



www.CHAMPSonline.org

Summer 2014 Quarterly Newsletter

Published August 13, 2014

CHAMPS/NWRPCA Annual Primary Care Conference

Please join CHAMPS and Northwest Regional Primary Care Association (NWRPCA) for the **2014 Annual Primary Care Conference** October 19-22, 2014 at the Westin Denver Downtown in Denver, CO. Participants will enjoy four days of networking, educational sessions, and strategies for transforming care and enhancing the value of health centers. Highlights include: a Primary Care/Public Health Inter-professional Leadership Development Workshop; a full day on Brief Interventions for Behavioral Change; tracks on workforce, operations, outreach and enrollment, governance, fiscal, and clinical topics; HRSA and NACHC updates; and more!



Conference Events:

- Mountain/Plains Clinical Network Steering Committee Meeting – Saturday, 10/18, Evening***
- CHAMPS Executive Committee Meeting – Sunday, 10/19, Evening***
- CHAMPS Annual Board of Directors Meeting – Monday, 10/20, Evening***
- Welcome Reception – Monday, 10/20, Evening***
- Exhibitor Reception – Tuesday, 10/21, Evening***

For more details and to register, visit the [CHAMPS Annual Primary Care Conference webpage](#).

CHAMPS Strategic Planning

On July 24, 2014, the [CHAMPS Executive Committee](#) and CHAMPS staff members undertook Strategic Planning, facilitated by Reesa Webb, Project Director at John Snow, Inc. CHAMPS will introduce the updated Strategic Plan to the Board of Directors at the CHAMPS Board Meeting during the 2014 CHAMPS/NWRPCA Annual Primary Care Conference in Denver, CO.

Inside this Issue

- ★ **[CHAMPS News \(pg. 2-3\)](#)**: AMFOP, New CHAMPS Staff Member, HHS NAP Funding, Teaching Health Center Funding, LinkedIn Promotion, Mobile App
- ★ **[Workforce News \(pg. 4-7\)](#)**: CHAMPS Trainings, Salary Survey Report, EHCI, Professional Development Distance Learning Series, HRSA Bureau of Health Workforce, Recruiting Activity Highlights
- ★ **[MPCN News \(pg. 7-9\)](#)**: Training for New Medical Directors, Immunization Update Teleconference, COPE-REMS, TelePain, STD/HIV Conference
- ★ **[Outreach and Enrollment News \(pg. 9-11\)](#)**: Case for Year-Round Outreach and Enrollment, Outreach and Enrollment Distance Learning Series, NEW Outreach and Enrollment Resources
- ★ **[Special Populations News \(pg. 11-12\)](#)**: Migrant Health Scholarship, New National Cooperative Agreements, National Health Center Week
- ★ **[Regional and National News \(pg. 12\)](#)**: RiverStone Health, Quality Improvement Organizations
- ★ **[Event Calendar and CHAMPS Contacts \(pg. 13\)](#)**

2014 Region VIII CHC Annual Measure of Finance, Operations, and Productivity

CHAMPS is pleased to announce the continued partnership with CliftonLarsonAllen (CLA) to support CHAMPS member health centers through the second annual **Region VIII CHC Annual Measure of Finance, Operations, and Productivity (AMFOP)**. The purpose of this project is to provide Region VIII health centers insight on their individual, state, and regional financial, operational, and productivity measures. The goals of data collection, analysis, and reporting are to:



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

The analysis and reporting for this project will be done by CliftonLarsonAllen (CLA) at no cost to [CHAMPS member organizations](#). 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. In order to participate, health centers must submit a completed (brief) questionnaire, completed non-disclosure agreement, copy of their latest audit report, most recent UDS report, and most recent Federal Form 990 to CLA by Friday, September 19, 2014. CLA will not share health center data with CHAMPS or any other entity.

Login to the [Members Only](#) section of the CHAMPS website to view more details, submission instructions, the Benchmarking and Productivity Questionnaire, FAQs, and the Non-Disclosure Agreement.

If you have questions, please contact Julie Hulstein (CHAMPS Executive Director) at 303-867-9582 or Kyla Delgado (CLA Manager) at 425-250-6082.

Introducing New CHAMPS O&E Coordinator

Welcome to **Sophie Hagberg**, the newest CHAMPS staff member! Her work as the Outreach and Enrollment (O&E) Coordinator involves supporting Region VIII health centers and State Primary Care Associations in enrolling patients in the health insurance marketplaces, Medicaid, and the Children's Health Insurance Program. Sophie has a Bachelor of Arts in International Development and Social Change with a Global Health concentration from Clark University. She spent the 2013-2014 open enrollment cycle working as an insurance outreach canvasser for the Initiative for the Engaged Citizen/Healthcare for All in Worcester, MA. Please feel free to contact Sophie about CHAMPS' outreach and enrollment programs at sophie@CHAMPSonline.org or 303-867-9544.

HHS Announces Funding to Expand Access to Primary Care through Community Health Centers



On July 8, 2014, the US Department of Health and Human Services (HHS) announced the availability of \$100 million in new funding to increase primary care access through health centers. The New Access Point funding opportunity will support the opening of an estimated 150 new health centers around the country in 2015. These new health centers will join the approximately 550 new health center sites that have opened over the past three years as a result of federal healthcare reform. The deadline for submitting the first part of the application is August 20, 2014.

For more information, visit the [Health Center New Access Point Grant Application Technical Assistance](#) webpage.

Montana Family Medicine Residency Receives Teaching Health Center Funding

On July 7, 2014, the US Department of Health and Human Services (HHS) awarded \$83.4 million to 60 Teaching Health Centers to support training new primary care providers. This funding will help train an additional 200 residents in the next academic year bringing the total to 750 residents per year. Teaching Health Centers are located in 24 states and in a variety of settings including rural, urban, and tribal communities. One of the awardees comes from Region VIII – Montana Family Medicine Residency part of RiverStone Health.

For a complete list of awardees, visit the HHS [Teaching Health Center GME 2014 Grant Awards](#) webpage.

To learn about the Teaching Health Centers program, visit the HHS [Teaching Health Center Graduate Medical Education](#) webpage.

Connect with CHAMPS before September 1st on LinkedIn for a Chance to Win an Amazon Gift Card

The **CHAMPS LinkedIn company profile** includes posts on the latest CHAMPS products and services, while the **CHAMPS LinkedIn Region VIII Health Center Program Network Discussion Group** is a forum to discuss national, regional, and state events, resources, and news.

In order to continue building this social media community, CHAMPS will hold a **drawing for a \$35 Amazon gift card** for Region VIII health center and Primary Care Association staff or board members who join the CHAMPS company profile or discussion group. Current followers who post a story or comment are also eligible for the drawing, which will take place **September 1, 2014**.

CHAMPS LinkedIn posts in the last few months included:

- ★ HRSA UDS Sampling Methods Technical Assistance Call
- ★ Weekly Outreach and Enrollment Updates
- ★ LGBT Pride Week
- ★ New CMS Flow Chart for Determining Medicaid Eligibility
- ★ Quality Improvement Resources
- ★ Consumer Involvement in Governance Webinar
- ★ ICD-10 Implementation
- ★ Report on Care for Returning Veterans
- ★ Needs Assessment Results
- ★ Advancing Health Equity through Cultural Competency Webinar
- ★ NHSC Loan Repayment Cycle Open
- ★ Information about CHAMPS offerings, including the Annual Immunization Update Teleconference, Professional Skill Development Webinar Series, Outreach and Enrollment Distance Learning Series, Focusing Social Media on Recruitment Webinar, new Health Literacy and Veterans Resources webpages, the opening of the abstract portal for the CHAMPS/NWRPCA Annual Primary Care Conference, and more!

Click [HERE](#) to view and follow the CHAMPS LinkedIn Profile.

Click [HERE](#) to visit the CHAMPS LinkedIn Region VIII Health Center Program Network Discussion Group.

Check out this new mobile app! [Memorize Words Medical Spanish](#) uses a systematic approach to help the user build a medical Spanish vocabulary. The app includes over 1,700 frequently used medical Spanish words. The mobile application is \$5.99 for iPhone and iPad touch devices. Looking for other medical Spanish resources? Visit the CHAMPS [Spanish Language Resources](#) webpage.

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.

Veterans: a Highly Effective Workforce (Available online through 11/14/14)

- ★ Major aspects of recruiting, hiring, managing, and retaining veterans

Improving Diabetes Care through Group Visits and Patient-Centered Medical Home Principles (Available online through 03/31/15)

- ★ Region VIII group visit model of care for chronic disease
- ★ 1.5 CME credit hours available through 03/31/15

Focusing Social Media on Recruitment: It Works! (Available online through 03/27/15)

- ★ How health center HR professionals can utilize social media to enhance their employee recruiting strategies

What All CHC Staff Should Know about O&E (Available online through 04/22/15)

- ★ Key elements of outreach and enrollment

Patient Education and Health Insurance Literacy (Available online through 04/22/15)

- ★ Educating patients about the complexities of health insurance

Tell Your Money Who's Boss – Get the Most Out of Your Paycheck (Available online through 04/30/15)

- ★ Increasing awareness of personal finances with supporting tools and resources

Making the Business Case for O&E (Available online through 05/05/15)

- ★ How outreach and enrollment efforts impact workforce, operations, and financial stability

Best Practice for Young Adult Outreach (Available online through 05/20/15)

- ★ Ways health centers can reach young adults in their communities
- ★ More information on page 10

Create Great Credit (Available online through 05/20/15)

- ★ Information about the credit system with tips on building, maintaining, or improving credit scores
- ★ More information on page 6

Maximizing O&E Staff and Continued Enrollment (Available online through 06/03/15)

- ★ Ways health center outreach workers can engage patients and communities
- ★ More information on page 10

Foundations for Influencing (A) - Presuming Good Intent (Available online through 06/18/15)

- ★ Influencing and confrontation through recognizing the importance of accountability, respect, and honesty
- ★ More information on page 6

Foundations for Influencing (B) – The Art of Developing Trust & Personal Power (Core Dimensions) (Available online through 07/23/15)

- ★ Defining and using the Core Dimensions in the workplace
- ★ More information on page 6

Rural Outreach Strategies (Available online through 06/24/15)

- ★ Reaching rural populations to educate about health coverage options
- ★ More information on page 10

Outreach to Special Populations (Available online through 07/22/15)

- ★ Techniques for successful outreach to American Indian and Migrant Farmworker communities
- ★ More information on page 10

For more details about each event, including links to archive, credit opportunities, and possible costs, visit the CHAMPS [Distance Learning](#) webpage.

Coming Soon: CHAMPS 2014 Salary Survey Report

CHAMPS thanks the 51 Region VIII Community, Migrant, and Homeless Health Centers that participated in the **CHAMPS 2014 Region VIII Health Center Salary, Benefits, and Turnover Survey!** The data from these organizations, representing over 6,000 employees, will be presented in a written report scheduled for distribution in October 2014. This report will provide a regional snapshot of salary and benefits structures and workforce trends across the Mountain/Plains states including:



- ★ Averages and percentiles for base salaries by position title, with **NEW** 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 2014 Region VIII data with historical Region VIII data and other state, regional, and national surveys.
- ★ A **NEW** analysis of health center benefits packages, including health, dental, life, and disability insurance, retirement plans, time off packages, and additional benefits.

Plus, for the first time in 2014, CHAMPS will be using this data to analyze medical productivity expectations as well as medical provider to support staffing ratios. These results will be reported in 2014, either in the main 2014 Report described above, or in a separate publication. CHAMPS Organizational Members and all participating organizations will receive a free copy of the final report. Others will be invited to purchase a copy.

Please contact andrea@CHAMPSonline.org with your questions about this invaluable project.

EHCI: Addressing Healthcare Workforce Needs



Since 2006, **Education Health Center Initiative (EHCI)**, jointly sponsored by CHAMPS and Northwest Regional Primary Care Association (NWRPCA), has been providing resources and assisting health centers in many states take advantage of the federally-funded Teaching Health Center (THC) program. EHCI addresses research that shows physicians and health professionals trained in health centers are twice as likely to work in underserved settings and four times more likely to work in community health centers. EHCI offers consulting services for Family Medicine Residency Programs, Dental Residency Programs, Nurse Practitioner Programs, and Physician Assistant Programs. There

will be an upcoming opportunity to learn about Education Health Centers (EHC) during the **[CHAMPS/NWRPCA Annual Primary Care Conference](#)** with a full-day track on the topic on Tuesday, October 21, 2014.

To learn more about EHCI, visit the [Education Health Center Initiative](#) and CHAMPS [Education Health Center Initiative](#) webpages.

Professional Skill Development Webinars Address Personal Finances and Communication

CHAMPS and Colorado Community Health Network (CCHN) are hosting the **“Lunchtime Learning” Professional Skill Development Series**, a set of six webinars designed to provide professional development and skills improvement to positively impact retention rates at Region VIII health centers. The first archived event, **Tell Your Money Who’s Boss**, increases participants’ awareness of their personal financial situation while providing access to supporting tools and resources. The speakers, Carlos Colon, Personal Finance Coach, and Amy Fidelis, Marketing and Education Director from *mpowered*, emphasize identifying and setting goals, simplifying the mechanisms used to reach those goals, and creating successful systems for keeping track of this information are key to the attainment of any financial goal. The second archived event, **Create Great Credit**, explains the credit system, debunks myths, and provides resources for accessing personal credit reports and scores.

The next three events make up the **“Foundations for Influencing – Communicating with a Goal in Mind”** mini-series presented by Maria Agnew, Senior Director of Business Development at Influencing Options. These webinars focus on improving participants’ ability to interact effectively with those around them. The archived **Presuming Good Intent (Part A)** webinar discusses how to define influencing and confrontation, identifies the key elements to presume good intent, addresses the importance of balancing accountability, respect, and honesty, and explains how to use the three empowering options for influencing. The archived **The Art of Developing Trust & Personal Power (Part B)** webinar explains how to identify and define the four Core Dimensions and use them to build trust, defines trust as it pertains to the workplace, and helps participants recognize when one has a commitment to a shared vision and understand the value of applying personal power.

During the upcoming **Influencing through Negotiation (Part C)** webinar on August 20, 2014, participants will learn to define negotiation, determine when to use negotiation to move a conversation forward toward a common vision/goal, be aware of the positive, natural negative, and imposed consequences associated with negotiation, and utilize negotiation as a tool to move a conversation toward a mutually beneficial understanding.

The final event in the series on Wednesday, September 17, 2014, **Motivational Interviewing: An Introduction to Encouraging Health Behavior Change**, will address why motivational interviewing is used as a technique in changing health behaviors, the basic premise for utilizing motivational interviewing, and pitfalls to avoid when engaging in motivational interviewing.

All archived webinars are available on the CHAMPS website. All upcoming webinars will take place 12:00-1:00PM MT (1:00-2:00PM CT) and are FREE for health centers (Health Center Program Grantees and FQHC Look-Alikes) and Primary Care Associations in Region VIII (CO, MT, ND, SD, UT, and WY).

For more details about the event series and to register for upcoming events, visit the CHAMPS [Distance Learning](#) webpage.

HRSA Announces New Bureau of Health Workforce



On June 3, 2014, the Health Resources and Services Administration (HRSA) announced a new Bureau – the **Bureau of Health Workforce (BHW)**. This new Bureau will integrate the programs that were previously housed in the Bureau of Health Professions (BHPR) and the Bureau of Clinician Recruitment and Service (BCRS). Programs and activities that will be implemented by the Bureau of Health Workforce include grants to health professions schools and training programs, analysis of the supply, demand, distribution, and education of the health workforce, graduate medical education support, loan repayment programs, and the National Practitioner Data Bank.

For more information, visit the [Bureau of Health Workforce](#) homepage.

WORKFORCE DEVELOPMENT NEWS

Recruitment Highlights

Update JOB Postings

Region VIII Primary Care Associations and health centers, remember to update your postings on CHAMPS Job Opportunities Bank (JOB). CHAMPS will be attending several job fairs in the upcoming months where current postings will be advertised. Additionally, there are over 3,000 online visits to JOB every month! Health centers can post administrative, medical, dental, behavioral health, clinical and non-clinical support positions on JOB.

To update your JOB postings or to RSVP for the Health Center Job Fair and Networking Event, contact chelsea@CHAMPSonline.org.

Health Center Job Fair and Networking

In conjunction with the CHAMPS/NWRPCA Annual Primary Care Conference, CHAMPS and CCHN will be hosting a Region VIII Health Center Meet & Greet: Job Fair and Networking Event on Tuesday, October 21, 2014 at the Westin Denver Downtown. All Region VIII health centers are invited to send a representative and display materials at a table. Region VIII Primary Care Associations, National Health Service Corps, and other safety net partners are also invited to attend. Students and job seekers in the dental, medical, and behavioral health fields have been invited to attend. There is no cost for health centers to exhibit or for students, job seekers, or safety net partners to attend.

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.

Registration Open for October Training for New Medical Directors

The Training for New Medical Directors, hosted by CHAMPS and Northwest Regional Primary Care Association (NWRPCA) and sponsored by the National Association of Community Health Centers (NACHC), will take place Saturday, October 18, 2014 (half-day) and Sunday, October 19, 2014 (full-day) in Denver, CO, in conjunction with the CHAMPS/NWRPCA Annual Primary Care Conference. The training, presented by Keith O. Horwood, MD, and Kumble Rajesh, MD, will provide an overview of core knowledge and competencies that all health center medical directors need to function as effective leaders. Topics will include regulatory expectations, delivery models, risk management, electronic health records (EHRs), Meaningful Use (MU), Patient-Centered Medical Home (PCMH), quality management, role of the medical director, and more. The course format includes didactic learning, presentation and discussion of case studies, and networking opportunities. Upon completion of the training, participants will be included in the ongoing Peer Network Learning Community offering long-distance training opportunities. The course is targeted to new medical directors who have been working in the role for less than two years, clinicians who may be entering into the role of medical director in the near future, and new dental directors. The course fee is \$250 (separate from conference registration). The training has been reviewed and is acceptable for up to 10 Elective credits by the American Academy of Family Physicians. Continuing Medical Education (CME) credit is currently pending approval.

Clinical Sessions at the CHAMPS/NWRPCA Annual Primary Care Conference

- *Developing and Mentoring the Expanded Clinical Care Team*
- *Leadership in Action: A Peer Learning Session for Clinicians*
- *Successful HRSA Audits: A Clinician Perspective*
- *Identifying High Utilizers and Providing Care Coordination*
- *Training Care Teams in Brief Interventions for Behavior Change in Primary Care*
- *Best Practices in Chronic Pain Management*
- *Medical/Dental Integration Program*

For more information, visit the CHAMPS [Leadership Learning Opportunities](#) webpage.

Visit the CHAMPS [Annual Primary Care Conference](#) webpage for session descriptions.

MOUNTAIN/PLAINS CLINICAL NETWORK (MPCN) NEWS

Region VIII Clinical Staff Receive Update on New Immunization Recommendations



Seventy Region VIII clinical staff members learned about new immunization recommendations and trends in vaccine-preventable diseases during the **CHAMPS Immunization Update Teleconference** on June 24, 2014. The annual event sponsored by CHAMPS helps clinical staff prepare for back-to-school vaccinations and keep current with the Advisory Committee on Immunization Practices (ACIP) guidelines. The teleconference was presented by Donna Weaver, RN, MN, Nurse Educator for the

National Center for Immunization and Respiratory Diseases at the Centers for Disease Control and Prevention (CDC). The update included information on the recent measles outbreaks in the US resulting in the highest number of measles cases in decades, an immunization issue since the majority of people who get measles are unvaccinated. Concerning the upcoming flu season, Ms. Weaver noted that the 2014-2015 influenza vaccine will include the same strains as the last flu season vaccine and stressed that because there are many different versions of the vaccine and ways to administer it health center staff should ensure the proper vaccine is given in the appropriate manner. Another highlight of the teleconference was the importance of vaccinating both girls and boys with HPV vaccine; by increasing the HPV vaccination rate from the current 30% to 80% it is estimated that 98,800 cases of cervical cancer would be prevented and 31,700 lives would be saved. Lastly, Ms. Weaver discussed tools and resources to assist health center staff with talking to vaccine-hesitant parents.

View the [archive of the teleconference](#) on the CHAMPS website until June 2015.

Clinicians Learn to Treat Chronic Pain not Promote Addiction with Enhanced COPE-REMS Program

According to the Centers for Disease Control and Prevention (CDC), over 16,000 people die each year in the US as a result of an overdose involving prescription painkillers. This public health crisis has left many clinicians with questions such as:

- ★ *How do you say 'No' to a patient who requests opioids but is at high risk for a bad outcome?*
- ★ *How do you decide when opioid therapy for chronic pain is the right treatment for a patient?*

Health center clinicians can find out how to handle such questions and more with the COPE (Collaborative Opioid Prescribing Education) for REMS (Risk Evaluation and Mitigation Strategies) program offered by the University of Washington, School of Medicine. The program is an **online, self-paced course offered FREE of charge**. With the COPE-REMS program, clinicians will learn to:

- ★ Recognize when it is safe to prescribe opioids to patients,
- ★ Start, stop, and switch opioid therapies,
- ★ Communicate effectively and handle difficult patient situations, and
- ★ Treat chronic pain without promoting addiction.

Additional Assistance with Treating Chronic Pain through the TelePain Program

Region VIII health center clinicians are invited to present their most difficult chronic pain cases to the University of Washington, Division of Pain Medicine TelePain panel of specialists whose expertise spans pain medicine, internal medicine, anesthesiology, rehabilitation medicine, psychiatry, addiction medicine, and nursing care coordination. The TelePain program offers weekly discussions that include didactic presentations, case analysis, and interactive consultations for providers. TelePain sessions are a free service that takes place each Wednesday from 1:00-2:30 PM MT (2:00-3:30 PM CT).

Visit the [TelePain](#) webpage for more information.

For additional resources, visit the CHAMPS [Resources for Treating Patients with Chronic Pain](#) webpage.

Clinicians can earn 4.0 AMA PRA Category 1 Credits for completing the course.

For more information, visit the CHAMPS [COPE-REMS](#) webpage.

MOUNTAIN/PLAINS CLINICAL NETWORK (MPCN) NEWS

STD/HIV Clinical Overview Conference Celebrates 25th Year



The 25th Denver STD/HIV Clinical Overview and Update Conference will take place September 11-12, 2014 in Denver, CO. The training is hosted by Denver Prevention Training Center (PTC), an organization that serves all six states in Region VIII. The first day of the conference offers an overview of common bacterial and viral STDs suitable for providers new to STDs or experienced providers looking for a refresher. The second day will address cutting edge information on STD and HIV research, clinical management, and treatment. Registration fees range from \$60 to \$120 based on the training day(s) that participants wish to attend. Participants can earn up to 12 Continuing Medical Education (CME) or Continuing Nursing Education (CNE) credits for the training.

For more information and to register, visit the [Denver Prevention Training Center](#) website.

OUTREACH AND ENROLLMENT NEWS

The Case for Year-Round Outreach and Enrollment *Benefits for Health Centers, Patients, and Communities*

Now that the 2013-2014 open enrollment period has concluded, hospitals and community health centers alike may be reconsidering the costs and benefits of having full-time, year-round outreach and enrollment staff. However, even when open enrollment is closed, outreach and enrollment staff can have a huge impact on the lives of the patients they do enroll and have a positive effect on the overall financial health of the health centers they work for.



More insured patients contribute to the overall financial health of a health center

In a May 2014 article, *Safety Net Hospitals Already Seeing More Paying Patients – And Revenue*, Kaiser Health News reported that safety-net hospitals, including Denver Health in Denver, CO, are seeing a major increase in the proportion of their patients who are insured. Like health centers, safety-net hospitals treat a disproportionate number of uninsured people and bear a significant financial burden because of it. At the end of open enrollment in 2013-2014, Denver Health along with Harborview Medical Center in Seattle, WA and the University of Arkansas for Medical Sciences Hospital in Little Rock, AR saw their rate of uninsured patients cut in half. Relieving this financial burden is not insignificant: Harborview expects to see a revenue increase of \$20 million next year as a direct result of the increase in insured patients.

There are more patients to enroll: conducting ongoing outreach and enrollment activities

Outreach and enrollment staff are not just restricted to enrolling patients from November to February. They can enroll eligible consumers for Medicaid/CHIP year-round. Additionally, Native Americans are eligible to apply for Marketplace-based coverage and CHIP/Medicaid at any point in the year. Outreach workers can devote their time to contacting people who may be Medicaid/CHIP eligible, as well as conducting targeted outreach to Native American communities. To have the most effective open enrollment period possible, outreach and enrollment staff members should start planning and hosting awareness events in their community well before the start of open enrollment. Additionally, yearly Certified Application Counselor (CAC) and Navigator certifications will be available in late summer. Although open enrollment runs three months per year, effective outreach is a full-time job that can have significant benefits for health centers.

Click [HERE](#) to read the Kaiser Health News article.

For more information and strategies on outreach to special enrollment period and Medicaid eligible populations, visit the CHAMPS [Outreach and Enrollment](#) webpage.

Outreach and Enrollment Distance Learning Series

CHAMPS is partnering with Colorado Community Health Network (CCHN) and Northwest Regional Primary Care Association (NWRPCA) to provide a nine-part series on outreach and enrollment that will conclude in September. Seven of the events have already occurred and are archived on the CHAMPS [Distance Learning](#) webpage.

The CHAMPS/CCHN webcast **Best Practices for Young Adult Outreach** occurred on May 20, 2014. Melanie Herrera Bortz, Southwest Regional Assistance Manager from Enroll America, spoke about the challenges facing outreach and enrollment staff when conducting outreach to young adults, addressed best practices for contacting young adults, and explained how to describe the need for insurance coverage to this population.

The CHAMPS/NWRPCA webcast **Maximizing O&E Staff and Continued Enrollment** occurred on June 3, 2014. Curt Fackler, IPA Network Manager from Better Health Together, Zach Baron, Senior Health Policy Analyst from Enroll America, and Kristen Stoimenoff, Deputy Director from Health Outreach Partners, discussed how to utilize outreach and enrollment workers between open enrollment periods, find and reach out to consumers who may be eligible for special enrollment periods or who are Medicaid eligible, and continue supporting outreach and enrollment operations throughout the year.

The CHAMPS/CCHN webcast **Rural Outreach Strategies** occurred on June 24, 2014. Liz Tansey, Outreach and Enrollment Coordinator for the Covering Kids and Families (CKF) Initiative at CCHN, and Judy Strausberger, Outreach and Enrollment Coordinator at Fremont Community Health Center in Wyoming spoke about the main barriers to reaching people in rural communities and gave strategies to overcome these obstacles. Judy also discussed her experience conducting rural outreach in her Wyoming community.

The CHAMPS/CCHN webcast **Outreach to Special Populations** occurred on July 22, 2014. Liz Tansey, Outreach and Enrollment Coordinator for the Covering Kids and Families (CKF) Initiative at CCHN, Erlidawn Roy, CHIPRA Outreach and Enrollment Specialist and Health Coverage Guide for Denver Indian Health and Family Services, and Cindy Masias, La Junta Clinic Manager at Valley-Wide Health Systems, presented information on barriers to insurance coverage for Migrant and Seasonal Farmworkers, American Indian, and Alaskan Natives and discussed culturally sensitive outreach strategies to access these groups.

Upcoming events in the CHAMPS/CCHN O&E Series:

- **Planning for Successful Outreach**, Tuesday, August 19, 2014, 2:00-3:00PM MT (3:00-4:00PM CT)
- **Diving Deep on Premium Tax Credits**, Tuesday, September 23, 2014, 10:00-11:30AM MT (11:00-12:30PM CT) *Presented in partnership with NWRPCA*

For more information about this series and to register, visit the CHAMPS [Distance Learning](#) webpage.

Preparing for Open Enrollment Webinar Series

CHAMPS and Northwest Regional Primary Care Association (NWRPCA) are hosting two webcasts designed to prepare outreach and enrollment staff for the upcoming 2014-2015 open enrollment period. Each session will address topics relevant for staff in both Region VIII and Region X and will provide concrete strategies for conducting effective outreach and helping the newly enrolled keep and use their coverage.



Upcoming events in the CHAMPS/NWRPCA O&E series:

- ★ **Conducting Effective Outreach for Open Enrollment**, Wednesday, August 20 1:00-2:30 pm MT (2:00-3:30 pm CT)
- ★ **Patient Education: They're Covered, Now What?**, Wednesday, September 10, 1:00-2:30 pm MT (2:00-3:30 pm CT)

For more information about this series and to register, visit the CHAMPS [Distance Learning](#) webpage.

OUTREACH AND ENROLLMENT NEWS

NEW Additions to the CHAMPS Outreach and Enrollment Pages

Recent additions to the CHAMPS [Outreach and Enrollment](#) webpage include a number of resources on **health coverage plan renewals**. In the upcoming open enrollment period, consumers who enrolled the previous year will need to reapply for coverage. In late June 2014, Health and Human Services (HHS) announced they have plans to enable auto-enrollment for consumers who enrolled through the federally-facilitated Marketplace for the 2014-2015 open enrollment period and do not wish to change plans. This auto-enrollment system has not gone live yet: until that time customers should plan on manually re-enrolling in their plans. Some useful resources regarding health coverage renewal include:

- ★ The Department of Health and Human Services (HHS) [announcement](#) regarding the auto-enrollment plans with links to the full text of the proposed rule.
- ★ [Fact sheet](#) from Enroll America for assisters on streamlining the plan renewal process in order to minimize gaps in coverage.
- ★ [Blog post](#) from Enroll America with information on renewal dates for current Marketplace customers.
- ★ Georgetown University Health Policy Institute [guidelines](#) for streamlining Medicaid and CHIP renewal.

These resources and more are available on the CHAMPS [Outreach and Enrollment](#) webpage.

Additionally, a number of reports on the **2013-2014 open enrollment period** have been published.

- ★ The Commonwealth Fund published a [study](#) evaluating the efficacy of the Affordable Care Act in reducing uninsured rates in key groups.
- ★ Gallup Healthways created a [survey](#) on the percentage of uninsured adults across the US from the third quarter of 2013 to the second quarter of 2014.
- ★ Urban Institute Health Policy Center Health Reform Monitoring produced a [report](#) on the trends of numbers of uninsured consumers nationally from September 2013 to June 2014.

These resources and more are available on the CHAMPS [Affordable Care Act](#) webpage.

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.

Congratulations to Region VIII Scholarship Recipients

In 2014, the National Center for Farmworker Health, Inc. awarded six recipients a **Migrant Health Scholarship**. This scholarship is awarded to Community/Migrant Health Center clinical, administrative, and support staff with the purpose of assisting recipients in pursuing their educational and professional goals. Awardees from Region VIII include Roxanne Bustos from Salud Family Health Centers in Fort Lupton, CO who is pursuing a degree to become a dental hygienist and Ana Noriega from Olathe Community Clinic, Inc. in Olathe, CO who is pursuing a degree in Healthcare Administration.

Visit the [National Center for Farmworker Health, Inc.](#) to learn more about the scholarship program.

Newly Funded National Cooperative Agreement Organizations

- ★ The [Corporation for Supportive Housing \(CSH\)](#) provides training, education, capital funds, community planning, and other resources to support supportive housing solutions.
- ★ [National Center for Medical Legal Partnership](#) integrates the expertise of health and legal professionals and staff to address and prevent health-harming social and legal needs for patients, clinics, and populations.

National Health Center Week Recognizes Special Populations

National Health Center Week, August 10-16, 2014, celebrates the life-changing work of health centers and raises public awareness and support for health centers across the United States. Three days of National Health Center Week have been set aside to recognize special populations served by health centers:

- ★ Public Housing Health Centers Day: Tuesday, August 12, 2014
- ★ Health Care for the Homeless Day: Wednesday, August 13, 2014
- ★ Farmworker Health Day: Thursday, August 14, 2014

Several useful resources have been posted for celebrating National Health Center Week, including:

- ★ [Infographic](#) with health center statistics from the Health Resources and Services Administration (HRSA).
- ★ [Activity and event ideas](#) from the National Association of Community Health Centers (NACHC).
- ★ [Media Toolkit](#) from NACHC.
- ★ A [webinar](#) from the National Health Care for the Homeless Council on the history of Health Care for the Homeless Day with examples of activities.



Looking for an event to attend? Check out the [map of the events](#) across the nation.

Interested in learning more about the Special Populations highlighted during National Health Center Week? Visit the CHAMPS [Homeless and Public Housing Resources](#) and [Migrant and Seasonal Farmworkers Resources](#) webpages.

REGIONAL AND NATIONAL NEWS

RiverStone Health Earns National Accreditation

In June 2014, RiverStone Health in Billings, MT earned national accreditation through the Public Health Accreditation Board, a status held by fewer than 50 public health departments in the nation. Funded by the Centers for Disease Control and Prevention and the Robert Wood Johnson Foundation, the Public Health Accreditation Board's mission is to "promote and protect the health of the public by advancing the quality and performance of all public health departments." To receive accreditation, RiverStone Health underwent a rigorous peer-reviewed assessment process to ensure that it meets or exceeds a set of quality standards and measures. The accreditation is valid for five years and requires annual reports and updates.

Visit the [Public Health Accreditation Board](#) website to learn about the process and view a list of accredited health departments.

Looking for Quality Improvement Resources? Check Out QIOs

The Centers for Medicare & Medicaid Services (CMS) contracts with one organization in each state to serve as the **Quality Improvement Organization (QIO)** contractor for that state/jurisdiction. QIOs are private, mostly not-for-profit organizations, which are staffed by professionals, mostly doctors and other health care professionals, who are trained to review medical care and help beneficiaries with complaints about the quality of care and to implement improvements in the quality of care available throughout the spectrum of care. By law, the mission of the QIO Program is to improve the effectiveness, efficiency, economy, and quality of services delivered to Medicare beneficiaries.

For a list of QIO contractors by state, visit QualityNet's [QIO Directory](#) webpage.

UPCOMING EVENTS – MARK YOUR CALENDARS

AUGUST

August 11-17, 2014

[National Health Center Week](#)

Nationwide

August 19, 2014

CHAMPS/CCHN [Planning for Successful Outreach Webcast](#)

Online

August 20, 2014

CHAMPS/NWRPCA [Conducting Effective Outreach for Open Enrollment Webcast](#)

Online

August 20, 2014

CHAMPS/CCHN [Influencing through Negotiation Webcast](#)

Online

August 22-26, 2014

NACHC [Community Health Institute \(CHI\) & Expo](#)

San Diego, CA

September

Labor Day, 9/1

Suicide Prevention Week,
9/8-9/14

Pain Awareness Month

October

Halloween, 10/31

Health Literacy Month

SEPTEMBER

September 10, 2014

CHAMPS/NWRPCA [Patient Education Webcast](#)

Online

September 17, 2014

CHAMPS/CCHN [Motivational Interviewing Webcast](#)

Online

September 23, 2014

CHAMPS/CCHN/NWRPCA [Diving Deep on Premium Tax Credits Webcast](#)

Online

OCTOBER

October 9, 2014

[Corps Community Day](#)

Nationwide

October 18-19, 2014

CHAMPS/NACHC/NWRPCA [Training for New Medical Directors](#)

Denver, CO

October 19-22, 2014

CHAMPS/NWRPCA [Annual Primary Care Conference](#)

Denver, CO

LOOKING AHEAD

NACHC [PCA & HCCN Conference](#)

November 17-19, 2014

Dallas, TX

NCFH [Midwest Stream Farmworker Health Forum](#)

November 20-22, 2014

San Antonio, TX

CONTACT US

Please let us know if you would like to sign up for the newsletter or if your email address has changed.

Thank you!

Sophie Hagberg,

Outreach and Enrollment
Coordinator;

sophie@CHAMPSonline.org,

303-867-9544

Julie Hulstein,

Executive Director;

julie@CHAMPSonline.org,

303-867-9582

Shannon Kolman,

Clinical Programs Director;

shannon@CHAMPSonline.org,

303-867-9583

Andrea Martin,

Workforce Development and

Member Services Director;

andrea@CHAMPSonline.org,

303-867-9581

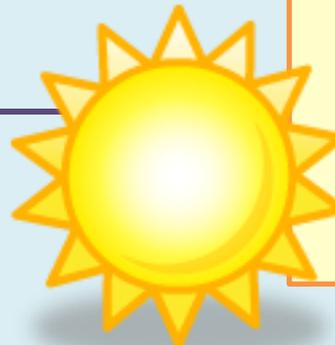
Chelsea Skovgaard,

Programs and Communications

Coordinator;

chelsea@CHAMPSonline.org,

303-867-9584



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

Newsletter Contributors: Sophie Hagberg, Julie Hulstein, Shannon Kolman, Andrea Martin, Chelsea Skovgaard (Editor)

This publication was made possible by grant number U58CS06861 from the Health Resources and Services Administration, Bureau of Primary Health Care. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the HRSA.