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# Fall 2012 Quarterly Newsletter

*Published November 20, 2012*

## CHAMPS/NWRPCA Annual Primary Care Conference

On October 14-17, 2012, **more than 400 people** from across the country gathered in Denver, CO, to enjoy educational sessions, networking opportunities, meetings, and engaging conversations during the Community Health Association of Mountain/Plains States (CHAMPS) and Northwest Regional Primary Care Association (NWRPCA) Annual Primary Care Conference. Plenary speakers included Gov. John Hickenlooper of Colorado, Dr. Mary Wakefield, Dan Hawkins, Marguerite Salazar, and T.R. Reid.

Participants gained insights on designing health centers, board engagement, policy changes, HR best practices, meaningful use, clinic operations, federal updates, and other valuable topics. The conference theme of implementing healthcare reform was echoed throughout the sessions and meetings. CHAMPS, NWRPCA and Western Clinicians Network (WCN) partner to host the conference each year in alternating regions. Next year's Annual Primary Care Conference will be held **October 19-22, 2013** at the Seattle Waterfront Marriott in **Seattle, WA**.

*Visit the [CHAMPS Annual Conference](#) webpage to view a photo journal from the event, link to session handouts (participant password required), review conference highlights, and monitor plans for the 2013 conference in Seattle.*



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## 2012 CHAMPS Award Winners

Each year CHAMPS is honored to recognize community health leaders from across the Mountain/Plains states. All Region VIII health centers and State Primary Care Associations (SPCAs) are invited to submit nominations, and winners are chosen by the CHAMPS Executive Committee. This year's award presentations were made at the annual CHAMPS Board of Directors Meeting during the CHAMPS/NWRPCA Annual Primary Care Conference.

- ★ **Kate McIvor** (above at left, with John Mengenhausen), Executive Director of Cooperative Health Center in Helena, MT, was presented the **CHAMPS Presidential Award** for her commitment and vision with sincere appreciation for her steadfast leadership.
- ★ **Senator Kent Conrad**, Senator representing North Dakota in the United States Senate, was given the **Legislator of the Year Award** for championing accessible, affordable, and quality health care for all.
- ★ **Janet Fieldman** (bottom right, on the right), Chief Foundation Officer at Pueblo Community Health Centers in Pueblo, CO, was awarded the **Outstanding Advocate of the Underserved Award** for demonstrating dedication to the health center mission through exceptional leadership and service.
- ★ **Pam Locken**, Chief Executive Officer at Prairie Community Health in Isabel, SD, was given the **Exceptional Administrative Leadership Award** for demonstrating dedication to the health center mission through 30 years of exceptional leadership and service.
- ★ **Frank Taylor & Wally Wesener** (below, in the middle and on the left), Board Members at Metro Community Provider Network in Englewood, CO, were awarded the **Exceptional Board Leadership Award** in recognition of their service to Metro Community Provider Network and to their communities.
- ★ **Julie Wood, MD**, Medical Director at Community Health Care Center in Great Falls, MT, was given the **Exceptional Clinical Leadership Award** for demonstrating clinical excellence and commitment to providing quality health care for all.



## New CHAMPS Executive Committee

During the Annual Board Meeting in October 2012, the CHAMPS Board of Directors approved the 2012-2014 slate of Executive Committee Members:

- ★ John Mengenhausen – SD (President)
- ★ Jerry Brasher – CO (Vice President)
- ★ Kate McIvor – MT (Immediate Past President)
- ★ Donna Singer – UT (Treasurer)
- ★ Patricia Patron – ND (Secretary)
- ★ Leslie Lewis – MT (MT Representative)
- ★ Keith Horwood, MD – UT (Clinical Representative)

For more information, please visit the [CHAMPS Executive Committee](#) webpage.

## Curious about PCAs and NCAs?

Check out the **NEW** CHAMPS [About Primary Care Associations \(PCAs\)](#) and [National Cooperative Agreement \(NCA\) Links](#) webpages to learn more about these organizations that provide valuable knowledge and services in support of health centers!

### Region VIII Health Centers Awarded Quality Improvement Supplemental Funding

In September, Health and Human Services (HHS) Secretary Kathleen Sebelius announced new grants from Affordable Care Act (ACA) funds that will help 810 community health centers become patient-centered medical homes (PCMHs) and increase their rates of cervical cancer screening. Forty of these grantees come from Region VIII, including eleven from Colorado, ten from Montana, three from North Dakota, five from South Dakota, nine from Utah, and two from Wyoming. **Congratulations to all the grantees!**

Read the [HHS September 27 News Release](#) for more details and a list of grantees.

### Marguerite Salazar's Poetic Welcome to the CHAMPS/NWRPCA Primary Care Conference

2012 CHAMPS/NWRPCA conference attendees were treated to a poetic welcome written and presented by Marguerite Salazar, HHS Region VIII Director (pictured at right):

Thank you and welcome to one and to all  
No place is more beautiful than Denver in fall.  
I know you've been working and putting in place  
Clinics and services in new or old space.  
Sebelius and Wakefield, they both have our back,  
Their guidance and leadership keeps us on track.  
We are all so excited with the new ACA,  
Which I spend my time explaining with so much to say.  
New provisions, more options, open enrollment and more;  
Just think what the new Exchanges will soon have in store.  
Traveling in the region keeps my feet grounded.  
After all, community work is where my values were founded.  
Driving up to a clinic in big sky Montana  
I find a car and a family, mom wears a bandana.  
"Our son can't stop coughing and he's breathing quite funny."  
Come into the clinic - "We can't, we don't got no money."  
Look at the doorway, look up at the mission,  
People without funds are not denied admission.  
I finish my tour and I spot the family leaving.  
The baby's not coughing, he's smiling and breathing!  
With a look of relief, Mom's eyes well up with tears,  
"They've fixed us all up and calmed all my fears."  
So each day that you wake and take on a new fight,  
Let's be thankful that health care is not a privilege, it's a right.



#### Connect with CHAMPS on LinkedIn!

**CHAMPS Company Profile:** Keep connected with all the latest CHAMPS events and resources  
Click [HERE](#) to Connect!

**CHAMPS Region VIII Health Center Program Network Discussion Group:**  
Connect with other health center professionals by sharing articles of interest,  
health center best practices, posting questions, and submitting comments  
Click [HERE](#) to Connect!



## 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*

### CHAMPS 2012 Salary Survey Report

CHAMPS thanks the 46 organizations that participated in the **CHAMPS 2012 Region VIII Health Center Salary, Benefits, and Turnover Survey!** The data from these health centers has been analyzed and presented in a written report providing a regional snapshot of salary and benefits structures and workforce trends across the Mountain/Plains states, including:

- ★ Salaries for each position title at 10<sup>th</sup>, 25<sup>th</sup>, 50<sup>th</sup> (median), average (mean), 75<sup>th</sup>, and 90<sup>th</sup> percentiles, as well as average dollar amount of benefits and the average benefits as a percentage of salary Breakdowns of salary and benefits information for all titles by annual budget range
- ★ Breakdowns of salary information for leadership team and clinical team staff by years of service, budget range of organization, and location
- ★ **NEW** breakdowns of salary information for administrative and clinical support staff by years of service
- ★ Comparisons of 2012 Region VIII salary data with historical Region VIII data and other state, regional, and national surveys
- ★ Recruitment metrics and trends, including point-in-time vacancy data for executive-level administrators, provider staff, and mid-level clinicians
- ★ Retention metrics and trends, including turnover data for all staff

[CHAMPS Organizational Members](#) - view an electronic version of the report on the [Members Only](#) section of the CHAMPS website!

Interested in ordering a printed/bound version of the report?  
Click [HERE](#) to download an order form.

Learn more about the report and how to use market-based salary data to create compensation structures, during a December 5<sup>th</sup> [CHAMPS webcast!](#) See page 5 for more details.

### Mid-Level Managers Present Project Outcomes



In October 2012 CHAMPS and Northwest Regional Primary Care Association (NWRPCA) concluded **Critical Skills for Mid-Level Managers**, a six-month hybrid course designed to improve the ability of health center supervisors to lead successful teams in their clinics. Thirty-one mid-level (non-executive) managers from Regions VIII and X began their journey in April with a two-and-a-half day face-to-face training in Denver, and continued their learning at their home health centers through targeted mentorship, work on capstone projects, and attendance on calls and webinars designed to share challenges and successes while continuing their education. Led by Lisa Mouscher of Sogence Training and Consulting, sixteen participants reconvened at a day-long session (pictured at left) during the recent CHAMPS/NWRPCA Primary Care Conference to present the outcomes of their capstone projects and learn how to independently continue their professional development after the conclusion of the course.

***Congratulations, "Critical Skills" Participants!  
CHAMPS and NWRPCA are exceptionally impressed with your accomplishments.***

## WORKFORCE DEVELOPMENT NEWS, Continued

### Are You Successfully Utilizing Your Market Statistics?

The *CHAMPS 2012 Region VIII Health Center Salary, Benefits, and Turnover Survey Report* contains a wealth of data specific to the health centers in Region VIII. CHAMPS, in collaboration with the Montana Primary Care Association (MPCA), is pleased to announce an upcoming distance learning training that will help health center staff identify needed compensation, recruitment, and or retention program/policy adjustments based on comparisons with these regional benchmarks. Please join us for this webcast event!

#### **Salary Data, Compensation Structures, and R&R Metrics: Understanding and Utilizing Region VIII Health Center Market Statistics**

##### **Date/Time:**

Wednesday, December 5, 2012

11:30 AM - 1:00 PM Mountain Time (12:30 PM - 2:00 PM Central Time)

##### **Presenters:**

Andrea Martin, CHAMPS Workforce Development and Member Services Director

Lara Salazar, MPCA Director of Workforce Learning and Development

**Target Audience:** Health Center and Primary Care Association staff utilizing the *2012 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report*

##### **Participants will:**

- ★ Understand the history and methodology of the Region VIII health center salary, benefits, turnover, and vacancy survey project
- ★ Be able to utilize the most appropriate salary/benefits data and recruitment/retention metrics as presented in the *2012 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report*
- ★ Understand how to use a variety of reported salary data to create and update market-based compensation structures

**Credit:** Credit for this program is pending review by the HR Certification Institute (HRCI).

**Cost:** Participation in this event will be **free** for staff from organizations that are members of CHAMPS or Montana Primary Care Association (MPCA), and for staff from any non-member organizations that provided health center data for the 2012 project. Participants from non-member organizations that did not provide health center data will be charged \$75 per link to the event and \$15 per person for credit (determination of credit is pending).

*This event will take place online, and advance registration is required for each computer being used.  
Use the online [Event Registration Page](#) to sign up today!*



### **COMING SOON: Core Competency Training for First-Time Supervisors/Managers**

In April 2013, CHAMPS will offer a course for **first-time health center supervisors and managers**, providing integrated training encompassing the core competencies necessary to successfully navigate their new role. The course will include a three day face-to-face meeting in Denver, CO, a coaching session for each participant, and a peer-to-peer learning conference call.

Watch the CHAMPS [Leadership Learning](#) webpage for more details!

### **Remember to Update your JOB Postings!**

The [CHAMPS Region VIII Job Opportunities Bank \(JOB\)](#) is an interactive, online job bank of administrative, clinical, and support openings at Health Centers and Primary Care Associations (PCAs) throughout Region VIII. CHAMPS will be attending multiple career fairs in the coming months including a **Career MD Fair** in early December. **Keep your jobs updated** so we have the most up to date information to share with job seekers!

To post or update a position, email [chelsea@CHAMPSonline.org](mailto:chelsea@CHAMPSonline.org).

## WORKFORCE DEVELOPMENT NEWS, Continued

### Interested in Hiring Veterans? Check out these Resources!

CHAMPS recently updated the online [R&R Resources](#) for health centers to include information specific to veteran employment. Check out resources addressing transition to employment, available statistics, competitive grants, and compliance assistance for veteran hiring legislation.

*If you have resources to add, we would love to hear about them!  
Please contact [andrea@CHAMPSonline.org](mailto:andrea@CHAMPSonline.org) if you have anything to share.*

### "If Only Someone Had Told Me...": Lessons From Rural Providers

Originally published in the Journal of Rural Health in Winter 2011, this report sought to identify ways to enhance training, improve recruitment, and increase retention for rural practitioners. The data was gathered from focus groups of rural practitioners including physicians, physician assistants, nurse practitioners, nurses, counselors and social workers in Alaska and New Mexico. The study categorized the findings into themes representing the **challenges, adaptations, and rewards of being a rural practitioner.**

*Visit the [National Institutes of Health](#) to read the abstract, the entire article, or download a PDF of the Author Manuscript.*

### Celebrating Service: Corps Community Day



On October 11, 2012, all fifty states held Corps Community Day events to celebrate National Health Service Corps members and promote awareness of the importance of primary health care. Events in Region VIII included health screenings in Butte, MT, informational sessions in Bismarck, ND and Rapid City, SD, a lunch and learn event in Salt Lake City, UT and a networking and awards event in Denver, CO (students at the event pictured at left).

*Check out all the events by visiting the [NHSC's Community Corps Day](#) webpage.*

### Change in NHSC Continuing Contract Policy

The National Health Service Corps (NHSC) approach to processing Continuation Contract applications has been changed. Applications will now be processed during **three defined time periods** throughout the year instead of year-round. The new cycles are as follows:

<b>If NHSC LRP service will be complete between:</b>	<b>Time Period to apply for Continuation Contract:</b>
September 30, 2012 – December 30, 2012	July 1, 2012 – October 18, 2012
December 31, 2012 – May 30, 2012	January 15, 2013 – February 19, 2013
May 31, 2013 – September 29, 2013	April 30, 2013 – May 28, 2013

*For more information on eligibility and award amounts, visit the [NHSC website](#).  
If you have questions on the new process, email [gethelp@hrsa.gov](mailto:gethelp@hrsa.gov).*

# 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*

## Providers Share and Learn Best Practices at the CHAMPS/NWRPCA Primary Care Conference

Health care providers and other clinical staff from 13 different states networked, shared successes and challenges, visited exhibitors, and learned from experts at the 2012 CHAMPS/NWRPCA Primary Care Conference. Following is a summary of some of the clinical teachings and lessons learned at the conference:

- ★ Two providers from Clinica Family Health Services (CO) illustrated how **group visits can be extremely productive**. Patients often learn best from each other and the provider has the opportunity to check-in with many patients during one visit. Group visits tend to work best for specific conditions such as pregnancy, time-specific happenings such as flu clinics, or chronic conditions such as diabetes.
- ★ Dentists with the National Network for Oral Health Access (NNOHA) shared **how to integrate oral health into a Patient Centered Health Home**. Providers and staff across disciplines should regularly communicate, share patient information, standardize processes, and monitor relevant integration measures.
- ★ Dr. Winston Wong, Medical and Community Benefit Director at Kaiser Permanente, shared his **ruminations on social determinants of health and the Patient Centered Medical Home**. He discussed addressing disparities through a range of interventions, considering how the level of intervention would coincide with the level of determinants contributing to the patient's condition.
- ★ At the Clinicians Roundtable, providers discussed topics including how to disseminate information to clinicians, patient clinic visit summaries, advanced access, patient portals, provider/CEO relations, Stay Interviews versus exit interviews, and **What's Keeping Us So Busy in Primary Care?**, an article from [The New England Journal of Medicine](#).



## 13 Health Centers Join National Integration Learning Community

In September, the National Association of Community Health Center (NACHC) and SAMHSA-HRSA Center for Integrated Health Solutions (CIHS) announced the CIHS-NACHC Behavioral Health Integration Learning Community developed to address behavioral health service gaps in the healthcare safety net. This nine-month learning community will assist 13 federally qualified health centers (FQHCs) in developing their behavioral health service capacity. **Congratulations to three Region VIII health centers participating in this initiative:** Custer County Community Health Center, Inc., Flathead Community Health Center, and Northwest Community Health Center, all from Montana. We can't wait to hear how it goes!

### New Homeless Resources Webpage

Check out the **NEW** CHAMPS [Homeless Resources](#) webpage to find links to reports, fact sheets, health care provider tools, continuing education, conferences, state specific organizations and many other valuable resources to help health centers provide quality services to homeless individuals and families.



### Learn about Decreasing Unintended Pregnancy and Earn CME Credit

The 2012 fall issue of **Healing Hands**, the quarterly newsletter of the Health Care for the Homeless Clinicians' Network, presents the article/CME activity [Decreasing Unintended Pregnancy Among Women Experiencing Homelessness](#). The article explores public health implications, contraception options, funding sources, and includes a toolkit of resources. Individuals who read the issue and complete the post-test can earn Continuing Medical Education (CME). The deadline for CME credit is September 30, 2014.

*For a description of the article/CME activity, including learning objectives, faculty, and more, visit the [National Health Care for the Homeless Council](#).*

*Click [HERE](#) to download a PDF of the article in the Fall 2012 edition of Healing Hands.*

### CMS Provider Resources for ICD-10 Transition

The new deadline to transition to ICD-10 is **October 1, 2014**. In preparation for the transition, the Centers for Medicare & Medicaid Services (CMS) is offering several resources for providers including an online document entitled *Understanding the Basics* to help begin the process. CMS also offers handbooks, which contain guides for large practices, small hospitals, and small/medium provider practices as well as appendixes with templates available for download to clarify staff roles, set internal deadlines and responsibilities, and assess vendor readiness.

*To view CMS Provider Resources for ICD-10 transition, visit the [Centers for Medicare & Medicaid Services](#).*



### HealthHIV Mentoring for Clinicians at Health Centers

Demand for HIV care continues to increase as the number of HIV specialists decrease. In response, HealthHIV has developed the HIV Workforce Capacity Building Initiative, which provides free HIV expert mentoring to clinicians in community health centers. The initiative matches physicians, nurse practitioners, and physician assistants to HIV clinical experts who will provide one-on-one coaching, education, and training.

*Interested clinicians can contact HealthHIV at [workforce@healthHIV.org](mailto:workforce@healthHIV.org) or go to the [HealthHIV](#) website for more information.*



## REGIONAL AND NATIONAL NEWS

### New HRSA Video: "Community Health Centers: Quality Care, Satisfied Patients"



The Health Resources and Services Administration (HRSA) has released a new video showcasing the impact of the Health Center Program by describing health center efforts to provide access to comprehensive, culturally competent, quality primary health care services.

View the video on the [About Health Centers](#) section of the HRSA website.

### Request for Comments: New Methodology for Designating US Frontier Areas

The Health Resources and Services Administration (HRSA) is seeking comments on a **new proposed methodology for identifying frontier areas**, which may have implications on the grants that rural and frontier health centers receive. Currently, the most common standard used is to label counties with six or fewer people per square mile as frontier areas. The new proposed methodology is derived from the Frontier and Remote (FAR) system as a collaborative project between the Office of Rural Health Policy (ORHP), HRSA, and Economic Research Service (ERS). HRSA is encouraging the public to submit written comments on this new system no later than January 4, 2013.

To learn more about the proposed methodology and how to submit comments, read [Federal Register Notice Volume 77, Number 214](#).

### Free Educational Training & Webinars on LGBT Health topics with CME/CEU Credits

Contributed by Jeffrey Walter, Program Assistant,  
National LGBT Health Education Center

The National LGBT Health Education Center provides educational programs and resources with the goal of optimizing quality, cost-effective health care for lesbian, gay, bisexual, and transgender (LGBT) people. The Education Center's programs are designed to help providers achieve the principles of patient centered medical homes with a specific focus on the needs of LGBT populations.

Please check out one of the upcoming free webinars on LGBT Health!

- ★ Meeting the Health Care Needs of Transgender People  
Tuesday, December 11, 2012, 12:00 PM – 1:00 PM Mountain Time
- ★ LGBT Aging: Addressing Disparities and Health Care Needs  
Tuesday, January 22, 2013, 12:00 - 1:00 PM Mountain Time

Register now at [The Fenway Institute](#).

A full schedule of webinars and regional training events can be found at [The National LGBT Health Education Center](#), which also features up-to-date publications, educational resources, and learning modules (free continuing education credits are available).

For more information, call 617-927-6437 or email [lgbthealtheducation@fenwayhealth.org](mailto:lgbthealtheducation@fenwayhealth.org).



## REGIONAL AND NATIONAL NEWS, Continued



### Get Social about Emergency Preparedness: New American Red Cross Mobile Apps

The American Red Cross has developed a series of free mobile apps for use on iPhone and Android platforms to assist users in preparing for emergency situations. These apps include:

- ★ **Earthquake and Hurricane Apps:** notification of conditions, information on how to prepare your family, find help, and let others know you are safe
- ★ **First Aid App:** videos, interactive quizzes, and step-by-step advice
- ★ **Shelter Finder App:** displays open Red Cross shelters and their current populations
- ★ **Wildfire App:** view current wildfire warnings, locations, tracks and perimeters as well as how to prepare your family and let others know you are safe



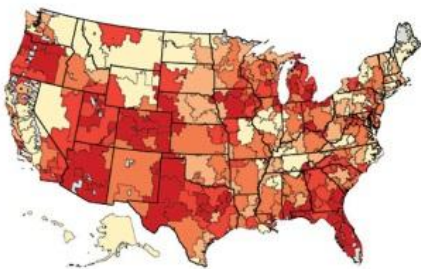
Download the mobile apps at the [Red Cross](#).

### Grants for Improving Healthcare Delivery and Patient Outcomes

The Masimo Foundation for Ethics, Innovation and Competition in Healthcare seeks to advance change for the benefit of clinicians and patients. In order to pursue this goal, the foundation offers grants that emphasize improving patient safety and outcomes, promoting efficient and cost-effective healthcare delivery, and providing advanced healthcare to people worldwide. Grant lengths may be one or more years, and funding levels vary. Interested organizations begin the application process by submitting a letter of inquiry.

To view more details and learn about the application process, visit the [Masimo Foundation](#).

### Dartmouth Atlas Project: Understanding Effectiveness and Efficiency



For more than 20 years, the Dartmouth Atlas Project has documented variations in how medical resources are distributed and used in the United States. The resource uses Medicare data to provide national, regional, and local information and analysis on issues including accountable care, physician workforce, end-of-life care, racial disparities, effective care, and Medicare spending.

To access this valuable resource, visit the [Dartmouth Atlas of Health Care](#).

### Interested in Discussing the Articles from the Newsletter?

Check out the **CHAMPS Region VIII Health Center Program Network Discussion Group** on **LinkedIn** where you can connect with other health center professionals by sharing articles of interest, health center best practices, posting questions, and submitting comments

Click [HERE](#) to Connect!



## UPCOMING EVENTS – MARK YOUR CALENDARS

### NOVEMBER

**November 15, 2012**  
**WYPCA [UDS Training](#)**  
Cheyenne, WY and Online

### DECEMBER

**December 5, 2012**  
**CHAMPS [Salary Data/Compensation Structures Webcast](#)**  
Online

**December 5, 2012**  
**CCHN [UDS Training](#)**  
Colorado Springs, CO

**December 7, 2012**  
**AUCH [UDS Training](#)**  
Salt Lake City, UT

**December 10, 2012**  
**CHAD [UDS Training](#)**  
Bismarck, ND and Online

### JANUARY

**January 10-12, 2013**  
**AMCHP [Annual Conference](#)**  
Washington, DC

### LOOKING AHEAD

**[National Medical Home Summit](#)**  
March 13-15, 2013  
Philadelphia, PA

**[National Health Care for the Homeless Conference](#)**  
March 14-16, 2013  
Washington, DC

**[NACHC Policy & Issues Forum](#)**  
March 20-23, 2013  
Washington, DC

### **November**

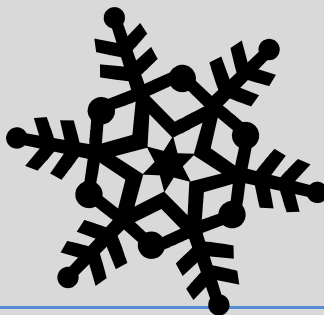
Veterans Day, 11/11  
Thanksgiving, 11/22

### **December**

Hanukah, 12/9 – 12/16  
Christmas, 12/25  
Kwanzaa, 12/26 – 1/1

### **January**

New Year's Day, 1/1  
Martin Luther King Day, 1/21



### 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!

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

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Please contact Chelsea Skovgaard with any questions or comments about this newsletter.