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Spring 2006 Quarterly Newsletter

Now Clickable!

A Mile-High Opportunity!

10th Annual CHAMPS/NWRPCA Primary Care Conference



Its time to start planning for the **10th Annual CHAMPS/NWRPCA Annual Primary Care Conference**, scheduled for October 23-25 at the Marriott Denver City Center in Denver, Colorado. This multi-day conference brings together hundreds of colleagues from Regions VIII and X, offering a variety of sessions designed to meet the needs of health center staff at all levels. Tracks will include administration, board/governance, clinic operations, clinical practice, finance management, human resources, and Primary Care Associations. Join your Region 18 peers to learn more about current issues and the latest in patient care!

- ★ For hotel reservation details and a summary of last year's conference in Seattle, Washington, please visit <http://www.CHAMPSonline.org/Events/Conference.asp>.
- ★ Would you like to be involved in planning this year's conference? Contact julie@CHAMPSonline.org.



CHAMPS Website Focus: LINKS

Looking for a community, migrant, or homeless health center in Region VIII? Or for a Primary Care Association in another part of the nation? How about a website addressing issues about federal funding (or nursing, or pesticides, etc.)? The **Links** section of the CHAMPS website can help you find all of these resources and more. Visit <http://www.CHAMPSonline.org/Links> for links to:

- ★ Region VIII community, migrant, and homeless health centers (if available)
- ★ Primary Care Associations nationwide
- ★ Region VIII recruitment & retention resources
- ★ Other websites relating to healthcare, data, safety, non-profits, and more

Looking for something specific on the CHAMPS website?

Visit our **Site Map** at <http://www.CHAMPSonline.org/SiteMap.asp> for a view of the entire website.

Inside this Issue:

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The CHAMPS 2006-2007 Membership Year Has Begun

CHAMPS would like to thank all of the Health Centers and Primary Care Associations that have joined as CHAMPS Organizational Members for the current membership year to date. Your support ensures the continued growth of our programs and services.

Members enjoy benefits including free and discounted rates on publications, products, and trainings, access to the Members Only section of the CHAMPS website, and the opportunity to guide CHAMPS programs and services. Questions about CHAMPS membership? Contact julie@CHAMPSonline.org.

Looking Forward: NACHC CHI

The National Association of Community Health Centers (NACHC) will be holding its **Annual Conference and Community Health Institute (CHI)** August 25-29, 2006 at the Hilton Chicago in Chicago, Illinois. For event details, visit <http://www.nachc.com/ela/listing.asp>. To book a room, visit http://www.hilton.com/en/hi/groups/private_groups/chichhh_cmh/index.jhtml

Region VIII Executive Running for NACHC Chair-Elect

Lil Anderson, Executive Director of Deering Community Health Center in Billings, Montana and current Secretary of NACHC, is running for **Chair-Elect of the NACHC Board of Directors**. Lil has been employed at a health center for over 20 years, and has long been an active member of CHAMPS and NACHC. Elections will be held at the CHI in August, and qualified NACHC members are encouraged to attend the House of Delegates, or to arrange for proxy representation if unable to attend. CHAMPS will be hosting a reception for Lil at the CHI, and all Region VIII CHC and PCA staff and board members are invited to attend. Date, time, and place will be announced.

Did you attend the NACHC Policy & Issues Forum in Washington, DC in March? Check out <http://www.nachc.com/piforum/index.asp> for photos, news, and more.

May 14-20 is National Women's Health Week!



The goal of **National Women's Health Week** is to encourage women to take simple steps for a longer, healthier, and happier life. The week runs from May 14-20, 2006, and kicks off with **National Women's Check-Up Day** on May 15, to encourage women to schedule an appointment with their doctor or other health care provider for an annual check-up and health screenings. Learn more at <http://www.womenshealth.gov/whw/>.

Looking forward: National Health Center Week

Celebrate your board members during National Health Center Week 2006! Scheduled for August 6-12, the week's theme is **America's Health Centers "Celebrating Patient Voice and Community Choice"**. This highlights the unique community-governed nature of health centers, allowing a true sense of ownership of the community's health care system. Find events, order materials, and learn more about the week at <http://www.healthcenterweek.com>.

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

Upcoming Live CHAMPS Webcast

Dealing with the Cranky, Crusty, and Crabby: Serving the Difficult Customer

Presented by Kevin R. Miller

Date: Thursday, June 15, 2006

Time: 11:30 AM – 1:00 PM MT

Target Participants: All CHC Staff

Topics:

- Types of difficult “guests” and how to adapt services for each
 - What makes people difficult
 - How to show empathy while protecting your interests
 - How to keep difficult people from “rubbing off”
 - The LAST model for working with difficult customers
- CME:** 1.5 hours of CME credit will be available.



About our presenter:

Kevin has multiple Masters-level Education degrees and over 20 years of experience as an educator, trainer, author, and consultant in corporate, non-profit, educational, military, and community settings.

CHC audiences have commented,
“Excellent...inspiring and motivating!”

“Best session I attended!”

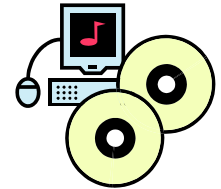
“Presenter did an excellent job connecting to our industry”

Click [HERE](#) to link directly to the online registration page for Dealing with the Cranky, Crusty, and Crabby: Serving the Difficult Customer

NOTE: Advance registration is required. Please register once for each computer being used to view the event (multiple participants are encouraged to share computers).

Online Archived Webcasts

Don't miss these opportunities for professional development! All of CHAMPS webcasts are archived online for at least one year after the live presentation date, and most are available for 1.5 hours of Continuing Medical Education (CME) credit for one year. Currently available CHAMPS online webcasts include:



Managing Acute Otitis Media

Presented by Peggy Kelley, MD
Online through October 2006
CME available through October 2006

Introduction to CPT Coding

Presented by Maureen A. Hong, PA, FNP, MHA
Online through July 2006
CME available through April 2006

CHC Boards: Legal Roles & Responsibilities

Presented by Henry Granger, MEd
Online through September 2006
CME not available

Rheumatoid Arthritis & Osteoarthritis Treatment

Presented by David H. Collier, MD
Online through December 2006
CME available through December 2006

Opioids for Chronic Pain: Striking a Balance

Presented by Richard L. Brown, MD
Online through March 2007
CME available through March 2007

Click [HERE](#) for log-on instructions for each CHAMPS archived webcast.

Upcoming Region VIII Salary Survey



CHAMPS and Region VIII State Primary Care Associations have been working together to design the second round of the **Region VIII Health Center Salary and Benefits Survey**. First released in 2004, this survey will provide a regional snapshot of salary and benefits structures at community, migrant, and homeless health centers across Region VIII. The survey tool will be emailed to health center Executive Directors, Finance Directors, and Human Resources contacts beginning June 1st, with results available in the fall of 2006.

What Makes/Keeps Employees Loyal?

A recent survey of 2,500 workers conducted by Walker Information indicated that more and more employees are professing loyalty to their employers and pledging to stay in their jobs for at least two years (up to 34% from 30% in 2003). The biggest reasons people gave for a lack of loyalty included poor treatment of employees and human capital not being seen as an organizations' most important asset. What helped increase loyalty? 55% said professional development opportunities.

Affordable Employee Perks

Looking for affordable ways to reward your employees? Here are some creative ideas by companies nationwide:

- ★ The **American Speech-Language Hearing Association** encourages creative transportation by awarding one point for each day an employee carpools, bikes, walks, or takes mass-transit to work. After earning 25 points, the employee receives a \$25 gift certificate.
- ★ **CustomInk.com** displays employee artwork, hosts snack breaks, and holds theme events like "Riddle Tuesdays".
- ★ One **Genecor** location provides bicycles that employees can check out during the day.



Does your health center have creative and affordable perks for employees?

Share your techniques with the region by submitting examples to andrea@CHAMPSonline.org. Samples will be published in a future newsletter.

HEALTH DISPARITIES COLLABORATIVES (HDC) NEWS

Excelling in patient self-management, clinical decision support, positive delivery system redesign, clinical information systems, and strong partnerships with local and community organizations in order to delay or decrease the complications of chronic diseases

HDC Tools (on HDC Website)

Looking for useful HDC-related tools? View and download tools on the Health Disparities Collaboratives website, ranging from glucose monitoring sheets to DM Protocols. Visit <http://www.healthdisparities.net/hdc/html/tools.aspx> and explore! These materials are posted by various members of the Health Disparities community, but have not otherwise been tested or validated.



CHAMPS Website Focus: Quality Improvement Tools

The Quality Improvement (QI) Tools section of the CHAMPS website is an online library structured into the six components of the Health Disparities Collaboratives (HDC) model. The following sections contain over 100 documents and 80 links to related websites:

- ★ Organization of Healthcare
 - ★ Decision Support
 - ★ Patient Self-Management
- ★ Delivery System Design
- ★ Clinical Information Systems
- ★ Community Linkages

Check out all available tools and resources at

<http://www.CHAMPSonline.org/Tools/ClinicalResources/QualityImprovementTools/default.asp>

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

Looking Forward:

Spanish Language Intensive Training for Health Professionals

Health experts recently called on the medical community to enhance patient safety by focusing on improving translation services. A study in the September 2005 issue of *Pediatrics* found that Spanish-speaking patients were more than twice as likely to experience "serious medical events" than patients who did not need interpreters. (Click [HERE](#) to link to the related USA Today article.)

*Region VIII clinicians, you can become part of the solution by registering for a three-day course targeted to providers interested in an immersion language experience. The training will be held **September 14-16, 2006** at the Four Points Sheraton Denver Southeast. RIOS Associates will provide both beginner and intermediate level instructors. RIOS has successfully presented Intensive Medical Language and Cultural Workshops throughout the United States since 1983. CHAMPS is currently applying for CME accreditation for the course. In the past, participants were eligible for 24 credit hours. Fees for the training are \$400 for CHAMPS members and \$500 for nonmembers.*

For registration and hotel information,

Please visit <http://www.CHAMPSonline.org> or email Stephanie@CHAMPSonline.org.

RESOURCE: Heart Health

The National Heart, Lung, and Blood Institute recently released two new heart health guidebooks for men and women, "Your Guide to a Healthy Heart" and "Your Guide to Living Well with Heart Disease". Both provide specific information about lifestyle changes and treatments that can lessen a person's chances of having a heart attack. These guides are available online at <http://email.nhlbihin.net>.





CHAMPS Website Focus: Patient Self-Management Tools

Explore an expansive online library of effective self-management tools on the Patient Self-Management page of the CHAMPS website. These tools allow patients to have a central role in determining their care and foster a sense of self-responsibility for health and well-being. Collaborative self-management programs encourage dialogue and agreements between the provider and patient/family that define problems, set priorities, establish goals, create treatment plans, and solve problems. Many of these tools are available in both Spanish and English.

To view the self-management tools, please visit

<http://www.CHAMPSonline.org/Tools/ClinicalResources/PatientEducationTools/patientMgtTools.asp>.

REGIONAL AND NATIONAL NEWS

CCHN Launches Round Three of the HPI Scholarship Program

Colorado Community Health Network (CCHN) and Colorado's CHCs are gearing up for round three of the Health Professions Initiative (HPI) scholarship program after 18 successful scholarships awarded in year one. This initiative, funded by the Colorado Trust, is aimed at increasing the number of health professionals serving in underserved areas in Colorado by identifying high-achieving, entry-level staff at CHCs seeking to further their education in a health profession support staff position. Scholarships up to \$2,500 per year are provided to such qualifying individuals. Round three scholarship applications are due to CHC HR departments on June 30, 2006. There are 20 scholarships available before March 2007. To download an application, visit <http://www.cchn.org/activities/scholarships-loan-repayment.asp>.

Wyoming "Healthy Living" Ads

The Wyoming Department of Health recently ran a healthy-living campaign through radio and newspaper ads and posters, encouraging people to eat better and exercise more. Using the caption, "affordable health care", print materials featured fruits, vegetables, and running shoes, to express the idea that health care costs less when people take care of themselves. The campaign is a part of the state's attempt to reduce the amount of money spent on Medicaid.

Value of Volunteer Time

How much are your volunteers worth? The Independent Sector recently released the estimated value of a volunteer hour in 2004 as \$18.04. This estimate gives charitable organizations a tool to help quantify the contributions made by their volunteers. This hourly value is based on the average hourly wage of non-management, non-agricultural workers (determined by the Bureau of Labor Statistics), with a 12% increase to estimate for fringe benefits. Learn more and explore volunteer hourly values by state at:

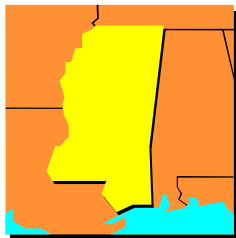
http://www.independentsector.org/programs/research/volunteer_time.html.

RESOURCE: Globalhealthfacts.org

Interested in the global health community? Find interesting world-wide data on HIV/AIDS, TB, malaria, avian flu, and more at <http://www.globalhealthfacts.org>.

A Utah-Katrina Connection: The Heroes Among Us

More than \$50,000 to Rebuild a Mississippi Health Center



The philanthropic arm of the American Academy of Physician Assistants (AAPA) has named the Coastal Family Health Center in southern Mississippi as the first recipient of funding from the **Physician Assistant Foundation** of the AAPA. The Coastal Family Health Center suffered extensive damage from Hurricane Katrina, and the grant of \$50,037 will be used to replace medical equipment at the community health center, its two school-based clinics, and one clinic in a homeless shelter.

"The PA profession and community health clinics have had a long history of helping the most vulnerable people in our society since our parallel beginnings in the mid-19060's," said Donald M. Pedersen, PA Foundation president and friend of the **Association for Utah Community Health**. "I feel it is very fitting that PAs now assist community health centers in the Gulf Coast with their rebuilding efforts in the wake of Hurricane Katrina."

The Foundations hurricane relief fund was established just days after Hurricane Katrina hit, when Chevron Corporation pledged \$10,000 to the PA Foundation as a challenge grant to be matched by the profession. Within 24 hours, PAs had matched the donation. The AAPA Board of Directors contributed another \$10,000. Other constituent organizations have contributed to the relief fund including a number of physician assistants, PA students, and others in the mountain/plains region.

Bette Vierra, Executive Director for the Association for Utah Community Health, was instrumental in linking the PA Foundation with community health centers in Mississippi and Louisiana. "The PA Foundation is now working with community health clinics in Louisiana to assist in the rebuilding efforts," says Pedersen. "We continue to accept and encourage donations to the hurricane relief fund. There is so much aid that is still needed in the region."

Donations by credit card may be made by visiting the online hurricane relief website at <https://security.aapa.org/contribution.html> and selecting **Hurricane Katrina Relief Effort**. Checks can be mailed to PA Foundation Hurricane Relief Effort, 950 North Washington Street, Alexandria, VA 22314-1552.

AAPA is the only national organization to represent physician assistants in all medical and surgical specialties and all practice settings. Founded in 1968, the Academy works to promote quality, cost-effective health care, and the professional and personal growth of PAs.

For more information about the Academy and the PA profession, visit the AAPA's website, <http://www.aapa.org>. The PA Foundation fosters knowledge and philanthropy that enhance the delivery of quality health care. For more information about the Foundation, visit the organization's website, <http://www.aapa.org/paf>.

Please let us know if your email address has changed.

CONTACT US

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UPCOMING EVENTS – MARK YOUR CALENDARS

MAY

Sunday, May 14th – Saturday, May 20th

National Women's Health Week

<http://www.womenshealth.gov/whw>

Wednesday, May 17th – Friday, May 19th

National Rural Health Association Rural Minority & Multicultural Health Conference

John Ascuaga's Nugget Casino Resort, Reno, NV

<http://www.NRHArural.org/conferences>

Thursday, May 18th – Friday, May 19th

AUCH 2006 Annual Meeting

Canyons Grand Summit Resort, Park City, UT

<http://www.auch.org/annualmeeting2006.html>

Monday, May 22nd – Wednesday, May 24th

2006 National Farmworker Health Conference

Westin Riverwalk, San Antonio, TX

<http://www.nachc.com>

Sunday, May 14th
Mother's Day

Monday, May 29th
Memorial Day



JUNE

Tuesday, June 6th – Wednesday, June 7th

Rural Health Symposium

Sioux Falls, SD

<http://www.communityhealthcare.net>

Thursday, June 8th – Saturday, June 10th

2006 National Health Care for the Homeless Conference

Hilton Portland & Executive Tower, Portland, OR

<http://www.bphc.hrsa.gov/hchirc>

Saturday, June 10th – Wednesday, June 14th

National AHEC Organization Conference

QWest Center Omaha, Omaha, NE

<http://www.unmc.edu/rhen>

Thursday, June 15th

Dealing with the Cranky, Crusty, & Crabby: Serving the Difficult Customer

CHAMPS Live Online Webcast

http://www.CHAMPSonline.org/Events/Distance_Learning.asp

Wednesday, June 21st – Friday, June 23rd

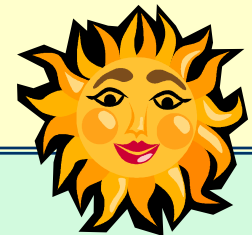
15th Annual Colorado Rural Health Conference

Radisson Hotel and Conference Center, Longmont, CO

<http://www.coruralhealth.org/crhc/events/conference.htm>

Sunday, June 18th
Father's Day

Wednesday, June 21st
First Day of Summer



Looking Forward

**National
Health Center Week**

August 6-12, 2006

<http://www.healthcenterweek.com>

**6th Annual Wyoming
Rural Health
Conference**

August 16-18, 2006

<http://www.wypca.org>

**NACHC Annual
Conference and
Community Health
Institute**

August 25-29, 2006

<http://www.nachc.com>

**CHAMPS Spanish Language
Training for Clinicians**

September 14-16, 2006

<http://www.CHAMPSonline.org>

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