

Topic	Category	Category 2
Improving teamwork through the collaboration of departments at your FQHC	Administrative	
Security Incident Response - Tabletop Exercises	Administrative	
Compliance Committees at FQHCs: Their Role and Function	Administrative	
Medicare Annual Wellness Visit Process and Reimbursement	Administrative	Finance
Improving Front Office Flow: Tips and Tricks to Make Your Overall Practice More Efficient	Administrative	
Advanced HIPAA Privacy Rule for Compliance Officers and Practice Managers at FQHCs	Administrative	
FTCA University	Administrative	
Front Office KPIs/Customer Service/Integrated workflows	Administrative	
Negotiating MCO contracts and insurance contracts	Administrative	
Joint Commission Accreditation and Preparation	Administrative	
Mergers: Considerations, Planning, and Implementation	Administrative	
My Stuff Hurts: Internal Emotions, External Expressions	Behavioral Health	
Secondary trauma and compassion fatigue for providers	Behavioral Health	
Management of mental health disorders as PCPs especially children with ADHD	Behavioral Health	
Working with families of addiction and dealing with family "fall out" from addiction/living in a traumatic environment	Behavioral Health	
Psychopharmacology for Primary Care	Behavioral Health	
Telemedicine for Behavioral Health	Behavioral Health	Administrative
Behavioral Health Credentialing/Enrollment	Behavioral Health	Administrative
Treating Integrated Care as a Priority	Behavioral Health	
Building Rapport and Cultural Specific Engagement	Behavioral Health	
Behavioral Health Workforce and Creating Career Ladders for BH Workers	Behavioral Health	Workforce
Utilizing Peer Recovery Specialists	Behavioral Health	
Case Management and Value-Based Care	Behavioral Health	Finance
Health Equity	Clinical	
OSHA updates for both medical and dental	Clinical	Dental
QI -- what is hard to measure	Clinical	
Meeting the needs of patients in a cultural safe manner	Clinical	
Neonatal and Fetal Abstinence Syndrome and Substance Use Among Pregnant Women	Clinical	Behavioral Health
The Role of Clinical Pharmacist	Clinical	
Risk Management and Patient Communication	Clinical	
Self-measured blood pressure programs	Clinical	
Infectious Diseases	Clinical	
Facilitating Healthcare for Aging Populations	Clinical	
Chronic Care Management	Clinical	
Disease Conditions (Alzheimer's, DM - any condition)	Clinical	
Primary care health screening recommendations and gender affirming care for transgender individuals	Clinical	
Clinical Transformation/Workflow Improvement	Clinical	
Workflow Improvement	Clinical	
Value Based Care Models-Value of ACO memberships	Clinical	
School based health, program sustainability, setting up program (101)	Clinical	
UDS+ overview	Clinical	
Ethics, boundaries and liabilities of employees assisting patients	Clinical	Human Resources
Credentialing and Privileging	Credentialing	
Credentialing for providers (roundtable)	Credentialing	

Insurance Credentialing 101 (Possible panel of insurance company credentialers)	Credentialing	
Use of dental RVUs for scheduling purposes	Dental	
Exploring the differences in providing dental care in rural and urban settings	Dental	
Peds Dental Clinic, how to utilize staff, patient throughout and dealing with staff shortages	Dental	
Integration position – individual who adds dental/medical/physical health appts for people coming in for other services if there is a care gap	Dental	
Dental ergonomics	Dental	
Quality improvement in the dental suite	Dental	
Trauma informed oral health care	Dental	
Dental billing	Dental	
Dental Communication and Self Management goals	Dental	
Cultural competence and oral health	Dental	
Oral Health Workflow Due to Staffing Shortages	Dental	
Pain management in dentistry	Dental	
From Breach to Beach: Relax with Cyber Liability Insurance	Finance	
Education on how to do buy and bill therapeutics under the FQHC model	Finance	
Best Practices for Specialty Services: Clinical Models and Financial Outcomes	Finance	Clinical
Clinician coding/documentation in a Value Based environment	Finance	
Billing and Coding Education	Finance	
Value Based Contracting	Finance	
Optimizing Operations and Learning from Denials	Finance	
Credentialing: Strategies to Combat Financial Risks	Finance	
Concrete Steps to Take Now to be Ready for Value-Based Payment	Finance	
Value Based Payment	Finance	
340B and Medicaid	Finance	Administrative
Good Faith Estimates for FQHCs	Finance	
Accountable Care Organizations	Finance	Administrative
Financial Sustainability	Finance	
How to handle recruitment in today's times.	Human Resources	
Remote Work: positions that can be remote, the management process, rules and regulations	Human Resources	
Using preparation for the HRSA Operational Site Visit to improve your HR operations – lessons learned	Human Resources	
Recruiting from A-Z: Job Descriptions, Sourcing Resumes, Behavioral Based Interviewing (STAR Method)	Human Resources	Workforce
Engaging underperforming employees	Human Resources	Workforce
Retention: Importance of Onboarding; The Introductory Period; 30/60/90 Day Check Ins	Human Resources	Workforce
Cyber Security	Information Technology	
Fundraising and Financial Development as a 'look-alike'	Marketing/Communications	
Back to basics: Communication, work communication etiquette, virtual/screen Do's and Don'ts - in a world of acronyms, how can we maintain effective communication	Marketing/Communications	Human Resources
Clinical Research Diversity & Equity: The Role of Community Health Centers (CHCs)	Marketing/Communications	
Effective Marketing for New Locations	Marketing/Communications	
Community Education Classes: A Tool for Marketing	Marketing/Communications	Human Resources

How to create a strategic marketing plan for CHCs	Marketing/Communications	
Social Media: Handling Complaints; Workflow; Patient Reviews	Marketing/Communications	
Crisis Communications	Marketing/Communications	
ADA Compliance	Marketing/Communications	
How to measure the ROI on marketing	Marketing/Communications	
Internal Communications: How often, how best to and who does it come from?	Marketing/Communications	Human Resources
Health Center Strategies to maximize Inreach to patients	Outreach & Enrollment	
Enrolling Special Populations in Health Coverage	Outreach & Enrollment	
Reaching Minority Populations: Authentic Outreach and Healthcare Strategies	Outreach & Enrollment	
Outreach and Enrollment Strategies to Reach the Uninsured	Outreach & Enrollment	
Assisting Consumers Transitioning to Medicare	Outreach & Enrollment	
Understanding and Increasing the Outreach and Enrollment ROI	Outreach & Enrollment	
The Pennsylvania Medicare Education and Decision Insight Program	Outreach & Enrollment	
The Ins and Out of the COMPASS-Community Partner Enrollment Portal Training	Outreach & Enrollment	
How do VA benefits work	Outreach & Enrollment	
Building, Sustaining, and Elevating your Community Health Worker Program	Outreach & Enrollment	
Integration and Career Pathways for Community Health Workers	Outreach & Enrollment	
Medicaid 201 and the Unwinding of Continuous Coverage	Outreach & Enrollment	
Enabling Services	Outreach & Enrollment	
Effective Employee Training (Panel Discussion)	Workforce	
Staff management in a post-pandemic world	Workforce	
Behavioral health and recruitment and retention	Workforce	
Generational differences and their impact on recruiting and retaining staff	Workforce	
Community Health centers that have made great strides in employee engagement and patient satisfaction	Workforce	
Leadership development and intentionally defining a mission-driven culture	Workforce	
Increasing Retention by Providing an Environment of Engagement, Respect and Joy (include stay interviews)	Workforce	
Making the FQHC world one of the Best Places to work/Finding Your Vision	Workforce	
Training on the Annual Evaluation Process, Competency Assessments and Tying Them to Wage Increases	Workforce	Human Resources
Recruitment & Retention in an environment with highly saturated "BIG" healthcare systems	Workforce	
Identifying and capitalizing on hidden talents within the workplace	Workforce	
Upskilling across the organization (recommend NAHQ speaker on their approach)	Workforce	
How to attract providers in a competitive labor market (recruitment)	Workforce	