

**MANAGING AMBULATORY HEALTH CARE II:  
ADVANCED COURSE FOR PHYSICIANS IN COMMUNITY HEALTH CENTERS  
BOSTON, MASSACHUSETTS, SEPTEMBER 29 – OCTOBER 2, 2014**

**DAILY AGENDA**

---

MONDAY, SEPTEMBER 29

- 8:00 – 9:00 AM      Program Registration and Continental Breakfast
- 9:00 – 10:30 AM    **Program Introduction** – Bob Hoch and Paul Campbell
- 10:30 – 11:00 AM    Break
- 11:00 – 12:15 PM    **The Future of Primary Care** – Bob Hoch
- 12:15 – 1:15 PM     **Lunch**
- 1:15 – 2:30 PM      **Financial Management for Clinical Leaders** – Paul Campbell
- 2:30 – 2:45 PM      Break
- 2:45 – 4:15 PM      **Primary Care Crisis: Recruitment & Retention of Providers** – Paul  
Campbell and Bob Hoch
- 4:15PM                Sessions end

TUESDAY, SEPTEMBER 30

- 7:30 – 8:00 AM      Continental Breakfast
- 8:00 – 9:00 AM      Discussion Groups
- 9:00 – 10:30 AM    **Assessing Community Health Center Performance** – Paul Campbell  
and Bob Hoch
- 10:30 – 10:45 AM    Break
- 10:45 – 12:00 PM    **EHR: Beyond the Basics** – John Halamka
- 12:00 – 1:00 PM     **Lunch** (Topic tables with topics and participant facilitators identified prior  
to course)
- 1:00 – 2:30 PM      **Leadership Styles** – David Javitch
- 2:30 – 2:45 PM      Break

DAILY AGENDA

---

2:45 – 4:15 PM      **Managing Change** – David Javitch

4:15 PM              Sessions End

WEDNESDAY, OCTOBER 1

7:30 – 8:00 AM      Continental Breakfast

8:00 – 9:00 AM      Discussion Groups

9:00 – 10:30 AM     **Case Presentations on Operational and Personnel Issues** – Bob Hoch

10:30 – 10:45 AM    Break

10:45 – 12:15 PM    **Oral Health Integration in Primary Care**– Steve Wrightson

12:15 – 1:15 PM     Lunch

1:15 –2:30 PM       **Negotiation and Conflict Resolution I** – Sinaia Nathanson

2:30 -2:45PM        Break

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

5:30 PM              Reception at the Harvard Faculty Club

7:30 PM              Return trip to Hotel

THURSDAY, OCTOBER 2

7:30 – 8:00 AM      Continental Breakfast

8:00 – 9:00 AM      Discussion Groups

9:00 – 10:30 AM     **Case Presentations and Discussion** – Bob Hoch and Paul Campbell

10:30 – 10:45 AM    Break

10:45 – 12:15 PM    **Community Development** – Bill Walczak

DAILY AGENDA

---

- |                 |  |
|-----------------|--|
| 12:15 – 1:15 PM | Lunch  |
| 1:15 – 2:30 PM  | <b>Health Reform and Community Health Centers</b> – Nancy Turnbull |
| 2:30 – 3:30 PM  | <b>Program Closing</b> – Bob Hoch and Paul Campbell                |
| 3:30 PM         | Adjournment  |