

Virtual 2025 Biennial Health Center Workforce Summit Agenda

Register here: https://chc1.zoom.us/webinar/register/WN_hRyiy88xRIC5TzV5ApAaMQ

The 2025 Health Center Workforce Summit is presented by the Association of Clinicians for the Underserved (ACU) STAR² Center, Community Health Center, Inc. (CHCI), and the National Association of Community Health Centers (NACHC) on May 7th and 8th, 2025 from 12pm-5pm Eastern / 9am-2pm Pacific. The 2025 Health Center Workforce Summit, **Building a Workforce for 2025 and Beyond**, is an opportunity for health centers, look-alikes, health center-controlled networks (HCCNs), primary care associations (PCAs), and other partners to come together to share and elevate best practices that address workforce challenges and needs. The focus of the 2025 Health Center Workforce Summit will seek to improve workforce well-being; support recruitment, and retention; enhance and implement sustainable workforce pathways to train the next generation of professionals; and strengthen emergency preparedness. A combination of presentations, large group discussions, and break out groups will be used to share innovative workforce models and practices, build community, and leverage resources that contribute to successful workforce strategies.

Note: All session times are provided in Eastern Time.

Day 1: Wednesday, May 7, 2025

Time	Session Title	Session Description
12:00-12:30pm	Welcome and Opening Remarks	Organizational leadership from NACHC, ACU, and CHCI will set the stage for the Summit with introductions and opening remarks.
12:30-1:30pm	HRSA Keynote	In this engaging session, HRSA Administrators will share their visions for a thriving health center workforce. Learn of their bureau strategies and actions to address challenges and lift up opportunities to continue cultivating a workforce that is prepared to meet the needs of the moment and the future.
1:30-1:45pm	Break	
1:45-2:30pm	Workforce Well-Being Promising Practices (Presentation)	This session will explore the crucial role health centers and their leadership play in supporting and investing in staff well-being. To ensure operational readiness, a health center's workforce needs to feel engaged and fully immersed in the organization's aim to deliver optimal care and achieve positive health outcomes. This session will also highlight promising practices that health centers can use to develop a workforce well-being plan that directly speaks to the varied needs of all staff.
2:30-2:50pm	Workforce Well-Being Promising Practices (Breakout Group)	
2:50-3:00pm	Break	
3:00-3:50pm	Artificial Intelligence (AI) in Health Centers: Supporting the Workforce (Panel Presentation)	This panel presentation will feature insights from health centers on their experiences with artificial intelligence (AI). Panelists will discuss the benefits of AI, how it was implemented at their health centers, and its impact on supporting the workforce. The session will also explore funding and costs associated with AI adoption and highlight promising practices, lessons learned, and adoption challenges for staff.
3:50-4:50pm	Expanding Access Through Dental Training Programs at Health Centers (Presentation)	Access to dental care is essential for improving overall health outcomes, including cardiovascular health, gut health, brain health, healthy pregnancy, and diabetes prevention. Yet, dental care remains out of reach for too many Americans. This session will explore dental training programs designed to expand the dental workforce and to train the next generation of dental professionals toward improving oral health for all.
4:50-5:00pm	Closing Remarks	This closing session will wrap up the first day of the Summit and share information for the second day of the Summit.



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Day 2: Thursday, May 8, 2025		
Time	Session Title	Session Description
12:00-12:15pm	Welcome and Opening Remarks	Hosts from CHCI, ACU, and/or NACHC will welcome back participants and set the stage for the second day of the Summit.
12:15-1:15pm	Leadership and Mid Level Management Training (Presentation)	Good leadership at all levels is crucial to health centers' organizational success as it boosts employee wellbeing, fosters innovation, contributes to recruitment and retention, and inspires and motivates teams to achieve shared goals. This session will highlight example(s) of leadership development training created or adopted by health center to "grow your own" highly skilled workforce that are equipped to overcome current and future challenges.
1:15-1:45pm	Leadership and Mid Level Management Training (Breakout Group)	
1:45-2:00pm	Break	
2:00-3:00pm	Navigating and Enhancing Effective Intergenerational Communication (Presentation)	In today's complex and intergenerational workplaces, effective communication is paramount. This interactive session will focus on providing valuable insights and practical strategies for managing intergenerational communication and fostering collaboration across age groups or generations. Participants will gain an understanding of the characteristics and traits associated with multiple generations in the workforce, enabling them to recognize and appreciate the range of perspectives and strengths that each generation brings. This session will also provide practical strategies and techniques for effective leadership and communication across generations.
3:00-3:15pm	Break	
3:15-4:15pm	Building Training Programs in Health Centers (Panel Presentation)	This panel presentation will feature insights from health centers on a range of pathway and training programs, including student placements, apprenticeships, and residency programs. Panelists will discuss the value of these programs, highlighting their impact on workforce development and the return on investment for health centers. The session will also focus on building a strong case for training models that support "growing your own" and improved patient care.
4:15-4:50pm	Strengthening Emergency Preparedness For The Community Within Health Centers (Presentation)	Effective emergency preparedness is critical for ensuring health centers can continue to provide care and protect patients and staff during natural and man-made disruptions. From extreme weather events to cyberattacks and public health crises, health centers face increasing threats that require a proactive and coordinated response. Another critical component of emergency preparedness is ensuring that staff is knowledgeable about the ways they can prepare for extreme events and disruptions so they have the ability and capacity to continue to serve. This session will explore key strategies for strengthening emergency preparedness, including best practices for developing an Emergency Preparedness Plan and establishing a dedicated committee. By building a strong preparedness framework and infrastructure, health centers can position their workforce as a vital asset in disaster response and recovery.
4:50-5:00pm	Wrap Up, Closing Remarks	Workforce Summit faculty will reflect on the insights gleaned from our two-day Workforce Summit and provide guidance on wrap-up and housekeeping items to conclude this year's Workforce Summit!