM **Performance Compensation**

Learning Objective: Participants will learn about the promise and pitfalls of performance compensation in community health centers.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

12:15 – 1:15 PM Lunch

1:00 – 2:30 PM **Leadership Styles: The Strength Deployment Inventory (SDI)**

Learning Objective: Participants will learn about the SDI, a useful tool designed to deepen insight into different leadership and management styles. Learning about one's own styles, during normal conditions and under stress, as well as those of colleagues, can strongly enhance collaborative management in the CHC.

Faculty: David Javitch, PhD

DAILY AGENDA

2:30 – 2:45 PM Afternoon Break

2:45 – 4:00 PM **Enhancing Motivation**

Learning Objective: Participants will learn about different theories of human motivation as well as practical suggestions to improve staff performance.

Faculty: David Javitch, PhD

4:00 PM Sessions end for the day

WEDNESDAY, JUNE 20

7:30 – 8:00 AM Continental Breakfast

8:00 – 9:00 AM **Discussion Groups on Provider Productivity**

9:00 – 10:30 AM **Provider Productivity Exercise**

Learning Objective: Participants will deepen their understanding of clinical productivity issues and strategies through plenary discussion of cases addressed by small groups during the previous hour.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

10:30 – 10:45 AM Morning Break

10:45 – 12:00 AM **Performance Compensation Exercise**

Learning Objective: Participants will enhance their understanding of the many compensation options available to community health center clinical and administrative managers by working through specific situations.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

12:00 – 1:00 PM Lunch

1:00 – 2:30 PM **Managing Change in the CHC**

Learning Objective: Participants will learn about different theories of institutional change as well as practical suggestions to facilitate positive change in community health centers.

Faculty: David Javitch, PhD

DAILY AGENDA

2:30 – 2:45 PM Afternoon Break

2:45 – 4:00 PM **Negotiation and Conflict Resolution**

Learning Objective: Participants will increase their understanding of human conflict in community health centers, and will discuss methods available to clinical and administrative managers that can lead to positive resolution.

Faculty: David Javitch, PhD

4:30 PM Informal Reception

THURSDAY, JUNE 21

7:30 – 8:00 AM Continental Breakfast

8:00 – 9:00 AM **Discussion Groups on Capstone Case**

9:00 – 10:45 AM **Case Presentations and Discussion**

Learning Objective: Participants will have an opportunity, through small group conversation during the previous hour, as well as plenary discussion during this session, to learn from a single “real life” situation in a community health center that raises multiple issues raised during this program.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

10:45 – 11:00 AM Morning Break

11:00 – 12:15 PM **Leadership Development in the CHC**

Learning Objective: Participants will learn about methods to enhance the development of “emerging” collaborative leaders in community health centers, a critical challenge at organizational, community, state and national levels.

Faculty: Paul Campbell, MPA, ScD

12:15 – 1:15 PM Lunch

DAILY AGENDA

1:15 – 2:30 PM

Positioning CHCs for 2014 and Beyond

Learning Objectives: Participants will gain insight into multiple serious policy challenges facing CHC advocates who seek to maintain or improve access to quality care for their communities, especially for the most vulnerable populations.

Faculty: To be announced

2:30 – 3:30 PM

Program Closing and Evaluation

Learning Objective: Participants will have the opportunity to give feedback to program organizers and faculty in order to enhance future seminars for similar audiences.

Faculty: Paul Campbell, MPA, ScD and Robert Hoch, MD, MPH

3:30 PM

Adjournment