

Alabama Primary Health Care Association

Annual Networking Forum: Leading with Emotional Intelligence to Drive Patient-Centered Care

Date: May 5-6, 2026

Location: Montgomery Marriott Prattville Hotel and Conference Center
2500 Legends Circle, Prattville, AL 36066, 334.326.1803

Registration and Room Block: Room block is available through Friday, April 17, 2026. [Register for the Forum Here](#) and reserve your [Hotel Room Here](#).

Continuing Education: *Pending approval*

Day 1: Building Leadership Capability & Workforce Alignment

Tuesday, May 5

10:00 – 11:00 AM

Leadership Framing – Understanding the Alabama Landscape & the Role of Leadership in Patient Experience

Instructional Method: Didactic + Data Review + Interactive Discussion

This opening session sets the stage for the Forum by grounding participants in the current landscape of Alabama health centers. The session will begin with a data-driven overview of key health challenges, performance trends, and patient experience gaps impacting communities across the state. This “why it matters” framing will highlight the urgency and strategic importance of improving patient experience and care delivery.

Participants will reflect on how these trends are currently impacting their own organizations, creating a direct connection between statewide data and local operational realities.

Building on this foundation, the session will transition to the role of leadership in shaping outcomes. Participants will explore how leadership behaviors, workforce engagement, and organizational alignment directly influence both staff performance and patient perceptions. Emotional Intelligence (EI) will be introduced as a critical leadership competency that enables leaders to effectively respond to challenges, strengthen team dynamics, and drive meaningful improvements in patient-centered care.

Learning Outcomes:

- Interpret key data points related to the Alabama health center landscape and patient experience challenges

- Recognize the relationship between leadership behaviors, workforce engagement, and patient outcomes
- Describe Emotional Intelligence as a foundational leadership strategy for improving patient-centered care

11:00 – 12:00 PM

Emotional Intelligence in Action – Strengthening Leadership Effectiveness and Team Engagement

Instructional Method: Interactive + Applied Practice

Building directly on the leadership foundation and introduction to Emotional Intelligence, this session moves from awareness to application. Participants will explore how Emotional Intelligence translates into observable leadership behaviors that influence communication, trust, and team performance in real-world healthcare environments. Through guided discussion and applied exercises, participants will practice strategies related to self-awareness, self-regulation, and empathy, and examine how these competencies shape staff engagement, team dynamics, and ultimately patient experience.

Learning Outcomes:

- Apply Emotional Intelligence strategies to improve leadership communication and engagement
- Evaluate how leadership behaviors influence staff performance and patient perceptions
- Identify opportunities to strengthen trust, accountability, and team effectiveness

12:00 – 1:00 PM

Lunch

12:00 – 1:00 PM

HCCN Committee (*invite only*)

1:00 – 2:30 PM

Linking Workforce Engagement to Patient Experience Outcomes

Instructional Method: Didactic + Case Examples + Group Discussion

This session connects leadership behaviors and Emotional Intelligence to measurable performance outcomes. Participants will explore how workforce engagement directly impacts patient experience and clinical outcomes. Using data sources such as patient satisfaction surveys, operational metrics, and staff feedback, participants will learn how to assess performance and identify underlying drivers of gaps.

Learning Outcomes:

- Evaluate the relationship between workforce engagement and patient experience outcomes
- Use data and feedback to identify performance gaps
- Identify emotional, cultural, and operational drivers influencing outcomes

2:30 – 3:00 PM

Break

3:00 – 4:00 PM

Operationalizing Patient Experience – From Leadership Insight to Daily Practice

Instructional Method: Applied Learning + Group Exercise

This session transitions from insight to execution. Participants will focus on embedding patient-centered behaviors into workflows, communication practices, and daily operations. While grounded in operational strategies, the session reinforces how Emotional Intelligence-driven leadership behaviors sustain consistency, accountability, and trust in practice.

Learning Outcomes:

- Implement strategies to integrate patient-centered practices into daily operations
- Strengthen communication, service recovery, and accountability processes
- Translate leadership insights into sustainable operational improvements

4:00 – 5:00 PM

Cinco De Mayo Networking Reception

**Day 2: Systems Integration & Performance Alignment
Wednesday, May 6**

8:00 – 9:00 AM

Breakfast

9:00 – 10:30 AM

Strengthening Referral Pathways & Addressing Social Needs: A Case-Based Learning Session

Instructional Method: Case-Based Learning + Group Problem Solving

This interactive session expands the focus beyond internal operations to system-level coordination. Participants will explore how referral inefficiencies and unmet social needs impact patient outcomes and experience. Through real-world case scenarios, participants will identify strategies to strengthen referral pathways, improve care coordination, and build effective partnerships with community-based organizations.

Learning Outcomes:

- Identify gaps in referral pathways and care coordination processes
- Develop strategies to strengthen collaboration with community-based organizations
- Apply patient-centered approaches to address social and non-clinical drivers of health

10:30 – 11:00 AM **Break**

11:00 – 12:00 PM **From Insight to Performance – Aligning Leadership, Workforce, and Outcomes**

Instructional Method: Reflection + Action Planning

This capstone session integrates key concepts from the training and focuses on sustaining performance improvement. Participants will connect leadership behaviors, workforce engagement, and operational strategies to measurable outcomes, while emphasizing psychological safety, burnout prevention, and leadership practices that embed Emotional Intelligence into organizational culture.

Participants will develop actionable plans to implement within their organizations, ensuring alignment between leadership practices, workforce engagement, and patient experience outcomes.

Learning Outcomes:

- Develop an actionable plan to improve patient experience and performance outcomes
- Identify strategies to sustain workforce engagement and team effectiveness
- Commit to leadership and operational changes to implement post-training

Speakers

Tonya M. Davis

Tonya M. Davis is a healthcare executive and quality improvement strategist with decades of experience driving operational excellence, workforce performance, and patient outcomes. She currently serves as a Subject Matter Expert supporting the Health Resources and Services Administration (HRSA) Cancer Screening Technical Assistance Program, led by Veritas Management Group (VMG) as the prime contractor.

In this role, Tonya offers training and technical assistance to health centers across the country, focusing on increasing cancer screening rates, improving clinical workflows, and expanding access to high-quality care.

Tonya is the Founder of 5D Consulting Group and a Certified Quality Improvement Professional with Lean Six Sigma expertise. She has led high-impact initiatives that improve access to care, enhance patient experience, and drive measurable performance outcomes.

Her leadership experience includes roles within nationally recognized institutions such as Johns Hopkins Hospital, Robert Wood Johnson Barnabas Health System, and the University of Maryland Medical Center. Tonya is known for her ability to translate data into actionable strategies and to guide healthcare leaders in building sustainable, patient-centered systems of care.

Dr. Charlson Gaines

Charlson Gaines is a retired US Air Force disabled veteran. He served worldwide as an intelligence analyst, including stints in Iraq, Afghanistan, Kosovo, Qatar, and Korea. During this time, he earned his master's degree in health psychology and behavioral medicine. He is currently a Ph.D. candidate in Health Psychology. He also spent four years as a DoD-Certified Sexual Assault Victim Advocate. He fully embodies the US Air Force Core Values of Integrity, Service, and Excellence. Upon retiring from the US Air Force, he chose to pursue a second master's degree in project management. With 20 years of military experience and two master's Degrees, he re-engaged with the military working in both the US Navy and US Air Force Sexual Assault Prevention and Response Headquarters. Mr. Gaines then became a Violence and Suicide Prevention Program Manager. While in this position, he became a certified DoD Master Resilience Trainer and cognitive behavioral life coach. He also became a Certified Trauma Professional through the International Association of Trauma Professionals. He has a unique combination of skills, education, and experience that led him to integrate emotional intelligence and resilience into a system that not only prevents suicides but also teaches people to replace misery with happiness. He's spoken at over 30 events to over 5,000 people. His audiences included the US Southern Command, the National Air and Space Intelligence Center, the 70th Intelligence, Surveillance, and Reconnaissance Wing, and members of the Chicago Teachers Union.

For More Information or Assistance

Lauren Ousley, APHCA Chief of Staff
lousley@alphca.com
334.386.3988

Jada Simmons, APHCA Operations Coordinator
jsimmons@alphca.com
334.271.7068

Alabama Primary Health Care Association
Values in Action
www.alphca.com
334.271.7068