

PERFORMANCE COMPENSATION

DRAFT AGENDA

Overall Learning Objective: This program has been organized to provide the understanding of key concepts and skills needed to develop, implement, and manage performance compensation systems for provider and support staff at community health centers across the country.

DAY ONE

8:00 – 9:00 Program Registration and Continental Breakfast

9:00 – 9:15 **Workshop Introduction**

Learning Objective: Participants will learn about the workshop, the faculty and their fellow participants.

Faculty: Robert Hoch, MD, MPH

9:15 – 10:30 **Introduction to Performance Compensation**

Learning Objective: Participants will learn about the international evidence regarding performance compensation, how to assess their organizations readiness, the program development process, core principles and examples.

Faculty: Robert Hoch, MD, MPH

10:30 – 10:45 Morning Break

10:45 – 12:00 **Performance Measures**

Learning Objective: Participants will learn about the pros and cons of different metrics for assessing performance for compensation purposes.

Faculty: Robert Hoch, MD, MPH

12:00-1:30 **Lunch on your our**

1:30 – 2:15 **Small Group Discussion on Performance Compensation Cases**

2:15- 3:00 **Small Group Presentations on Performance Compensation Cases**

DAILY AGENDA

Learning Objective: Participants will learn from small group discussion of and large group presentations on a real-life community health center case study that works through the issues relevant to developing performance compensation in the health center environment.

3:00 – 3:15

Afternoon Break

3:15 – 3:45

Reporting and Program Management

Learning Objective: Participants will learn how to structure and execute feedback systems so that the performance compensation system self-corrects and improves in effectiveness over time.

Faculty: Robert Hoch, MD, MPH

3:45 – 4:15

Performance Programs for Support Staff

Learning Objective: Participants will learn about options to include non-provider staff in performance compensation programs.

Faculty: Robert Hoch, MD, MPH

4:15-4:45

Example of Performance Compensation

Learning Objective: Participants will learn from the presentation of a performance compensation model that has been successful in a community health center for over ten years.

Faculty: Robert Hoch, MD, MPH

4:45-5:00

Final Q&A and Course Closing

Learning Objective: Participants will have the opportunity for final questions.

Faculty: Robert Hoch, MD, MPH