



Spring 2018 Quarterly Newsletter

Published May 2018

Save the Date!

CHAMPS/NWRPCA Annual Primary Care Conference

Join CHAMPS and the Northwest Regional Primary Care Association (NWRPCA) for the 2018 Annual Primary Care Conference **Saturday, October 20 through Tuesday, October 23, 2018 in Denver, CO.** The conference will include behavioral health, clinical, community health, fiscal, governance, integrated services, operations/IT, policy/environment, quality transformation/PCMH, and workforce/HR tracks and will provide numerous networking opportunities. Community health centers and other partners with innovative programs and best practices are encouraged to submit an abstract to present at the conference. The abstract portal will remain open through Friday, June 29, 2018.

For more information and a link to the online abstract portal, visit the CHAMPS [Annual Primary Care Conference](#) webpage.

CHAMPS Attends Events Across Region VIII and Beyond



This spring, CHAMPS has supported state and national partners and strengthened connections with health center and Primary Care Association (PCA) staff by attending the National Association of Community Health Centers (NACHC) Policy & Issues Forum, the Montana Primary Care Association (MPCA) Annual Training, the Community HealthCare Association of the Dakotas (CHAD) Members Conference, the NACHC Conference for Agricultural Worker Health, and the Colorado Community Health Network (CCHN) Triannual Meeting. CHAMPS staff will also be attending the Wyoming Primary Care Association (WYPCA) Rural Health

Conference and the Association for Utah Community Health (AUCH) Annual Primary Care Conference later this month. CHAMPS values these opportunities to network across the region, and looks forward to building new and growing our existing collaborations. (Image on the left: CHAMPS conference exhibit table.)

Inside this Issue

- ★ **CHAMPS News (pg. 2-3):** CHAMPS 2018-2019 Membership, Spanish Language Training, CORE Competency Training, Region VIII Leaders Receive Awards at NACHC P&I
- ★ **Workforce News (pg. 3-5):** Upcoming Live Distance Learning Events, 2018 Salary Survey Project, Archived Workforce Webcasts, FNP Program for Rural and Underserved Communities, Clinical Workforce Development Learning Collaborative, Use Region VIII State Job Banks to Hire Veterans
- ★ **MPCN News (pg. 6-7):** What is MPCN, Immunization Update Webcast, Health Mobile Apps, New Colorectal Cancer Screening Exam Room Poster, Updated Region VIII Data Summaries, CHAMPS Clinicians Listserv
- ★ **Outreach & Enrollment News (pg. 7-8):** CAC Program System Updates, Archived O&E Webcasts, Open Enrollment Period Five Final Report, Results of CHAMPS O&E T/TA Needs Assessment
- ★ **Special & Vulnerable Populations News (pg. 9):** Archived Special and Vulnerable Populations Webcasts, Call for National Advisory Council on Migrant Health Nominations, NCFH Call for Language Assistance Innovations
- ★ **Regional & National News (pg. 10-11):** NWRPCA Engaging Individual Major Donors Webcast, Research on Cost of Care Conversations, Region VIII In the News, Funding Opportunities
- ★ **Events Calendar & CHAMPS Contacts (pg. 11)**

CHAMPS 2018-2019 Membership

CHAMPS sincerely thanks the health centers and Primary Care Associations (PCAs) that have recently become **2018-2019 CHAMPS Organizational Members**.

The CHAMPS membership year corresponds with our fiscal year, April 1, 2018–March 31, 2019. The benefits of CHAMPS Organizational Membership include:

- ★ Two seats on the **CHAMPS Board of Directors**
- ★ Free access to all CHAMPS live and archived **webcasts**
- ★ Free electronic copies of the **CHAMPS Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report**, and the **CHAMPS Region VIII Health Center Staffing and Productivity Expectations Reports**
- ★ Direct advertising of new **CHAMPS Job Opportunities Bank (JOB)** posts to job seekers
- ★ Option to join the **CHAMPS Employee Screening Preferred Pricing Program (PPP)**
- ★ Option to participate in the **CHAMPS/CliftonLarsonAllen Financial Benchmarking Project**
- ★ Discounted registration fees for **CHAMPS-sponsored face-to-face trainings**, including Spanish Language for Health Care Professionals and Supervisor/Manager Trainings
- ★ Discounted registration plus opportunities for registration and clinical travel reimbursement for the **CHAMPS/NWRPCA Annual Primary Care Conference**
- ★ Access to the **Members Only section** of the CHAMPS website, including a searchable Region VIII health center directory; health center board resources; printable CHAMPS salary survey reports, clinical staffing, and productivity expectations reports; AMFOP reports; immigration resources; and more

2017-2018 Organizational Members enjoy a 60-day grace period in the new membership year. Member benefits for 2017-2018 members that have not paid 2018-2019 dues will expire on 06/01/18.

Visit the CHAMPS [Organizational Members](#) webpage for a list of 2017-2018 members plus new 2018-2019 members. A complete list of 2018-2019 Organizational Members will be posted by 06/01/18.

CHAMPS Spanish Language Training for Health Care Professionals



CHAMPS and the Denver Medical Society (DMS) hosted the annual Spanish Language Training for Health Care Professionals April 20-23, 2018, in Denver, CO. Twenty-six participants were immersed in four full days of medical Spanish language training in three separate classes, one each for beginner, intermediate, and advanced students. The training was attended by staff members from 11 different Community Health Centers and several private practices. Participants reported that the immersive teaching style, conversations and discussions, practice scenarios, and “the chance to spend four entire days speaking Spanish” were the best aspects of the training. CHAMPS plans to offer the training again in spring 2019. Check the [CHAMPS Events & Trainings](#) webpage in early 2019 for exact dates and to register. (Image on the left: Participants practice medical conversations in Spanish.)

For information about trainings and tools related to medical Spanish, visit the CHAMPS [Spanish Language Resources](#) webpage.

CHAMPS CORE Competency Training for New Health Center Supervisors and Managers



On April 24-25, 2018, CHAMPS, with support from [WYPCA](#), [CCHN](#), and [AUCH](#), hosted the CORE Competency Training for New Health Center Supervisors and Managers in Golden, CO. During two full days of hands-on skill-building and networking, 41 participants from 13 different health centers and PCAs learned best practices for hiring, training, engaging, retaining, and developing health center staff from lead trainer Lisa Mouscher of Sogence Training and Consulting. Participants expressed their appreciation for the interactivity and relevance of the sessions, the opportunities to learn from and network with peers at other organizations, and the “openness, cheerfulness, [and] humor” of the presenters. CHAMPS will likely offer another health center manager training in spring 2019. Check the [CHAMPS Leadership Learning Opportunities](#) webpage in early 2019 for more information and to register. (Image on the left: Lisa Mouscher addresses training participants.)

Region VIII Leaders Receive Awards at NACHC P&I

Two Region VIII leaders were recognized at the National Association of Community Health Centers (NACHC) Policy & Issues (P&I) Forum in March. Leah Schulz, DDS of Salud Family Health Centers in Fort Collins, CO received the 2018 Geiger Gibson Emerging Leader Award for her extraordinary service and leadership. In addition, Alice Gibbs of Colorado Community Health Network (CCHN) received the NACHC Grassroots Advocacy MVP Award for her outstanding efforts to ensure that Colorado’s members of Congress actively support health centers, and for her tireless work to establish and expand grassroots advocacy efforts at community health centers in Colorado. CHAMPS congratulates both awardees for their hard work and dedication to the health center mission. (Image on the right: Dr. Schulz accepts her award).



WORKFORCE DEVELOPMENT NEWS

Encouraging successful careers and strong, cutting-edge organizations by providing live and archived continuing education, recruitment and retention tools, and the latest information on current trends and statistics. Learn more [here](#).

Don't Miss these Upcoming Live Distance Learning Events!

- ★ **Wednesday, May 23: Spreading and Sustaining Team-Based Care Innovations** (offered in partnership with [CCHN](#))
 - Strategic steps for sustaining changes to team-based care
- ★ **Tuesday, June 5: Assessing Organizational Readiness for Change** (offered in partnership with [ACU](#))
 - Increasing capacity for implementing, identifying, and measuring change
- ★ **Wednesday, June 6: Strategies for Developing Workforce-Oriented Community Partnerships** (offered in partnership with [CCHN](#))
 - Implementing and enhancing effective community collaborations
- ★ **Tuesday, June 26: What You Need to Know About Area Health Education Centers** (offered in partnership with [ACU](#))
 - How the AHEC program works and how to partner with your local program
- ★ **Wednesday, July 25: Best Practices to Support Veterans in Your Organization**
 - Additional information coming soon!



For more information and to register for these events, visit the CHAMPS [Upcoming Live Distance Learning Events](#) webpage.

WORKFORCE DEVELOPMENT NEWS, *Continued*

Has Your CHC Submitted Salary/Benefits and Workforce Data Yet?

CHAMPS is currently collecting data for the [2018 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey](#). Since 2008, an average of 82% of the region's health centers have participated in this valuable project every other year, and CHAMPS is hoping to meet or beat that participation percentage in 2018.

Don't forget, the resulting reports (scheduled to be released beginning in October 2018) will be:

- ★ Valuable for evaluating salary and benefits structures for all health center employees.
- ★ Useful when addressing executive compensation questions.
- ★ A component of measuring health center economic impact.
- ★ A source for monitoring regional workforce trends (e.g., years of service, vacancy rates, turnover rates, staff demographics, etc.).
- ★ A source for monitoring provider productivity expectations, provider/support staffing ratios, and standard panel sizes at Region VIII health centers.
- ★ Completely CONFIDENTIAL; all reported data will be in aggregate, and no one other than CHAMPS will have access to individual health center information.



All Region VIII Health Centers are strongly encouraged to participate!

Like the [CHAMPS Region VIII Annual Measure of Finance, Operations and Productivity \(AMFOP\) Report](#), this project will prove to be a valuable financial tool for all Region VIII health centers. And, like the Region VIII AMFOP survey, the more organizations that participate, the more valuable the resulting data will be.

Click [HERE](#) for an online recording of the "How to Complete the Survey Tool" instructional event.

Click [HERE](#) to download handouts of the event slides.

Health center data is due on or before **Wednesday, May 15, 2018**; extensions may be available.

Questions? Contact Andrea Martin at Andrea@CHAMPSonline.org – we're here to help!

Continuing Education on Your Schedule...

CHAMPS distance learning events are recorded to give health center staff extra opportunities to enhance professional development, gain clinical knowledge, and learn workforce strategies.

Current offerings include:

- ★ **Building an Effective Physician Recruitment Strategy**
- ★ **From PINS to Procedures: Ensuring Credentialing and Privileging Practices are Operational Site Visit Ready**
- ★ **Institutional Strategies for Promoting Resilience and Reducing Burnout**
- ★ **Staff Retention through Workplace Wellness**
- ★ **Understanding and Implementing Foundations of Team-Based Care**
- ★ **Strategies for Maximizing Use of the Care Team**
- ★ **Effective Team Communication with the Patient in Mind**
- ★ **Integrating Motivational Interviewing into Clinic Workflows**
- ★ **Recruiting Behavioral Health and Oral Health Staff in an Integrated Care Model**



Visit the CHAMPS [Online Archived Distance Learning Events](#) webpage for more details.

See page 8 for information about archived Outreach & Enrollment Distance Learning Events.

See page 9 for information about archived Special/Vulnerable Populations Distance Learning Events.

WORKFORCE DEVELOPMENT NEWS, *Continued*

New Program Develops Rural Family Nurse Practitioners In their Home Communities

Submitted by Maura Kroh, Loretto Heights School of Nursing, Regis University



In August 2018 the Loretto Heights School of Nursing at Regis University in Denver, CO will graduate its first cohort of the Rural and Underserved Track Family Nurse Practitioner (FNP) program. Students in this new program complete their degrees while continuing to live and work in their rural home communities. The program is offered in real time through a web-based Zoom classroom experience, and focuses on issues common to rural and underserved populations. Dr. Ann Galloway, FNP Program Coordinator and lead faculty for the Rural and Underserved Track, lives and practices in a rural community in Rifle, CO. (Image on the left: Dr. Galloway oversees an FNP student working with a rural patient.)

For more information about this program, please visit the [Regis University](#) website, or contact Nicole Dole, Admissions Counselor, at (303) 458-4927.

Clinical Workforce Development Learning Collaborative

Submitted by Kerry Bamrick, Community Health Center, Inc.

Community Health Center, Inc. (CHCI) and its Weitzman Institute invite health centers in Region VIII to join the next free 10-month learning collaborative on Implementing a Postdoctoral Clinical Psychology Residency Program at your health center. CHCI and its Weitzman Institute lead a National Cooperative Agreement (NCA) on Clinical Workforce Development to address the most fundamental need of health centers now and for the coming decades: a clinically expert, deeply committed staff representing all roles and disciplines in primary care that is trained to a high-performance model of team-based care. This new learning collaborative will provide your organization with the structure, resources, and support to implement a Postdoctoral Clinical Psychology Residency program via monthly information sessions, bi-weekly progress check-ins with CHCI staff, and various tools, resources, and templates from an accredited program.

To apply for this learning collaborative, please visit www.chc1.com/nca. Questions? Contact CHCI at nca@chc1.com.

Use Region VIII State Job Banks to Hire Veterans

Is your health center interested in hiring veterans? Make sure you are posting to your state's job bank! Posts made in state job banks are retrieved by <https://us.jobs>, which has a Veterans Job Search category used by veterans across the U.S. Start posting jobs in your state job bank today.

- ★ **Connecting Colorado:** www.connectingcolorado.com
 - Click on Employers > Register & Post a Job
- ★ **MontanaWorks:** <https://montanaworks.gov>
 - Click on Employer Login > Create an Employer Account
- ★ **Job Service North Dakota:** www.jobsnd.com
 - Click on Business > Recruit Employees > Employers > Register/Login
- ★ **SDWORKS:** <http://dlr.sd.gov>
 - Click on Post a Job in SDWORKS > Services for Businesses > Post a Job
- ★ **Utah Department of Workforce Services:** <https://jobs.utah.gov>
 - Pull down tab labeled Employers > Post a Job
- ★ **Wyoming At Work:** www.wyomingatwork.com
 - Click on Employers > Register Job Openings



Looking for more ways to promote your openings? Post to the CHAMPS [Job Opportunities Bank](#) by sending job descriptions and application instructions to Rachel Steinberg at Rachel@CHAMPSonline.org.

MOUNTAIN/PLAINS CLINICAL NETWORK (MPCN) NEWS

Providing professional, administrative, and educational support to all clinicians that practice in Community, Migrant, and Homeless Health Centers in Region VIII to ensure the delivery of the highest possible quality of care to poor and underserved populations. Learn more [here](#).

What is MPCN?

The [Mountain/Plains Clinical Network](#) (MPCN) is a CHAMPS program that aims to facilitate the professional, administrative, and educational development of all Region VIII providers. MPCN encompasses all health care providers at Region VIII health centers, including [National Health Service Corps](#) (NHSC) participants working in Region VIII. MPCN is guided by a [steering committee](#) that includes up to two medical, one dental, and one behavioral health provider from each Region VIII state.

MPCN is now seeking dental providers to serve on the Steering Committee. If you are interested in joining the MPCN Steering Committee, please visit the [MPCN Steering Committee](#) webpage for more information or contact Jen Anderson at Jen@CHAMPSonline.org.

Click [here](#) to download a flyer with more information about MPCN.

2018 CHAMPS Immunization Update Webcast



On Thursday, June 7, 2018 from 11:30AM-1:00PM MT / 12:30-2:00PM CT, CHAMPS will host its annual Immunization Update webcast. JoEllen Wollicki, RN, BSN, Nurse Educator for the National Center for Immunization and Respiratory Diseases at the

Centers for Disease Control and Prevention (CDC), will address the 2018 vaccine schedules and the latest Advisory Committee on Immunization Practices (ACIP) recommendations. Clinical leadership, clinicians, clinical support staff, and other interested healthcare professionals at community health centers in Region VIII are encouraged to attend this event.

For more information and to register, visit the CHAMPS [Upcoming Live Distance Learning Events](#) webpage.

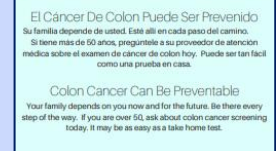
New Mobile Apps for Patients and Providers

Have you or your patients tried these new free health mobile applications?

- ★ **FEMA App** – Provides weather alerts, safety tips for emergencies, shelter locations, and FEMA contacts (iOs, Android, Blackberry)
- ★ **Health Communications App** – Walks providers through difficult patient conversations using evidence-based communication tips (iOs)
- ★ **iChill App** – Teaches stress self-help skills (iOs, Android)
- ★ **Milestone Tracker App** – Allows parents and caregivers to track children's development milestones from ages two months through five years using the CDC's illustrated checklists (iOs, Android)
- ★ **NeedyMeds Storylines App** – Helps patients locate assistance programs to make prescriptions more affordable (iOs, Android)
- ★ **Opioid Guideline App** – Assists providers in applying CDC recommendations for prescribing opioids (iOs, Android)
- ★ **OpiRescue App** – Offers lifesaving advice for family and friends of those taking opioid medications (iOs, Android)

Not sure where to start when it comes to mobile applications? Consider reviewing the Health Information Technology, Evaluation, and Quality (HITEQ) Center's new [Health App Decision Tree](#).

Have you downloaded the new CHAMPS **Colorectal Cancer Screening Exam Room Posters?**



These colorful posters encourage patients to ask their provider about colorectal cancer screening.

Each poster is 8.5" x 11" and available in English only or in English and Spanish.

Visit the CHAMPS [Clinical Reference Pocket Cards and Posters](#) webpage to download a poster or to order a laminated copy.

Updated Region VIII Data Summaries Now Available

The CHAMPS Region VIII data summaries provide health data for Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming pulled from numerous sources, including census information, national behavioral health surveys, and vital statistics. The summaries provide useful information on population and health trends related to **demographics, women's health, mortality, and health behaviors**, and are updated approximately twice each year. By offering state, regional, and national data side by side, these summaries can play a useful role in needs assessments, program and service development, and quality improvement efforts.



To download the most recent Region VIII Data Summaries, visit the CHAMPS [Publications and Media](#) webpage.

Have You Subscribed to the CHAMPS Clinicians Listserv?



CHAMPS hosts this e-mail listserv as a way to provide important patient care, clinical quality, and other useful information to community health center clinicians across Region VIII. Subscribe to the listserv today to receive regular updates on regionally-relevant, health center-focused best practices, emerging issues, training offerings, upcoming events, new resources, and more!

To subscribe, please visit the CHAMPS [Clinicians Listserv](#) webpage.

OUTREACH & ENROLLMENT NEWS

Assisting Primary Care Associations and health centers in maximizing health insurance coverage for health center patients and communities across Region VIII. Learn more [here](#).

Certified Application Counselors Program System Updates

Federally-Facilitated Marketplaces (FFMs) and State-Partnership Marketplaces (SPMs) have the opportunity to be certified as application Counselor Designated Organizations (CDOs), which are entities that meet specific eligibility criteria established by the Centers for Medicare & Medicaid Services (CMS). CDOs utilize trained Certified Application Counselors (CACs) who help consumers understand, apply for, and enroll in health coverage through the Marketplace.



Starting in early spring 2018, CMS' Center for Consumer Information and Insurance Oversight (CCIIO) will be refreshing the CAC program by implementing an enhanced application and renewal process. The new process will promote engagement between CCIIO and CDOs and provide the assister community with an improved user experience. Current CDOs have been asked to reapply to the CAC program in waves, which are alphabetical by state; CDOs in states from Alaska through Kansas had a submission deadline of April 24; the second wave of reapplication invitations (for CDOs in states from Louisiana through Ohio, as well as all CDOs operating in multiple states) was sent this month, and the third wave (for CDOs in states from Oklahoma through Wyoming) will be sent in June. CDOs that submit CAC applications can expect a turnaround time up to 30 days from the date of submission.

If you are a CDO contact and did not receive the initial email in March about this program change, please reach out to CACquestions@cms.hhs.gov.

For more information about CMS' CAC program or CDO designation, visit CMS' [CAC CDO Technical Assistance Resources](#) webpage.

OUTREACH & ENROLLMENT NEWS, *Continued*

Continuing Education on Your Schedule...

For the past four summers CHAMPS has partnered with Colorado Community Health Network (CCHN) to offer webcasts about outreach and enrollment. Many of these events are archived on the [CHAMPS YouTube channel](#) to allow for ongoing learning on topics including:



- ★ A Guide to Storytelling: Unleashing the Power of Personal Narrative
- ★ Leveraging O&E Assisters in Community Health Centers
- ★ Strengthening Your Compassion Resiliency Toolkit
- ★ Preparing for Open Enrollment 5: Addressing Changes in the Marketplace

For more information, visit the CHAMPS [Online Archived Distance Learning Events](#) webpage.

See page 4 for information about archived Workforce Distance Learning Events.

See page 9 for information about archived Special/Vulnerable Populations Distance Learning Events.

Coming Soon: Visit the CHAMPS [Upcoming Live Distance Learning Events](#) webpage for information about the 2018 CHAMPS/CCHN Outreach & Enrollment Distance Learning Series.

Open Enrollment Period Five Final Report

The Centers for Medicare and Medicaid Services (CMS) recently released the Health Insurance Exchanges 2018 Open Enrollment Final Report and the Public Use Files, which contain summaries of enrollment activity in both the Federally-Facilitated Marketplaces (FFMs) and State-Partnership Marketplaces (SPMs) during Open Enrollment Period Five. In Region VIII, 480,248 consumers enrolled in coverage through the Marketplaces, comprising 4.1 percent of the national total. Approximately 37.2 percent of Region VIII enrollees resided in rural communities; this number is likely an underestimate, as Colorado, which has the only SPM in the region, did not break down its data into rural and non-rural categories. Consumers ages 55-64 were the highest utilizers of the Marketplaces, making up 22.8 percent of enrollees in Region VIII.

To access the Health Insurance Exchanges 2018 Open Enrollment Final Report, [click here](#).

To access the Public Use Files, [click here](#).

Key Findings from the CHAMPS Outreach & Enrollment Training and Technical Assistance Needs Assessment

In April 2018 CHAMPS conducted an Outreach & Enrollment (O&E) Training and Technical Assistance (T/TA) Needs Assessment to gather input on how CHAMPS can best support the outreach and enrollment workforce at Region VIII health centers; 29 O&E contacts provided feedback. Key findings from this needs assessment include:



- ★ 75.9 percent of survey respondents have three or more years of experience working in outreach and enrollment, primarily in assisting families with healthcare applications; client education; assisting families with post-enrollment health care coverage utilization, appeals/claims, and retention issues; and participating in health fairs and community events.
- ★ The outreach and enrollment workforce provides assistance to all individuals and families who request their services. However, the majority of clients are families with children, women, young adults, and persons experiencing homelessness.
- ★ Respondents requested additional training in techniques for talking to patients about healthcare reform changes; methods to demonstrate outreach and enrollment workforce value and impact; and strategies on how best to serve immigrants and mixed immigration status families.

CHAMPS works in partnership with Region VIII health centers and PCAs to ensure that identified T/TA needs are addressed.

For more information, visit the CHAMPS [Outreach & Enrollment/Healthcare Reform](#) webpage.

SPECIAL & VULNERABLE POPULATIONS NEWS

Increasing the ability of Region VIII health centers to effectively serve populations with limited access to health care by increasing knowledge and enhancing collaborations. Learn more [here](#).

Continuing Education on Your Schedule...

In April 2018, CHAMPS and the Northwest Regional Primary Care Association (NWRPCA) hosted a two-part webinar series on UDS reporting for Migratory and Seasonal Agricultural Workers (MSAWs) and their families. Presenters from the National Center for Farmworker Health and from migrant health centers in Regions VIII and X discussed the importance of accurately and consistently reporting MSAWs and their families in UDS reports, and the elements of proper identification of MSAWs and their families. These webcasts have been archived to allow for ongoing learning on the following topics:



- ★ It's Not too Early to be Thinking About 2018 UDS Reporting for MSAWs and their Families
- ★ Nuts and Bolts to Identifying MSAWs and their Families in Your Health Center

For more information, visit the CHAMPS [Online Archived Distance Learning Events](#) webpage.

See page 4 for information about archived Workforce Distance Learning Events.

See page 8 for information about archived Outreach & Enrollment Distance Learning Events.

National Advisory Council on Migrant Health Nominations



The Health Resources and Services Administration (HRSA) is [requesting nominations](#) for eight qualified candidates interested in serving four-year terms on the [National Advisory Council on Migrant Health](#) (NACMH). NACMH is authorized and governed under the Public Health Service (PHS) Act, and advises, consults, and makes recommendations to the Secretary of the Department of Health and Human Services and the HRSA Administrator concerning the organization, operation, selection, and funding of migrant health centers and other entities. Nominees must be members of governing boards of Migrant Health Centers or other entities assisted under section 330 of the PHS Act.

To learn more, visit the [NACMH](#) website.

To download the nomination package, [click here](#).

To submit a NACMH nomination or ask a question about the nomination process, contact Ester Paul, NACMH Designated Federal Official, at epaul@hrsa.gov.

NCFH Call for Language Assistance Innovative Strategies

The National Center for Farmworker Health (NCFH) is seeking health centers that are willing to share their best practices and innovative strategies for communicating with non-English speaking patients. Language assistance strategies may include offering face-to-face or remote interpretation; utilizing employees, contractors, or volunteer interpreters; assessing language competencies of bilingual staff; training bilingual staff in the ethics of interpretation; training health care providers on how to work with interpreters; developing operational procedures for the provision of language assistance; and other similar practices.



To learn more, visit www.ncfh.org.

To share innovative strategies, please reach out to Hilda Ochoa Bogue, NCFH Research and Development Director, at bogue@ncfh.org by May 30, 2018.

NWRPCA Webcast on Individual Donor Engagement

Join the Northwest Regional Primary Care Association (NWRPCA) on Tuesday, June 19 from 2:00-3:00PM MT / 3:00-4:00PM CT for a free webinar entitled **Engaging Individual Major Donors in the Work of Your Health Center: A Proven Model**. This event will provide an overview of the Benevon Model, a tested, step-by-step process for identifying and cultivating passionate individual donors who truly believe in – and will help to financially sustain – your health center’s critical work. Participants will also gain the knowledge and skills to implement mission-focused, permission-based fundraising and make their health center more visible in their community. Participation in this event is free for both Region VIII and Region X health center and Primary Care Association staff.



To learn more and to register, visit the [NWRPCA](#) website.

Are Patients Clear on the Cost?

New Research Guides Clinicians on Tough Finance Conversations

Submitted by Claire Hutkins Seda, Migrant Clinicians Network



Do patients really know how much their treatment is going to cost? How sensitive are patients to having this type of conversation with a primary care provider? How does trust of the clinician factor in? Last year, a Migrant Clinicians Network (MCN) research team funded by the Robert Wood Johnson Foundation (RWJF) visited four Federally Qualified Health Centers in Texas, Puerto Rico, and Pennsylvania to better understand whether clinicians have conversations with their patients about the cost of care, and whether those conversations are effective. The results of this research, discussed during a recent webinar entitled “Improving Patient Adherence with Cost of Care Conversations,” uncovered a

wide range of clinician conversations and patient responses. The researchers concluded that a cost of care conversation in which the clinician lays out the treatment options with their associated financial implications will be most successful when the clinic environment includes:

- ★ Access to language-appropriate information materials on possible out-of-pocket costs;
- ★ A structured occasion to discuss emotionally-charged financial topics; and
- ★ Clinicians and staff who are actively anticipating and encouraging meaningful discussions around the cost associated with care.

To watch the archived webinar and to access resources on cost of care conversations, visit the [Migrant Clinicians Network](#) website.

Region VIII In the News

- ★ **Educational Health Center of Wyoming:** [Cheyenne Clinic Receives NCOA Certification](#) (March 12)
- ★ **Falls Community Health:** [Falls Community Health Recognized for Colorectal Cancer Screening Efforts](#) (*City of Sioux Falls News*, March 20)
- ★ **Community Health Centers:** [Rep. Stewart Receives 2018 Distinguished Community Health Defender Award](#) (*St. George News*, April 2)
- ★ **Community Health Care Center:** [Community Health Care Center Will Receive \\$130K Grant](#) (*KRTV.com*, April 21)
- ★ **Valley-Wide Community Health Systems, Inc.:** [Valley-Wide to resume renovations Wednesday](#) (*Daily Record*, May 1)

REGIONAL & NATIONAL NEWS, *Continued*

National Funding Opportunities:

- ★ HHS/SAMHSA [Assertive Community Treatment Grants](#) (due May 29)
- ★ USDA [Distance Learning & Telemedicine Grants](#) (due June 4)
- ★ SAMHSA [Improving Access to Overdose Treatment Grants](#) (due June 4)
- ★ Universal Service Administrative Co. [Rural Health Care Telecommunications Program](#) (due June 29)
- ★ AmerisourceBergen Foundation [Opioid Resource Grant Program](#) (due July 31)
- ★ USDA [Funding for Rural Water and Waste Disposal Planning Projects](#) (ongoing)
- ★ USDA [Summer Food Service Program](#) (ongoing)

UPCOMING EVENTS

<p style="text-align: center;">June</p> <p>CHAMPS/ACU Webcast: Assessing Organizational Readiness for Change June 5, 12:00-1:00PM MT / 1:00-2:00PM CT</p> <p style="text-align: center;">CSH Summit June 5-7 Los Angeles, CA </p> <p>CHAMPS/CCHN Webcast: Strategies for Developing Workforce-Oriented Community Partnerships June 6, 12:00-1:00PM MT / 1:00-2:00PM CT</p> <p>CHAMPS Immunization Update Webcast June 7, 11:30AM-1:00PM MT / 12:30-2:00PM CT</p> <p>NWRPCA Webcast: Engaging Individual Major Donors in the Work of Your Health Center June 19, 1:00-2:00PM MT / 2:00-3:00PM CT</p> <p style="text-align: center;">National School-Based Health Care Convention June 24-27 Indianapolis, IN</p> <p>CHAMPS/ACU Webcast: What You Need to Know About Area Health Education Centers June 26, 12:00-1:00PM MT / 1:00-2:00PM CT</p>	<p style="text-align: center;">July</p> <p style="text-align: right;"></p> <p>Healthy Aging Summit July 16-17 Washington, D.C.</p> <p>CHAMPS Webcast: Veterans Affinity Groups July 25, 1:00-2:00PM MT / 2:00-3:00PM CT</p> <p>ACU Annual Conference July 29-August 1 Washington, D.C.</p>
<p style="text-align: center;">August</p> <p>National Health Center Week August 12-18</p> <p style="text-align: right;"></p> <p>Health Center and Public Housing National Symposium August 23-24 Orlando, FL</p> <p>NACHC Community Health Institute and Expo August 24-28 Orlando, FL</p>	<p style="text-align: center;">Looking Ahead...</p> <p>Annual Midwest Stream Forum for Agricultural Worker Health September 10-12 New Orleans, LA</p> <p>CHAMPS/NWRPCA Annual Primary Care Conference October 20-23 Denver, CO</p>
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