



CHAMPS Fall 2004 Newsletter



CHAMPS/NWRPCA Fall 2004 Primary Care Conference *Solutions in Action: Innovation, Change, Growth*

This year's annual conference was held October 23-27, 2004 in beautiful Salt Lake City, Utah. Approximately 400 participants from UT, CO, WY, MT, ND, SD, AK, ID, OR, and WA enjoyed networking with colleagues and expanding their knowledge of clinical and non-clinical topics. Highlights included updates provided by Dennis Williams from HRSA, Sam Shekar from BPHC and Dan Hawkins from NACHC as well as over 30 educational sessions on topics ranging from development to behavioral and frontier/rural health.

CHAMPS 2004 AWARD RECIPIENTS

Each year, CHAMPS chooses several Region VIII CHC board members, clinicians and administrators to receive awards for their outstanding leadership and dedication. Congratulations to this year's recipients!

- **Jay Brooke, Administrative Leadership Award** for his support of and commitment to serving the medically underserved
- **Cindy Erwin, PA-C, Exceptional Clinical Leadership Award** for demonstrating commitment to the provision of the highest quality clinical services to Region VIII health centers
- **Gina Flanagan, Outstanding Administrative Leadership Award** for demonstrating dedication and commitment to the CHC mission
- **Adi Gundlapalli, MD, PhD, Outstanding Advocate of the Underserved Award** for demonstrating dedication to the health center mission through leadership in training colleagues, providing quality health care and advocating for patients
- **Daniel Hacking, Exceptional Board Leadership Award** in recognition of his untiring efforts to enhance the lives of the medically underserved
- **Michael Hurtado, DDS, Exceptional Board Leadership Award** in recognition of his leadership, wisdom and devotion
- **Jim Nybo, Exceptional Board Service Award** in recognition of his dedication to improving the health of the medically indigent
- **Mike Welch, DO, Clinical Service Award** for his commitment, dedication, and passion for serving others



*Jay Brooke (L)
receives his award
from Jerry Brasher*



Gina Flanagan



Mike Welch

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



Annual Conference Meet & Greet

Students in a variety of health profession study programs had the opportunity to socialize and be inspired by Region VIII and X clinicians at the CHAMPS/NWRPCA Meet & Greet in Salt Lake City. PCA staff were also available to answer questions about national and state loan repayment programs.

CHAMPS Upcoming Live Webcasts

Acute Otitis Media:

Understanding and Implementing Recent AAFP/AAP Clinical Guidelines

Presented in collaboration with Colorado Community Managed Care Network by Peggy Kelley, MD, Department of Pediatric Otolaryngology, the Children's Hospital, Denver, CO



Thursday, November 4, 2004; 11:30 AM – 1:00 PM (MST)

Target Participants: CHC clinical staff involved in patient assessment

Topics Covered: Overview of AAP/AAFP AOM Guidelines, Discussion of Applications, Enhanced Management Techniques

Each Live and Archived Webcast provides 1.5 Continuing Medical Education (CME) credits.

Customers Only Want Two Things!

Delivering Exceptional Customer Service

Presented by Kevin R. Miller, President, VisionBound International



Tuesday, December 7, 2004; 11:30 AM – 1:00 PM (MST)

Target Participants: CHC clinical and non-clinical staff

Topics Covered: Exceptional Customer Service Principles; Impact of Customer Service on Client Satisfaction and Well-being; Impact of Internal Customer Service on Staff Morale and Retention

To register for an upcoming webcast, send an e-mail with your full name and phone number to Webcast@champsonline.org or call (303) 861-5165 x255.

Archived Webcasts

- ***Employment Law***, presented by Jim Miles, Esq.; available through March 2005
- ***Intermediate Billing and Coding***, presented by Maureen Hong, PA, FNP, MHA; available through March 2005
- ***Health Center Preparedness for Emerging Infections and Bioterrorism***, presented by Adi Gundlapalli, MD, PhD; available through May 2005
- ***Signs and Symptoms of Oral and Oral Pharyngeal Cancer***, presented by John McDowell, DDS; available through July 2005
- ***Electronic Medical Records for Community Health Center Clinical Practice***, presented by Chris Tonozi, MD; available through September 2005

Visit www.champsonline.org/aw.htm for information about archived webcasts.

Recruitment & Retention Survey Results

The results are in! This survey of demographics and motivators was sent to Region VIII CHCs in early 2004. Responses, returned by 26 different sites, indicated a need for diverse advertisement, peer-to-peer mentorship, and opportunities for continuing education. A complete report of all findings will be available on the CHAMPS website in mid-November 2004.



Welcome New CHAMPS Staff!

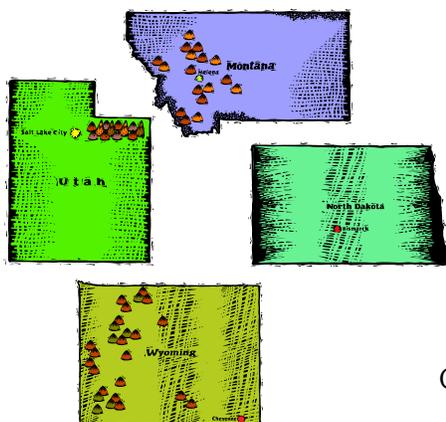
Andrea G. Miller has recently stepped into the role of Workforce Development and Member Services Coordinator. She can be contacted at andrea@championline.org or 303-861-5165 x285, and she's looking forward to getting to know all of you. Don't worry, Darcí is still with us! Her new role is CHAMPS Program Assistant, and while she can still be reached at darcí@championline.org, her new phone number is 303-861-5165 x255.

HEALTH DISPARITIES COLLABORATIVES NEWS

*Providing quality improvement activities to assist health centers
achieve excellent quality of care*

Congratulations, HDC 2005 Participants!

The following Region VIII CHCs have been accepted for HDC 2005:



Montana

Glacier Community Health Center (Diabetes)
Lincoln County Community Health Center (Diabetes)
Sweet Medical Center, Inc. (Diabetes)

North Dakota

Valley Community Health Center (Diabetes)

Utah

Bear Lake Community Health Center (Diabetes)

Wyoming

Community Action of Laramie County (Diabetes)
Community Health Centers of Central Wyoming (Depression)
Wyoming Migrant Health Services (Diabetes)

***Kickoff for HDC 2005 will be held February 2-5, 2005.
The location of the event has not yet been determined.***

HDC 2003 Congress

HDC 2003 Congress was held in Nashville, Tennessee September 9-11, 2004. We enjoyed celebrating everyone's successes in Phase I and look forward to their participation in Phase II.

Attention PECS Users!

The developers of the Patient Electronic Care System (PECS), along with the Clinical Advisory Group (CAG) are currently attempting to create a priority list for interfaces with several Electronic Medical/Health Record Systems, lab providers, and practice management systems. These interfaces are being created in response to the growing need for more efficient data entry in the health centers as well as their increased reliance on EMRs/EHRs. For your reference, the following list describes the current status of this innovative project:

- **CliniFlow:** initial contact has been made
- **MDServe:** in alpha (initial) testing
- **Quest Diagnostics, Inc.:** setting up beta test at a health center in Michigan
- **Medical Manager:** obtaining example output files
- **MegaWest:** obtaining example output files
- **LabCorp:** initial interface successfully implemented at a center in Texas; working on second beta test at a health center in Austin, TX

If you have any questions about the project, or to recommend an interface not listed, please contact Dan Martin at dan@championline.org.

Looking Forward

The West Central Cluster Health Disparities Collaboratives Phase II Summit will be held November 8-10, 2004 in Dallas, TX.

MOUNTAIN/PLAINS CLINICAL NETWORK (MPCN) NEWS

An array of clinical activities and programs

UPDATED 2004 Preventive Medicine Procedures Posters

The *updated* 2004 Preventive Medicine Procedures Posters for adults and children are now available. Laminated posters can be ordered for a small charge and the documents can be downloaded at no cost from the CHAMPS website at www.championline.org/pmpp.

Evidence Based Clinical Guidelines

The Evidence Based Clinical Guidelines page of the CHAMPS website has been *updated and expanded*, including a link to the Kaiser Permanente national disease specific guidelines. To access the site, visit www.championline.org/ebcgls.htm.

REGIONAL AND NATIONAL NEWS

HHS Awards \$49 Million to Extend Health Care to More Low-Income, Uninsured Americans

The Department of Health & Human Services (HHS) awards, encompassing 76 new health center grants, will help an estimated 488,000 Americans obtain comprehensive primary health care services. Grantees will receive their awards in December contingent upon the availability of fiscal year 2005 funds. What does this mean for Region VIII? The money will help fund Metro Community Provider Network (MCPN), and has enabled the existence of the new Cheyenne Health and Wellness Center in Wyoming. Welcome to Region VIII! For a list of grant recipients, visit www.hhs.gov/news/press/2004pres/20041014a.html.

NIH/USDA Database on Dietary Supplements

The International Bibliographic Information on Dietary Supplements (IBIDS) Database, designed for individuals with varying levels of expertise, is available to the public free of charge. It currently contains over 730,000 citations on the topic of dietary supplements. For more information link to <http://dietary-supplements.info.nih.gov/>



Rocky Mountain Regional Care Model for Bioterrorist Events

The Agency for Healthcare Research and Quality (AHRQ) has released a tool to help State and local officials quickly locate alternate health care sites if hospitals are overwhelmed by patients due to a bioterrorism attack or other public health emergency. Log on to www.ahrq.gov/research/altsites.htm for more information.

J-1 Visa Program May be Extended another Two Years

The current J-1 Visa Program, enacted eight years ago, expired May 31st. However, under a bill (H.R. 4453) approved by a House Committee at the end of September, the program – which allows certain government agencies to request a waiver of the two-year home residence requirement for physicians who agree to practice in underserved areas for three to five years - would continue through FY 2006. The bill, sponsored by Rep. Jerry Moran (R-KS) also clarifies that doctors granted dispensation under the program would not count against limits on H1-B visas, which are used for highly skilled foreign workers. A companion measure (S. 2302) is awaiting action in the Senate.

Rural Health Update



The Center for Rural Health at the University of North Dakota released their newest Rural Health Update on October 7th. The document, detailing “Bonus Payments to Physicians providing Service in ‘Physician Scarcity Areas’”, provides links to a list of eligible zip codes and further information on HPSA and PSA bonus payments. To view the update, please visit <http://medicine.nodak.edu/crh/publications/rural/update150.html>.

UPCOMING EVENTS

Mark Your Calendars

November

Mon., Nov. 8th

**Wyoming PCA UDS Training
Community Health Center of
Central Wyoming**
jackie@wypca.org

Mon., Nov. 8th - Thurs., Nov. 12th

**HDC Phase II Summit
WCC Access &
Redesign Learning Session**
Dallas, TX

Thurs., Nov. 18th - Sat., Nov. 20th

**14th Annual Midwest Farmworker
Stream Forum**
Denver, CO
www.ncfh.org

December

Wed., Dec. 8th

CCHN UDS Training
Fort Collins, CO
amber@cchn.org

Sun., Dec. 12th - Thurs., Dec. 16th

**HRSA/BPHC
2004 National Primary
Oral Health Care Conference**
Dallas, TX
janderson@hrsa.gov

Looking Forward

NACHC Policy & Issues Forum

March 4-9, 2005
Washington, DC
www.nachc.com

CHAMPS/NWRPCA Fall Primary Care Conference

October 22-26, 2005
Seattle, WA

CONTACT US

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