

TPCA 2020 VIRTUAL CONFERENCE

AGENDA BY AUDIENCE

CEO

- Leadership Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Emergency Planning 101
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Building Your Dream Team
- Role of Finance & Operations: Implementing, Monitoring, & Evaluating Effective Teams
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement: The Starting Point for Strengthening & Improving Care

CFO

- Finance Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Emergency Planning 101
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Role of Finance & Operations: Implementing, Monitoring, & Evaluating Effective Teams
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement: The Starting Point for Strengthening & Improving Care
- Role of Finance & Operations: Implementing & Evaluating the Effectiveness of Patient Engagement

COO

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CMO, Medical Leadership

- Medical Leadership Networking
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- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Building Your Dream Team
- Building Trust, Teamwork and Engagement
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement: The Starting Point for Strengthening & Improving Care

CIO & IT

- IT Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Tech & Data: Supporting the work of the team
- Tech & Data for Patient Engagement
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Operations

Site Manager, Supervisor, etc.

- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Improving Patient Experience: Providing good customer services
- Role of Finance & Operations: Implementing, Monitoring, & Evaluating Effective Teams
- Customer services & patient experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

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AGENDA BY AUDIENCE

Clinical Staff

MD, DO, NP, PA, RN, LPN, MA, BH/SUD, etc.

- Provider Networking
- Other Clinical Staff Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Emergency Planning 101
- Team-Based Care: a Critical Element in Innovative Care
- Customer services & patient experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care
- Building Trust, Teamwork and Engagement

Care Coordinators

- Clinical Staff Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Customer services & patient experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Case Managers

- Clinical Staff Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Customer Services & Patient Experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Front desk, Schedulers, & Referral Management

- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Creating Your Dream Team: Improving patient experience through providing good customer services
- Customer Services & Patient Experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

EMP Personnel

- FQHC Legacy & Future
- Using a Health Equity Lens
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- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Oral Health

- Medical Leadership Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Outreach, Navigators, & CHWs

Clinical Staff Networking

- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Improving Patient Experience: Providing good customer services
- Customer Services & Patient Experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care
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Quality Improvement

- QI Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Tech & Data: Supporting the work of the team
- Tech & Data for Patient Engagement
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Pharmacists

- Medical Leadership Networking
- FQHC Legacy & Future
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