



# Summer 2016 Quarterly Newsletter

Published August 23, 2016

## Registration Open: 2016 CHAMPS/NWRPCA Annual Primary Care Conference



Please join CHAMPS, Northwest Regional Primary Care Association (NWRPCA), and Western Clinicians Network (WCN) for the **2016 Annual Primary Care Conference** October 15-18, 2016 in Denver, CO. This year's conference theme is "Full Circle: Rooted in Our Future," reflecting on a shared foundation of providing valuable and comprehensive community-based care, and recognizing how the mission to realize community health, wellness, and well-being influences the motivations of the health center movement into the future. Don't miss this opportunity to join with experts and learners in an environment of knowledge and resource sharing while we celebrate the prescience of our origins in the expression of our future!

*For more details, including conference brochure, draft agenda, and link to registration, visit the [CHAMPS Annual Primary Care Conference](#) webpage.*

## Now Taking Entries: NHCW 2016 Picture & Video Contest

Each year, hundreds of Health Center Advocates submit their pictures and videos celebrating the amazing work their Health Center does. Start thinking today about the pictures (both photos and drawings) and video that best represent the work your health center does and how you celebrated **National Health Center Week 2016!** Then, submit a picture and/or video to the NHCW Picture & Video Contest by August 31, 2016 for a chance to win a NHCW 2017 sponsorship, a chance to be featured in the 2017 Health Centers Calendar, and other amazing prizes.

*For more information and to share your stories or enter the picture and video contest, visit [www.healthcenterweek.org](http://www.healthcenterweek.org)*

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## A Summer of Funding for Region VIII Health Centers

Between June and August 2016, Health and Human Services (HHS) Secretary Sylvia M. Burwell announced over \$260 million in funding to support oral health integration, Patient-Centered Medical Home, and quality improvement efforts at health centers across the nation.

**Oral Health:** Nearly \$156 million helping 420 health centers increase access to integrated oral health care services and improve oral health outcomes for Health Center Program patients. **Congratulations to our Region VIII awardees!**

- ★ Axis Health System (CO)
- ★ Bighorn Valley Health Center (MT)
- ★ Carbon Medical Service Association (UT)
- ★ Clinica Family Health Services (CO)
- ★ Colorado Coalition for the Homeless (CO)
- ★ Community Health Center of the Black Hills (SD)
- ★ Denver Health and Hospital Authority (CO)
- ★ Family Healthcare (UT)
- ★ Horizon Health Care (SD)
- ★ Metro Community Provider Network (CO)
- ★ Mountain Family Health Centers (CO)
- ★ Northwest Community Health Center (MT)
- ★ RiverStone Health (MT)
- ★ Salud Family Health (CO)
- ★ Summit Community Care Clinic (CO)
- ★ Sunrise Community Health (CO)
- ★ Utah Navajo Health System (UT)
- ★ Utah Partners for Health (UT)
- ★ Valley-Wide Health Systems (CO)

**Patient-Centered Medical Home:** Almost \$8.6 million for 246 health centers to improve quality of care and patients' and providers' experience of care through the Patient-Centered Medical Home (PCMH) health care delivery model. **Congratulations to our Region VIII awardees!**

- ★ Axis Health System (CO)
- ★ Bighorn Valley Health Center (MT)
- ★ Clínica Tepeyac (CO)
- ★ Heritage Health Center (WY)
- ★ Marillac Clinic (CO)
- ★ Paiute Indian Tribe of Utah (UT)
- ★ River Valley Family Health Center (CO)
- ★ Sapphire Community Health (MT)
- ★ Sheridan Health Services (CO)
- ★ Summit Community Care Clinic (CO)
- ★ Utah Partners for Health (UT)

**Quality Improvement Awards:** More than \$100 million for 1,304 health centers to recognize health center achievements in providing high quality, comprehensive care. **Congratulations to all Region VIII health centers for their Quality, Access, and Value Awards!**

Click [HERE](#) to view the HHS news release announcing the Oral Health Awards.

Click [HERE](#) to view the HHS news release announcing the Patient-Centered Medical Home Awards.

Click [HERE](#) to view the HHS news release announcing the Quality Improvement Awards.

## Region VIII CHC AMFOP Report Now Available

CHAMPS is pleased to announce that the **2015 Region VIII CHC Annual Measure of Finance, Operations, and Productivity (AMFOP)** has been released. The analysis and reporting for this project is done by CliftonLarsonAllen (CLA) at no cost to CHAMPS member organizations. This is the third annual Region VIII AMFOP; the purpose of this project is to provide health centers insight on their individual, state, and regional financial, operational, and productivity measures. The goals of data collection, analysis, and reporting are to:

- ★ Give health centers strategic tools with which to measure the health and viability of their business against that of their peers' businesses,
- ★ Begin to establish regional business data benchmarks over time for the purpose of evaluating operational strengths and weaknesses, and
- ★ Inform long-range training plans for CHAMPS.

Thank you to all participating CHAMPS Member Organizations – we truly appreciate your involvement. Planning for the 2016 AMFOP is underway and additional information regarding participation will be available soon. CHAMPS strongly encourages health centers to participate in order to develop valuable measurable trends for their individual health center, the states of Region VIII, and the region overall.

*Click [here](#) to view the most recent AMFOP (member log-in required). If you have questions, please contact Julie Hulstein (CHAMPS Executive Director) at [Julie@CHAMPSonline.org](mailto:Julie@CHAMPSonline.org) or 303-867-9582.*

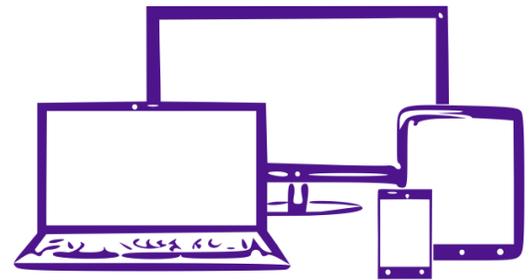
# WORKFORCE DEVELOPMENT NEWS

*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.*

## Continuing Education on Your Schedule:

***Don't miss your opportunity to learn from these archived CHAMPS trainings.***

Live CHAMPS Distance Learning Events are recorded to allow ongoing access to online archives, giving health center staff extra opportunities to enhance professional development, gain clinical knowledge, and learn workforce strategies. Current archived events include:



### **Cultural Competency** (Online through 09/16/16)

- ★ Understanding elements of cultural competence and awareness of cultural assumptions and bias

### **Achieving Equity in Health Care for LGBT People** (Online through 09/30/16)

- ★ Identifying how to effectively communicate with and care for LGBT patients

### **Exploring Behavioral Health Integration Models** (Online through 02/10/17)

- ★ Understanding the process, workflow, and strategies for behavioral health integration

### **Serving America's Veterans: How CHCs Can Answer the Call** (Online through 04/07/17)

- ★ Understanding how health centers can work with federal partners to best care for veterans

### **Utilizing Mindfulness to Reduce Stress and Prevent Burnout** (Online through 04/20/17)

- ★ Gaining tools to manage stress and regain a sense of balance, focus, and connection

### **Creating a Productive Healthcare Environment: Enhancing Teambuilding** (Online through 05/17/17)

- ★ Understanding the components of top-performing teams and methods for handling team conflict

### **Creating a Productive Healthcare Environment: Decreasing Negative Attitudes** (Online through 06/14/17)

- ★ Understanding the cause, impact, and methods for handling negative attitudes in the workplace

### **Creating a Productive Healthcare Environment: Establishing Boundaries** (Online through 07/19/17)

- ★ Addressing ways to appropriately set boundaries and deal with boundary violations

### **2016 Immunization Update** (Online through 06/14/17)

- ★ Describing changes made to recommended vaccination schedules, strategies to prevent vaccine administration errors, and more

### **Caring for Difficult Patients in a Complex Healthcare System** (Online through 08/16/17)

- ★ Identifying attributes of, psychological comorbidities of, and strategies for managing "difficult" patients

*For more details about each event, visit the [CHAMPS Archived Distance Learning Events](#) webpage. Archived CHAMPS Outreach and Enrollment events are also available; see pages 8-9 for more details. Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages for information about events on CD.*

## 2016 Luchtime Learning Series Wrapping Up

The CHAMPS/Colorado Community Health Network (CCHN) "**Luchtime Learning**" Series is a set of six webcasts designed to provide professional development and skills improvement to positively impact retention rates at Region VIII health centers. The first five events were broadcast between April and August of 2016 and are now available as archives both online and on CD. The final event in the series, **Interpersonal Considerations for Care of Elderly Persons**, will be presented by Dr. Leslie Hasche on Wednesday, September 21, 2016, and will review the many barriers to effective communication with older adults, providing ways to improve how we communicate about important health and social service issues.

*For more details about the event series, archived events, and registration for the **Interpersonal Considerations for Elderly Persons** event, visit the CHAMPS [Distance Learning](#) webpage.*

## **WORKFORCE DEVELOPMENT NEWS, Continued**

### **Coming Soon: CHAMPS 2016 Salary Survey Reports**

CHAMPS thanks the 55 Region VIII Community, Migrant, and Homeless Health Centers that participated in the **CHAMPS 2016 Region VIII Health Center Salary, Benefits, and Turnover Survey!** The majority of the data from these organizations, representing over 7,800 employees working at over 340 sites across all six Region VIII states, will be presented in a written report scheduled for distribution in October 2016. This report will provide a regional snapshot of salary and benefits structures and workforce trends across the Mountain/Plains region including:

- ★ Averages and percentiles for base salaries by position title, with job description summaries for every title to ensure report users are referring to the most appropriate positions when crafting compensation plans.
- ★ Average dollar amount of benefits, plus the average benefits as a percentage of salary.
- ★ Breakdowns of salary and benefits information by annual budget range to help centers compare themselves with others of similar size.
- ★ Breakdowns of salary and benefits information for executive team employees and for clinical providers and mid-level staff by years of service, budget range of organization, location, etc.
- ★ Breakdowns of salary and benefits information for selected administrative and clinical support staff (including Billing Staff/Patient Accounts, Medical Assistant, and more) by years of service.
- ★ Comparisons of 2016 Region VIII data with historical Region VIII data and other state, regional, and national surveys.
- ★ An analysis of additional pay for health center staff (e.g., bonuses, productivity payments, differential increases, etc.).
- ★ An analysis of health center benefits packages, including health, dental, life, and disability insurance, retirement plans, time off packages, and additional benefits.
- ★ Recruitment metrics and trends, including positions with challenging recruitment, point-in-time vacancy rate information and trends, and recruitment needs.
- ★ Retention metrics and trends, including years of service for all employees, positions with challenging turnover, turnover rate information and trends, and retention needs.
- ★ **New in 2016:** the report will present an analysis of staffing demographics at Region VIII health centers (education levels, veterans, and racial/ethnic minorities).

Also scheduled for distribution by October 2016 are two electronic reports:

- ★ The **2016 Region VIII Health Center Medical and Dental (New in 2016) Staffing Report**, providing staffing ratios related to medical/dental support employees and medical/dental provider employees for Region VIII as a whole and by Region VIII state.
- ★ The **2016 Region VIII Health Center Medical and Dental (New in 2016) Provider Productivity Expectations Report**, including information about health center expectations for weekly hours, ratio of administrative vs. patient contact hours, and complete visits for full-time medical and dental providers, as well as a **NEW** look at the standard panel size for these providers.

*For more information about this valuable project, please email [Andrea@CHAMPSonline.org](mailto:Andrea@CHAMPSonline.org). [CHAMPS Organizational Members](#) have access to electronic copies of all past reports in the [Members Only](#) section of the CHAMPS website (member log-in required).*

**Hiring New Staff?** Region VIII Health Centers, be sure to post your openings on the [CHAMPS Job Opportunities Bank](#)! This **FREE** resource is available to all Region VIII Health Centers, and new postings from [CHAMPS Organizational Members](#) are advertised monthly to over 600 candidates interested in community health careers.

**For more information and/or to post an opening, email [Andrea@CHAMPSonline.org](mailto:Andrea@CHAMPSonline.org).**

### “Region 18” Mid-Level Managers Use CHAMPS/NWRPCA Training to Improve Home Health Centers

Between April and June of 2016, 37 health center managers from across Regions VIII and X took part in the **CHAMPS/NWRPCA Critical Skills for Mid-Level Managers** course (*participants pictured below*). The multi-modal training, led by Lisa Mouscher of Sogence Training and Consulting, was designed to help experienced managers enhance professional skills and implement immediate improvements in their home health centers.

Beginning with a two-day training in Golden, CO, participants learned about key factors impacting health center financial stability and improved their skills in the areas of hiring the right people for



long term success, maintaining legal compliance when handling day-to-day issues, implementing accountability strategies that work, coaching, managing, and retaining flexible and responsible teams, strengthening communication skills, and de-escalating and resolving conflict. The discussion continued with a follow-up conference call in May to talk about challenges and successes in implementing new skills, plus distance learning opportunities addressing customer service and workplace organization and time management.

A vital component of the 2016 *Critical-Skills* course was a capstone project implemented in each participant’s home health center between May and June, based on lessons learned during the face-to-face training. Participant capstone projects this year included:

- ★ Implementing and/or improving staff check-in and team meetings
- ★ Facilitating trainings on communication styles
- ★ Strengthening employee engagement
- ★ Ensuring staff understand the components and impact of FMLA
- ★ Improving performance management methods
- ★ Developing employee recognition programs

***Congratulations to the 2016 Critical-Skills participants for their excellent work!***

Click [HERE](#) to read summaries of the 2016 Critical Skills Capstone Projects. For more information about CHAMPS trainings for health center managers and supervisors, visit the CHAMPS [Leadership Learning Opportunities](#) webpage.

### NEW Preferred Pricing Program for CHAMPS Members

In August 2016 CHAMPS launched the **Region VIII Health Center Preferred Pricing Program (PPP) for Employment Screening Services** in partnership with screeningONE, a global background screening company that has been servicing the needs of both large and small organizations since 1999. The program, developed in collaboration with Colorado Community Health Network (CCHN) and an [Advisory Committee](#) of Region VIII CHC HR representatives, will allow eligible Region VIII health centers access to a selection of employment screening services at discounts of **approximately 30-35% off** regular screeningONE rates. Current [CHAMPS Organizational Member](#) health centers are eligible to participate in this Preferred Pricing Program.

Click [HERE](#) to review a full description of the CHAMPS Region VIII Health Center Preferred Pricing Program.

For additional information about the PPP, including program overview, eligibility details, information about screeningONE, and program contacts, visit the CHAMPS [Region VIII Health Center Preferred Pricing Program for Employment Screening Services](#) webpage.

# 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.*

## 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. It encompasses all health care providers at Region VIII health centers, including National Health Service Corps participants working in Region VIII. MPCN is governed by a [steering committee](#) that includes up to two medical, one dental, and one behavioral health provider from each Region VIII state. Click [here](#) to download a flyer providing an overview of MPCN.

## MPCN Steering Committee Re-elects Officers

The Mountain/Plains Clinical Network (MPCN) Steering Committee is proud to announce the re-election of both the Chair and Vice-Chair positions. Kim McFarlane, PA-C, Medical Director at Green River Medical Center in Green River, UT has graciously served the [MPCN Steering Committee](#) for the past two years as Chair and will now serve a second two-year term. Chastity Dolbec, RN, BSN, Director of Patient Care and Innovation at Coal Country Community Health Centers in Beulah, ND, who has served as Vice Chair for the last two years, has also been elected to serve the committee in the same capacity again. **The MPCN Steering Committee currently has openings** for medical, dental, or behavioral health representatives from Montana, North Dakota, South Dakota, and Wyoming. Dental or behavioral health representatives from Utah would also be welcome.

*If you are interested in joining the MPCN Steering Committee, visit the [MPCN Steering Committee](#) webpage for more information or contact Jen Anderson at [Jen@CHAMPSonline.org](mailto:Jen@CHAMPSonline.org).*

## Health Centers Focus on Clinical Quality Improvement Initiatives through CHAMPS Project ECHO Learning Communities

CHAMPS has partnered with the Rocky Mountain Public Health Training Center (RMPHTC) to develop and launch interactive [Project ECHO Learning Communities](#) to address quality improvement initiatives important to Region VIII Community Health Centers. This year CHAMPS offered two learning communities, one focused on improving rates of colorectal cancer screening and another on integrating behavioral health into primary care.

ECHO Learning Communities are not like a regular webinar series. Participants use a computer with a webcam to log onto a live video conference meeting platform where they will see, hear, and interact with content experts and other participants in the learning community. During each 60 minute session, a subject matter expert leads a brief 15 minute didactic presentation which is followed by a facilitated discussion with panelists and learners. Select learners then share a process report that outlines the specific needs of their health center for feedback, recommendations, and discussion from the group.

*If you would like to participate in a second iteration of either of these learning communities or if you have an idea to share for a new quality improvement topic, please fill out this very brief (two-minute) [survey](#) or contact Jen Anderson at [Jen@CHAMPSonline.org](mailto:Jen@CHAMPSonline.org).*

**The CHAMPS Clinicians Listserv** is a private email listserv allowing improved communication between Region VIII health center and Primary Care Association (PCA) clinicians and clinical support staff. Participants may use the listserv to ask questions, share best practices, announce upcoming events or recent achievements, and to network with other providers in Region VIII.

**[Click here to sign up for the CHAMPS Clinicians Listserv.](#)**

## **Denver Prevention Training Center (PTC): Upcoming Trainings and Resources for Community Health Centers**

*Submitted by Teri Anderson, Denver Prevention Training Center*

### **Free Webinar: What Providers Need to Know About Increasing STI Rates in Colorado**

Date: Tuesday, Sept. 13, 2016

Time: 12:00 – 1:00 pm MT (1:00 – 2:00 PM CT)

Who: MDs, PAs, NPs and RNs who serve sexually active adults and adolescents.

To register: [http://courses.nnptc.org/class\\_information.html?id=1564](http://courses.nnptc.org/class_information.html?id=1564)

### **2017 National Sexual Health Conference**

Date: July 6-8, 2017

Location: Denver, CO

Who: All providers who serve sexually active adults and adolescents.

For more information: [www.sexualhealth2017.org](http://www.sexualhealth2017.org)

### **Free On-line STD Clinical Consultation Network**

A service for providers with a challenging STD clinical question.

Faculty expert response time is one-three business days by phone or email.

To submit a question: [www.STDCCN.org](http://www.STDCCN.org)

### **Free High-Impact HIV Prevention Consultation or Technical Assistance**

A service for providers and organizations that desire to implement or improve HIV prevention services at their health center; Denver PTC can provide assistance with HIV Testing, PrEP, PEP, Linkage to Care and more.

For more information: Helen Burnside, 303-602-3638, [helen.burnside@dhha.org](mailto:helen.burnside@dhha.org)

*All Denver PTC trainings are available for health centers nationwide.*

*For a comprehensive list of STD/HIV trainings and resources for community health providers, visit [www.denverptc.org](http://www.denverptc.org) or [www.nnptc.org](http://www.nnptc.org) or contact Teri Anderson, Denver PTC Clinical Coordinator, at 303-6920-3602 or [teri.anderson@dhha.org](mailto:teri.anderson@dhha.org).*

## **Free Distance Learning Events Available to Region VIII via the Rocky Mountain Public Health Training Center**

*Submitted by Sarah Davis, Rocky Mountain Public Health Training Center*

The Rocky Mountain Public Health Training Center (RMPHTC) is based at the University of Colorado's School of Public Health and offers free distance learning opportunities to professionals in Colorado, Montana, North and South Dakota, Utah, and Wyoming. In addition to working with CHAMPS on two ECHO learning communities addressing colorectal cancer screening and behavioral health integration, RMPHTC offers trainings of interest to community health centers including the independent learning module *Introduction to Population Health*, and the *Build-a-Clinic* course which coaches clinics through integrating tobacco cessation counseling into their practice. Both of these trainings will be launching Fall 2016.

*The full RMPHTC training catalogue can be found at [www.publichealthpractice.org/Training](http://www.publichealthpractice.org/Training).*

### **Overwhelmed by the number of Clinical Resources on the CHAMPS website?**

Check out the new [Clinical Site Tutorial](#) to orient you before looking for the clinical guidelines, tools, or patient education worksheets you may need. Be sure to visit CHAMPS [Clinical Resources](#) periodically to find newly updated information. CHAMPS recently added a NEW page of [Breastfeeding Resources](#), creating a convenient place to locate valuable evidence-based breastfeeding tools and guidelines to support your mothers and babies who breastfeed.



### ACS Support for Increasing Colorectal Cancer Screening to 80% by 2018

*Submitted by Jane Harris, American Cancer Society*

Colorectal cancer is the second leading cause of cancer death in the US, and several states in the CHAMPS region – including Wyoming, North Dakota, and Montana – are among those with the lowest screening rates in the country. It is estimated that in the six CHAMPS states alone, nearly 7,400 lives could be saved by reaching the [National Colorectal Cancer Roundtable's](#) (NCCRT) goal of screening 80 percent of the eligible population by the year 2018 ("80% by 2018"). Fortunately, extensive peer-reviewed research and improved technology are making screening easier and more accessible than ever. New guidelines issued this summer by the United States Preventive Services Task Force (USPSTF) expand the list of [recommended tests](#), giving patients and physicians several effective and evidence-based test options in support of the notion that the "best test is the test you get."

As co-founder of the NCCRT, the [American Cancer Society \(ACS\)](#) is working closely with primary care and state health systems to achieve the **80% by 2018** screening goal. ACS serves as a convener of colorectal cancer roundtables and is leading task forces and projects in several states to support providers and health centers in increasing screening rates. Additionally, ACS has developed several resources to support implementation of the latest screening guidelines, including the [Clinician's Toolbox](#) and [the ACS FluFOBT Implementation Guide for Primary Care Practices](#), and is available locally to provide ongoing quality improvement and technical assistance support to community health centers. In October, Dr. Durado Brooks, Managing Director of Cancer Control Intervention, Prevention and Early Detection for the American Cancer Society, will address colorectal cancer screening in community health centers at this year's CHAMPS [Annual Primary Care Conference](#) in Denver.

*For additional information about the **80% by 2018** campaign, visit [www.nccrt.org](http://www.nccrt.org). For more information on local educational opportunities and/or to connect with ACS Health Systems staff in your state, contact Jane Harris at [Jane.Harris@cancer.org](mailto:Jane.Harris@cancer.org) or at 720-524-5446.*

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## OUTREACH AND ENROLLMENT NEWS

*Assisting Primary Care Associations and health centers in maximizing health insurance coverage for health center patients and communities across Region VIII.*

### Don't Miss the Final Event in the CHAMPS/CCHN 2016 O&E Distance Learning Series

CHAMPS and Colorado Community Health Network (CCHN) have partnered to present the 2016 Outreach and Enrollment Distance Learning Series. The events are intended for outreach and enrollment staff; however, other health center and Primary Care Association (PCA) staff members may find some content applicable to their positions. The final event in the 2016 series, **Habits of Highly Effective Assisters**, will take place Thursday, September 22, 2016, from 11:00 AM – 12:00 PM MT (12:00 PM – 1:00 PM CT). This event will present techniques used by experienced assisters including action-oriented tips and strategies that can be implemented by in-person assistance programs to maximize enrollments.

*For more information about the **Habits of Highly Effective Assisters** event, visit the CHAMPS [Upcoming Live Distance Learning Events](#) webpage.*

*For information about archived 2016 O&E Events, addressing assistance for survivors of domestic violence, assisting clients with complex medical needs, and engagement and advocacy for O&E staff, visit the CHAMPS [Archived Distance Learning Events](#) webpage.*

## **OUTREACH AND ENROLLMENT NEWS, Continued**

### **Catch them Before They're Gone: Archived 2015 O&E Events**

Last summer and fall, CHAMPS partnered with CCHN to present the 2015 Outreach and Enrollment Distance Learning Series, intended to highlight effective outreach and enrollment strategies, discuss specific issues affecting health center enrollment staff, and look ahead to the third open enrollment period. Two 2015 events are still available as online archives:

#### **Motivating Consumers to Enroll in Coverage** (Online through 09/10/16)

- ★ Understand basic motivational interviewing techniques and how to apply them during an enrollment appointment

#### **Communication Strategies for OE3** (Online through 10/08/16)

- ★ Hear successful techniques for gaining earned media coverage and learn strategies for combatting Affordable Care Act negativity

CHAMPS also partnered with Northwest Regional Primary Care Association (NWRPCA) in December 2015 to present two webinars on eligibility and enrollment for migrant and seasonal farmworkers. Both events are still available as online archives:

#### **H-2A Workers-Who, What, and Outreach Resources** (Online through 12/09/16)

- ★ Understand coverage options and responsibilities for H2-A visa holders and hear best practices for enrolling these workers

#### **Making Heads or Tails Out of Immigration and Eligibility** (Online through 12/09/16)

- ★ Hear an overview of immigration laws and policy, understand different immigrant categories and how they affect eligibility

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

### **Becoming a Health Center of Choice: Customer Service for Patient Engagement and Retention**

*Submitted by Caitlin Ruppel and Sonia Lee, Health Outreach Partners*

As millions of Americans gain access to health insurance under the Affordable Care Act (ACA), they are faced with various options for care, and many are turning to Federally Qualified Health Centers as their preferred provider of care. Providing excellent customer service helps health centers to remain a provider of choice for their patients as well as attract new members from the community. Effective delivery of customer service depends upon participation from all health center staff, and a shared recognition of customer service as an organizational priority. Health Outreach Partners' (HOP) training curriculum, ***Becoming a Health Center of Choice: Customer Service for Patient Engagement and Retention***, supports health centers in providing positive patient experiences through a deeper understanding of the principles of customer service, the needs of health center customers, effective strategies, and prioritizing customer service at the health center. HOP developed the curriculum at the request of health centers that expressed the need for customer service training following the implementation of the ACA. Since the development of the curriculum, HOP has trained over 39 health center representatives across the country.



*Visit HOP's website to read the [full article](#) and to learn about [HOP's training and consultation services](#).*

Don't miss Health Outreach Partners' (HOP) recently released 12-minute "coffee break" webinar, **[Using Outreach to Support Health Center Governing Boards](#)**. This free recorded event provides strategies for incorporating outreach data as part of the board's informed decision-making.

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## **OUTREACH AND ENROLLMENT NEWS, Continued**

### **Featured FAQs: The Veterans Choice Program**

#### **What is the Veterans Choice Program (VCP)?**

The Veterans Choice Program, which is currently authorized to run for three years, allows eligible veterans to receive care from non-VA community providers. The VCP represents a fundamental shift in how veterans can get access to the care they need, and it provides the opportunity for community health centers to open their doors to military veterans across the country.

#### **What does the VCP mean for health centers?**

Since the passage of the Veterans Access, Choice, and Accountability Act of 2014, health centers have been identified as key VA partners in providing care to veterans. Through the VCP, health centers can provide care to eligible veterans and receive payment at Medicare PPS rates from the VA when they align themselves as Choice agreement providers with their respective Third Party Administrator.

#### **Who is eligible for the VCP?**

Veterans are eligible if any of these situations apply to them:

- ★ They have been (or will be) waiting more than 30 days for VA medical care
- ★ They live more than 40 miles away from a VA medical care facility or face one of several excessive travel burdens.

**[Click here for more information on eligibility for the VCP.](#)**

#### **What are the requirements for health centers to participate in the VCP?**

A health center is eligible to participate if they are an approved provider through one of the VA's contract Third Party Administrators as either a Patient Centered Community Care contract provider or a Choice agreement provider. Your contract Third Party Administrator (TPA) is determined by your geographic location.

**[Click here for more information on becoming a Choice agreement provider.](#)**

Click the links below for specific provider participation requirements for each contract TPA:

- ★ **[Health Net Federal Services](#)**
- ★ **[TriWest Healthcare Alliance](#)**

#### **How will the New Veterans Choice Program affect Veterans who are already receiving care from health centers?**

For veterans not enrolled in VHA healthcare, there will be no change in the care they receive from health centers unless they decide to fully enroll for healthcare with the VA in which case they will receive a Choice card and may be eligible for the new VCP if they meet the criteria for the program. For veterans enrolled in VHA healthcare, the new VCP will provide a more integrated and streamlined experience for coordinated care with the VA and be supported by the VA.

*Click here for more information on the [Veterans Choice Program](#).*

*Click here for more information from NACHC on becoming a [Veterans Choice Provider](#).*

*For additional information and materials, visit the CHAMPS [Veterans Resources](#) webpage.*

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## **SPECIAL 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.*

### **National Health Center Week Recognizes Special Populations**

The theme for National Health Center Week 2016 (August 7-13) was **Celebrating America's Health Centers: Innovators in Community Health**. Three days of the week recognized special populations served by health centers: Public Housing Health Centers Day on August 9, Health Care for the Homeless Day on August 10, and Farmworker Health Day on August 11. Learn more by reviewing recent posts on the CHAMPS LinkedIn [Region VIII Health Center Program Network Discussion Group](#).

### Resources for *Promotor(a) de Salud* Programs

Submitted by Anne Lee, MHP Salud



As the health care environment in the US continues to strive to improve access and health outcomes through patient-centered care, community-based interventions that are culturally and linguistically responsive are more important than ever. Accordingly, interest in *Promotor(a) de Salud* or Community Health Worker (CHW) programs has significantly increased in recent years.

*Promotores(as)* are community members who promote health in their own communities. They provide leadership, peer education, support, and resources to foster community empowerment. As members of underserved and minority populations, *Promotores(as)* are in a unique position to build on strengths and to address unmet health needs in their communities. While *Promotores(as)* can be a great asset to any health organization or care team, in order for *Promotor(a)* programs to be effective and to flourish, thoughtful planning, supervision, and evaluation are essential. To address this need and to incorporate current trends and best practices in the *Promotor(a)* field, MHP Salud recently created or revised several *Promotor(a)* program planning and management tools to help program managers through each step of creating and maintaining a *Promotor(a)* program:

- ★ **[Promotor\(a\) Program Implementation Guide](#)**: this Implementation Guide is a resource for any agency interested in creating a program based on the *Promotor(a) de Salud* model. The Guide both describes the steps involved in developing each component of a program and offers tools that assist with implementing that component.
- ★ **[Supervision Manual for Promotor\(a\) de Salud Programs](#)**: the Supervision Manual was developed to provide basic guidelines to supervisors of *Promotor(a) de Salud* programs. It offers information on hiring and supervision, training and motivation, and challenges and how to handle them.
- ★ **[Evaluation Toolkit for Promotor\(a\) de Salud Programs](#)**: the Evaluation Toolkit was developed especially for *Promotor(a)* programs. It is designed to walk those with little or no evaluation experience, or those with limited resources, through the process of evaluating a *Promotor(a)* program. It also includes tips for improving existing evaluation efforts.
- ★ **[Return on Investment \(ROI\) Toolkit](#)**: the ROI Toolkit provides a step-by-step guide to conducting a return on investment analysis for CHW programs. It is designed to help organizations learn and understand the key steps and factors involved in calculating an ROI.

*For more information on these resources or MHP Salud's training and technical assistance services on developing or strengthening Promotor(a) programs, please visit [mhpsalud.org](http://mhpsalud.org) or send an email to [info@mhpsalud.org](mailto:info@mhpsalud.org).*

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## REGIONAL AND NATIONAL NEWS

### Cost of Residency Study Based on EHCI Research

The New England Journal of Medicine recently published work done by the **Education Health Center Initiative (EHCI)** on the cost of residents. The study researched the cost of training residents in the Teaching Health Center (THC) setting, and discovered that the \$150,000 per resident per year funding rate established by the HHS secretary is reasonably reflective of the true current cost of a resident to a community-based sponsor. The Education Health Center Initiative (EHCI) is a CHAMPS/NWRPCA collaboration providing consulting services, educational materials, and information about developing relationships between health centers and residency programs. The EHCI partnership has conducted research, developed informational resources, and sponsored trainings at both the regional and national levels on the Education Health Center model.

Click [HERE](#) to read ***The Cost of Residency Training in Teaching Health Centers***.  
For more information about Teaching Health Centers and EHCI, visit the CHAMPS [Education Health Center Initiative](#) webpage.

# UPCOMING EVENTS – MARK YOUR CALENDARS

## AUGUST

August 23, 2016

[CHAMPS/RMPHTC Behavioral Health Integration ECHO Learning Community: Impacting Healthcare Policy and Securing Financial Sustainability](#)  
Online

August 28-30, 2016

[NACHC Community Health Institute](#)  
Chicago, IL

## SEPTEMBER

September 12, 2016

[CHAMPS/RMPHTC Behavioral Health Integration ECHO Learning Community: Cultural Competency and Health Equity](#)  
Online

September 20, 2016

[CHAMPS/RMPHTC 2016 Colorectal Cancer Screening ECHO Learning Community: Coordinating Care Across the Continuum](#)  
Online

September 21, 2016

[CHAMPS/CCHN Webcast: Interpersonal Considerations for Care of Elderly Persons](#)  
Online

September 22, 2016

[CHAMPS/CCHN O&E Webcast: Habits of Highly Effective Assisters](#)  
Online

September 26, 2016

[CHAMPS/RMPHTC Behavioral Health Integration ECHO Learning Community: Bridging the Chasm between Behavioral Health and Medical Providers](#)  
Online



## OCTOBER

October 15-18, 2016

[CHAMPS/NWRPCA Primary Care Conference](#)  
Denver, CO

October 2016

[NHSC Corps Community Month](#)

## LOOKING AHEAD

November 6-9, 2016

[NNOHA Annual Conference](#)  
Denver, CO

March 28-April 3, 2017

[NACHC Policy and Issues Forum \(P&I\)](#)  
Washington, DC

Visit the interactive [online CHAMPS calendar](#) for continuing updates!

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