



Asking the Right Questions: Governing as an Engaged Board
James W. Hunt, Jr. Training & Learning Center, 16 Brooks St, Worcester
February 9, 2019

SYMPOSIUM AGENDA

- 8:00am-9:00am Registration and Continental Breakfast / Networking
- 9:00am-9:15am Welcome & Introductions
- 9:15am-9:45am **History of the Community Health Program and the Vital Role of Boards**
As a former Board member and current health center CEO, Mr. McLaren will speak to the vital role Board members play in advancing the mission of their health center and community – and will share why he joined a Health Center Board initially: what the challenges were/are and the value he found in participating; and how he now values the Board in his new role as CEO and how and why he is working to recruit new Board members to his organization. This session will include a brief history of the Health Center Movement, starting with one Health Center in Columbia Point, Dorchester to now nearly 1,400 organizations that operate more than 11,000 delivery sites across the country.
Learning Objectives:
i. Describe the context for change in the health care delivery in the early 1960s
ii. Understand the story of the founding of the nation’s first community health centers
iii. Understand the importance and value Identify elements of having a successful Board
Speaker: Stan A. McLaren, former Board member and current CEO, Harvard Street Neighborhood Health Center, Dorchester, MA
- 9:45am-10:45am **Financial Performance and Metrics That Matter: The Board’s Role in Monitoring Financial Health**
The session will review the structure of health center financial statements, identifying the key financial and operational metrics that board members should understand and monitor on an ongoing basis. Ms. Coleman will also review recent financial and operating trends of Massachusetts’ health centers and discuss benchmarking as a tool for monitoring performance. She will provide copies of Capital Link’s benchmarking toolkit and the recently completed aggregate PEP for Massachusetts’ centers as “take-aways” from the training.
Learning Objectives:
i. Understand key components of health center revenues and expenses
ii. Understand key financial and operating trends of MA health centers
iii. Gain proficiency in calculating Operating Margin and Days Cash on Hand
Speaker: Allison Coleman, MBA, CEO, Capital Link, Boston MA
- 10:45am-11:30am **Year 2 of the ACO: How Does It Affect Health Centers?**
This session will review Year 1 of the ACO transformation process and identify anticipated changes for Year 2. Ms. Whittemore will focus on how health centers will need to transform care in order to continue to succeed as an ACO, and how health centers will partner with Community Partners to enhance behavioral health care.
Learning Objectives:
i. Understand the national landscape and growth of ACOs
ii. Understand the models of ACOs that have been developed in Massachusetts
iii. Understand the implications of ACO participation for CHCs
Speaker: Lisa Whittemore, MSW, MPH, Principal, Health Management Associates, Boston MA

11:30am-11:45am 15 Minute Break

11:45am-12:15pm **Group Discussion on Financial Performance & the Impact of ACOs**

Ms. Coleman and Ms. Whittemore will collaborate to lead a group discussion on financial performance and the impact of ACOs.

Facilitators: Allison Coleman, CEO, Capital Link, Boston MA & Lisa Whittemore, MSW, MPH, Principal, Health Management and Associates, Boston MA

12:15pm-1:15pm **Networking Luncheon – Lessons Learned from Boston’s Rough Sleepers**

Dr. Jim O’Connell, President of Boston Health Care for the Homeless Program, will share the story of how he began working with individuals struggling with homelessness. His talk will illuminate the importance of ensuring patient voices are a fundamental part of health center planning.

Learning Objectives:

- i. Describe the evolution of the Boston Health Care for the Homeless Program model
- ii. Identify the importance of incorporating patient feedback into a community-based health care model, including the implementation of a Consumer Advisory Board

Speaker: Jim O’Connell, MD, Founder and Current President, Boston Health Care for the Homeless Program, Boston, MA

1:15pm-2:15pm **“Continuous Compliance” in Governance - A Perfect Score on the OSV Can be Yours (and other achievable goals. . .)**

Amendments to Section 330 last Spring prohibiting the renewal of grants to health centers with a single, unresolved grant condition two years in a row struck terror into the hearts of health center leaders across the country. In this session, NACHC general counsel, Jacqueline (“Jacki”) Leifer will highlight recurring governance hot topics and discuss strategies for achieving and maintaining continuous compliance.

Learning Objectives:

- i. Understand the roles and responsibilities of a health center’s board members
- ii. Evaluate potential conflicts of interest that may arise
- iii. Recognize high risk areas for board members and health center governance

Speaker: Jacqueline C. Leifer, Senior Partner, Feldesman Tucker Leifer Fidell LLP, Washington DC

2:15pm-2:30pm 15 Minute Break

2:30pm-3:15pm **Roles and Responsibilities: Best Practices for Today’s Boards**

Compliance is a must, but is that all there is? Jacqueline (“Jacki”) Leifer will facilitate a discussion of best practices that make good Boards great, including successful recruitment strategies, meaningful approaches to new Board member orientation and integration, conflict of interest management, effective use of Committees and succession planning.

Learning Objectives:

- i. Be equipped to implement governance best practices in your health center
- ii. Understand the board’s role in oversight and long-term planning
- iii. Recognize the health center’s role in the community

Speaker: Jacqueline C. Leifer, Senior Partner, Feldesman Tucker Leifer Fidell LLP, Washington DC

3:15pm-3:30pm Evaluation and Closing

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