

### **FQHC Board Training**

Strong governance and community participation is a cornerstone of the health center program. A well trained and engaged board is invaluable to helping FQHCs advance their mission. These services build the capacity of FQHC boards to successfully fulfil their commitment and responsibilities.

**FQHC Board Roles and Responsibilities Training** Encourages boards to think critically about their role in improving the health of the organization and the community. Topics include: Overview of the 330 program requirements and core functions of the FQHC board; Principles of good governance including non-profit legal duties and conflicts of interest; Understanding financial reports; Protecting financial assets; And the clinical areas boards need to understand. 90 Minutes

**The Board's Role in Ensuring Excellent Customer Service Training** Introduces board members to research on what great service means from the perspectives of patients and providers. Topics include: Defining what good service means; Operational areas where the board can make the greatest impact; Florida FQHC case studies outlining barriers to great customer service, with successful strategies to overcome them. 90 minutes

**Fiduciary Responsibilities of the FQHC Board Member Training** Outlines the board's role in protecting assets and exercising financial oversight. Topics include: Understanding key financial statements; The budget and IRS Form 990; Financial audits; Fee schedule guidance; HRSA's financial performance measures and other important ratios; Best practice for financial controls; Fraud risks and Whistleblower policies; Red flags and financial pitfalls to guard against. 90 minutes

**FQHC Corporate Compliance Basics Training** Provides a general overview of key corporate compliance areas, including applicable laws and regulations and successful strategies to minimize risks. 60 minutes

**Clinical Quality Basics for FQHC Boards** Familiarizes FQHC board members with: The concept of population health; Commonly used measures of clinical quality; State and national quality benchmarks, monitoring tools and strategies; Role of the quality improvement plan and committee; The importance of care coordination; Federal quality improvement initiatives; The role of technology. 90 Minutes

**Cultivating a Strong FQHC Board** Underscores the importance of: A truly representative board; Consumer's Role; Thoughtful recruitment; Effective orientation and training; Meaningful committees; Good governance practices; Effective board self-evaluation; Role of the Chair. 90 Minutes

**Strategic Planning** Results in a 3-5 year strategic plan with measurable goals, objectives, timelines, action steps and responsibilities. Plans are based on a comprehensive assessment of the organization, its service area and patient population, and the local, state and national healthcare environment. A careful preplanning process allows us to “Hit the ground running,” to maximize the use of limited face to face time.

**FQHC Board Self Evaluation** Assists boards to objectively review their effectiveness with regard to core responsibilities, committee structure, composition, recruitment, orientation, engagement and effectiveness. “Red flags,” strengths and weaknesses, ideas for improvement and training needs are discussed. 90 minutes