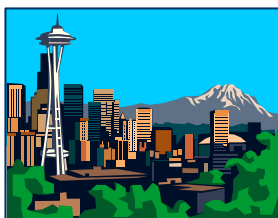




Summer 2005 Quarterly Newsletter

9th Annual CHAMPS/NWRPCA Primary Care Conference



SUSTAINABILITY & QUALITY THROUGH COLLABORATION *Renaissance Seattle Hotel, Seattle, WA*

Are you looking to earn continuing education credits in your field? Are you interested in hearing about innovative clinical and administrative programs found at health centers throughout the Northwest and Mountain/Plains states? If so, don't miss the upcoming **CHAMPS/NWRPCA Annual Primary Care Conference, October 22 - 26, 2005 in Seattle, Washington.**

The Annual Primary Care Conference offers health center Board members and staff (in a variety of areas from clinical to management to support staff) the opportunity to gain new skills and network with their health center colleagues. Conference attendees will learn from their peers and professionals in the fields of Administration; Board/Governance; Clinic Operations; Clinical Practice, Financial Management; Human Resources; Leadership; Migrant Health; Oral Health; Pharmacy; Quality Improvement; and Resource Development.

Visit www.champsonline.org/Events/Conference.asp to download a registration brochure; early registration ends September 13, 2005. To make hotel reservations, call the Renaissance Seattle Hotel at (800) 278-4159. Mention "Primary Care Conference" to receive the group rate of \$145 (single/double), plus tax; this special rate expires September 13, provided the room block has not yet been filled.

Continuing Dental Education (CDE), Continuing Medical Education (CME), Continuing Nursing Education (CNE), Continuing Professional Education (CPE), Continuing Human Resources Education (PHR/SHPR), and Continuing Pharmacy Education (UWCPE) credit will be offered. Clinicians working for CHAMPS Organizational Members may qualify for up to \$700 in travel reimbursement to attend the conference.

Attention Administrative and Clinical Representatives of CHAMPS Member CHCs and PCAs:

You are encouraged to attend the CHAMPS Annual Board of Directors meeting on Sunday, October 23rd from 5:30-7:30 PM. The board meeting will be followed by a Welcome Reception.

Attention MPCN Steering Committee Members:

Please join CHAMPS staff for a dinner meeting on Monday, October 24th from 6:00-8:00 PM.

Inside this Issue:

- Awards Nominations
- Strategic Planning
- ONLINE DIRECTORY
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- MPCN: Patient Education Tools, Steering Committee
- Regional & National News
- Regional Highlights: Community Health Partners, Coal Country
- Upcoming Events

CHAMPS Awards Nominations

Help us recognize Region VIII's outstanding individuals! Nominations for the 2005 CHAMPS Awards are due by August 26th. Region VIII Community Health Centers, Primary Care Associations, and Primary Care Offices are invited to submit one nomination per organization in the areas of administrative leadership, board leadership, clinical leadership, and advocacy of the underserved. All nominations will be reviewed by the CHAMPS Executive Committee, and the awards will be presented at the CHAMPS Board of Directors meeting held at the conference on Sunday, October 23rd. To request an Awards Nomination Form, or to submit a nomination, please contact Andrea Miller at 303-861-5165 ext. 285 or andrea@championonline.org.



CHAMPS Strategic Planning

In mid-July, the CHAMPS Executive Committee met along the banks of the beautiful Clark Fork River in Missoula, Montana to partake in CHAMPS Strategic Planning.

We thank everyone who took the time to submit their SWOT analysis of CHAMPS in preparation for this planning. CHAMPS exists to serve you, and your input will help guide us for years to come!

Region VIII Health Center Directory Now Online!

CHAMPS is pleased to announce the launch of the **CHAMPS Searchable Region VIII Health Center Directory**, now available on our website to CHAMPS Organizational Members. To explore the directory, please link to <http://www.championonline.org/members/login.asp> and log on to the Members Only section of the website. Usernames and passwords have been distributed to the Executive Directors of current CHAMPS member organizations.



This directory is the online and updated version of the recently released printed version, **CHAMPS 2005 Region VIII Health Center Directory**. It includes contact information for the main and satellite sites of all Region VIII Community, Migrant, and Homeless Health Centers, and also contains the names and email addresses for Executive and Administrative staff members for each organization, as well as lists of Clinical staff members working at each site. This searchable directory will be updated weekly; please contact andrea@championonline.org if you have any corrections to the directory information or if you have any questions about accessing this valuable online resource.

NACHC CHI Approaches



The National Association of Community Health Centers (NACHC) will be holding their **2005 Annual Convention & Community Health Institute** September 16-20 in Miami, Florida. For more information about registration, sessions, speakers, and events, please visit www.nachc.com.

Recap: National Health Center Week

National Health Center Week, themed "Model for Today – A Solution for Tomorrow", was held August 7-13, 2005. This celebration recognized the service and contributions of our country's Community, Migrant, Homeless, and Public Housing Health Centers while marking the 40 year anniversary of the creation of the Health Centers program which today serves 16 million people annually. We thank all of you for helping educate the American public on the community-based model of health care!

2005-2006 CHAMPS Organizational Members

CHAMPS would like to recognize our 2005-2006 Organizational Members:

- Ashland Community Health Center, Ashland, MT
- Association for Utah Community Health, Salt Lake City, UT
- Bear Lake Community Health Center, Garden City, UT
- Butte Community Health Center, Butte, MT
- Cascade County Community Health Care Center, Inc., Great Falls, MT
- Cheyenne Crossroads Clinic, Cheyenne, WY
- Cheyenne Health and Wellness Center, Cheyenne, WY
- Clinica Campesina Family Health Services, Lafayette, CO
- Coal Country Community Health Center, Beulah, ND
- Colorado Community Health Network, Denver, CO
- Colorado Primary Care Office, Denver, CO
- Community Action Partnership of Natrona County, Casper, WY
- Community HealthCare Association of the Dakotas, Sioux Falls, SD
- Community Health Center of Central Wyoming, Inc., Casper, WY
- Community Health Centers, Inc., Salt Lake City, UT
- Community Health Partners, Livingston, MT
- Cooperative Health Center, Helena, MT
- Custer County Community Health Center, Miles City, MT
- Deering Community Health Center and Healthcare for the Homeless, Billings, MT
- Denver Health Community Health Services, Denver, CO
- Dove Creek Community Health Clinic, Dove Creek, CO
- Eastside Neighborhood Center, Pierre, SD
- Glacier Community Health Center, Cut Bank, MT
- Green River Medical Center, Green River, UT
- High Plains Community Health Center, Lamar, CO
- Horizon Health Care, Inc., Howard, SD
- Lincoln County Community Health Center, Inc., Libby, MT
- Metro Community Provider Network, Englewood, CO
- Midtown Community Health Center, Ogden, UT
- Montana Migrant Council, Inc., Billings, MT
- Montana Primary Care Association, Helena, MT
- Montezuma Creek Community Health Center, Montezuma Creek, UT
- Mountain Family Health Center, Nederland, CO
- Mountainlands Community Health Center, Provo, UT
- Northland Community Health Center, Turtle Lake, ND
- Partnership Health Center, Missoula, MT
- Peak Vista Community Health Center, Colorado Springs, CO
- People's Clinic, Boulder, CO
- Plains Medical Center, Limon, CO
- Prairie Community Health, Inc., Isabel, SD
- Pueblo Community Health Center, Pueblo, CO
- Rapid City Community Health Center, Inc., Rapid City, SD
- Rural Health Care, Inc., Pierre, SD
- Salud Family Health Centers, Fort Lupton, CO
- Sioux River Valley Community Health Center, Sioux Falls, SD
- Southwest Utah Community Health Center, St. George, UT
- Sweet Medical Center, Chinook, MT
- Uncompahgre Medical Center, Norwood, CO
- Union County Health Foundation, Elk Point, SD
- Utah Primary Care Office, Salt Lake City, UT
- Valley-Wide Health Systems, Inc., Alamosa, CO
- Wasatch Homeless Health Care, Inc., Salt Lake City, UT
- Wayne Community Health Center, Bicknell, UT
- Wyoming Health Council, Cheyenne, WY
- Wyoming Primary Care Association, Cheyenne, WY
- Wyoming Primary Care Office, Cheyenne, WY

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 Website Focus: Job Opportunities Bank (JOB)

Attention Human Resources Directors, Managers, Coordinators, and contacts! Did you know that Region VIII CHCs and PCAs may post any open positions on CHAMPS' online Job Opportunities Bank at **no cost**? This searchable site categorizes positions by state and position type (administration/management, clinical medical, clinical dental, clinical support, and non-clinical support). It's a great venue for advertising your positions and to highlight your organization. Visit www.champsonline.org/JobBank/JobBank.asp to become familiar with the site format and to explore current postings. Do you have a position you'd like to post on JOB? Contact andrea@champsonline.org.



Upcoming Live CHAMPS Webcast

New Thoughts on the Pathophysiology & Treatment of Osteoarthritis & Rheumatoid Arthritis

Presented by David H. Collier, MD

Date: Thursday, November 3, 2005

Time: 11:30 AM – 1:00 PM Mountain Time

TARGET PARTICIPANTS:

CHC Clinical Staff

Visit www.champsonline.org/Events/Distance_Learning.asp to link directly to the online registration page for this webcast.

- ★ Participation is **FREE** for Region VIII Community, Migrant, and Homeless Health Centers (including provision of CME credit).
- ★ Fees apply for other types of service providers: \$50/registration, \$15/person for CME credit
- ★ Advance registration is required; registration closes 24 hours before the live event.
- ★ Please register once for each computer being used to view the event (multiple participants may, and are encouraged to, share computers).

Archived CHAMPS Webcasts

The CD-ROM archives of **Introduction to CPT Coding** and **CHC Boards: Legal Roles & Responsibilities** are now available! CHAMPS Organizational Members are invited to order one free CD-ROM of each webcast; members and non-members may purchase additional copies for \$15.00 a piece. Contact andrea@champsonline.org to request an order form.

These two archives may also be viewed online by visiting www.vcall.com/replay and entering the replay number given below:

- **Introduction to CPT Coding**, available until April 2006 – **replay # 1286131011**
- **CHC Boards: Legal Roles & Responsibilities**, available until June 2006 – **replay # 1286130854**

Other Available Archived Webcasts – Online and on CD-ROM (contact andrea@champsonline.org):

- **Electronic Medical Records**, available until September 2005
- **Managing Acute Otitis Media**, available until October 2005
- **Delivering Exceptional Customer Service**, available until January 2006

NACHC Compensation & Benefits Report Now Available

The National Association of Community Health Centers (NACHC) has released "Health Center Compensation & Benefits Report 2005-2006". This report, dedicated to benchmarking compensation and benefits in community-based health centers, can be ordered at www.nachc.com.

CCHN HPI Scholarship Applications Received

Colorado Community Health Network (CCHN) has been hard at work implementing their new health Professions Initiative (HPI) program. This program, made possible by a grant from the Colorado Trust, is focused on increasing the number of health professionals serving in underserved areas in Colorado by identifying high-achieving, entry-level staff at CHCs and helping them move into higher level health profession support staff positions by providing scholarships of up to \$2,500 per year per individual. The HPI Scholarship Program was marketed to Colorado CHC staff in early July and scholarship application packages were due to CCHN in early August. Currently, CCHN's Workforce Advisory Committee is reviewing the 29 first round applications received. Scholarship awards will be announced in mid September.

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

CHAMPS Website Focus: Clinical Information Systems

We have recently enhanced the ***Clinical Information Systems*** page of our website to include downloadable registry installation help documents, CIS prework documents, electronic medical records (EMRs)/interface information, and other general tools necessary to efficiently and successfully participate in the Health Disparities Collaboratives program.



To view these resources, please visit:

www.champsonline.org/Tools/ClinicalResources/QualityImprovementTools/clinical_systems.asp.

West Central Cluster participants, if you need any assistance using or downloading Clinical Information Systems (CIS) resources or software, please contact Dan Martin, your Information System Specialist, at dmartin@cchn.org.

Recap: HDC Oral Health Conference

The **HDC 2005 National Primary Oral Health Care Conference** was held August 7-11 in Atlanta, Georgia. The event focused on developing strategies for creating oral health service sites and for expanding existing sites funded by Health Resources Services Administration (HRSA)/Bureau of Primary Health Care (BPHC) while providing technical assistance and training for incorporating best practices and increasing clinical quality.

Looking Forward: The HDC West Central Cluster Spread Summit for MT, ND, SD, and WY will be held at the Sheraton Billings Hotel in Billings, Montana November 3-4, 2005.

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

CHAMPS Website Focus: Patient Education Tools



CHAMPS' **Patient Education Tools** website section is an expansive on-line library of resources, documents, and reference materials for clinicians to use when interacting with patients. Providers, visit www.champsonline.org/Tools/ClinicalResources/PatientEducationTools/ to view and download these valuable resources:

Patient Education Handouts

These handouts, originally developed and generously shared by Clinica Campesina Family Health Services in Lafayette, Colorado, are available on topics ranging from antibiotics and anxiety to weight loss. CHCs are encouraged to personalize them for each individual organization, and most are available in both English and Spanish.

They include a table of up-to-date Internet resources, made easily available to Community Health Center providers and their patients. In addition to these links, providers may download a colorful patient education handout of these resources to encourage them to continue their own education.

Patient Self-Management Tools

Effective self-management allows patients to have a central role in determining their care and fosters a sense of self-responsibility for health and well-being. These printable documents and online resources can encourage dialogue between the provider and patient/family that define problems, set priorities, establish goals, create treatment plans, and solve problems.

Well Child Handouts

These English and Spanish handouts, also provided by Clinica Campesina, were designed to help patients care for their children through various stages of their development. Health Centers are again encouraged to personalize each document for their organization.

Tobacco Cessation Resources

These resources were collected to assist providers with patient education, one piece of an effective tobacco cessation strategy.



Wellness Pages

Check out these five colorful and informative pamphlets designed to support the preventive care provided by clinicians. Health centers are encouraged to copy and distribute the patient education pages to reinforce the quality care delivered. (CHAMPS can provide double-sided color copies for a small fee.) These pamphlets are available for Teens, Women 19-49, Women 50-64, Women 65+, and Men.

MPCN Steering Committee Recruitment

Calling Region VIII Clinicians – are you interested in helping guide the development of clinical support programs throughout our region? If so, CHAMPS may need your expertise and input on the MPCN Steering Committee! We are currently looking for clinicians practicing in federally funded Community, Migrant, or Homeless Health Centers in Colorado, Wyoming, and North Dakota as well as for a dentist practicing in any Region VIII clinic.

MPCN Steering Committee members are asked to participate in conference calls every other month and attend two face-to-face meetings annually. For more details about MPCN programs and activities, please visit www.champsonline.org/about/MPCN/. We encourage you to play an active roll in your region! If interested in volunteering, or if you have any questions, please contact julie@champsonline.org.

Other Online Resources for Clinicians

Arthritis Information for Hispanic Seniors

The National Institute on Aging (NIA) is offering access to a free Spanish language fact sheet about treatments for common forms of arthritis including osteoarthritis, rheumatoid arthritis, and gout. These fact sheets, including information about warning signs, treatment methods, and available resources, are available at www.niapublications.org

Medicare Learning Network

Providers, are you concerned about upcoming Medicare changes, or in need of more information about Medicare resources? Visit the Medicare Learning Network at www.cms.hhs.gov/medlearn for drug coverage information, posters, preventive services brochures, and more.

AHRQ Preventive Services

"The Guide to Clinical Preventive Services 2005", released by the Agency for Healthcare Research and Quality (AHRQ), highlights current recommendations for clinicians in the areas of screening tests, counseling, and preventive medications for cancer, heart and vascular disease, injury and violence, and more. To access the guide, visit www.ahrq.gov/clinic/prevenix.htm.

REGIONAL AND NATIONAL NEWS

"Charting the Legal Environment of Health Information"

The Robert Wood Johnson Foundation (RWJF) has released a report that examines the legal issues that may arise with the development of more and better health care information, even if that information could benefit patients prone to receiving substandard care. To view this report, visit www.rwjf.org/research/researchdetail.jsp?id=2060.

NACHC report "Safety Net on the Edge"

The National Association of Community Health Centers (NACHC) has recently released a report chronicling the financial realities that health centers face due to various factors including Medicaid cutbacks, rising numbers of uninsured Americans, and increasing care delivery costs. It finds that patient demand for services at community health centers is rising at an unprecedented rate, at the same time these financial pressures are limiting centers' ability to provide care. Access the report online at www.nachc.com/research/Files/SNreport2005.pdf.

Take A Loved One for a Checkup Day

September 20, 2005 is ***Take a Loved One for a Check-up Day***. This national campaign, developed by the US Department of Health and Human Services, was created to encourage individuals to see a health care professional on September 20th. For more information and free fact sheets, please visit www.healthgap.omhrc.gov/2005drday.htm.

Focus on Region VIII Community Health Centers

Coal Country on the Radio

Coal Country Community Health Center based in Beulah, North Dakota was recently the subject of a radio documentary produced by HealthAccess, a program of North Dakota Public Radio. The public radio station, in collaboration with the North Dakota Primary Care Association, used a variety of spots to draw attention to how the Community Health Center model of care can play an important role in access to health care in a rural area. To listen to the documentary, visit www.prairiepublic.org/programs/HealthAccess/healthaccess.jsp and scroll down to the entry dated 5/19/05.

Community Health Partners Targets Literacy



CHP literacy program staff and friends

Community Health Partners (CHP) is a Community Health Center in Livingston, a rural Montana community. Like other Community Health Centers throughout the country, CHP receives federal funding to provide health care for uninsured and low income individuals. Unlike other health entities, however, CHP steps outside the usual paradigm to address social factors not considered in most other health care systems. Specifically, in an attempt to address the root causes of poverty and health access, CHP is the only Community Health Center in the country with a full-fledged on-site adult, family, and pediatric literacy program.

CHP sees the most disenfranchised residents in the area. Of the 9,000 patient visits annually, more than 6,000 are from individuals living in poverty. It is estimated that at least half of the adult clients are at the lowest level of literacy, based on educational levels and national data. Awareness of the community's low literacy rate led CHP, in 1999, to implement Reach Out and Read, a national pediatric literacy program that encourages parents to read to children through "prescriptions" for reading aloud and free books. Many parents in the patient population were unable to participate fully because of their own literacy skills. As a result, CHP partnered with the community's adult literacy educators to develop the Adult Basic Education and Literacy (ABEL) program at the Health Center.

By integrating literacy training into the physical environs of the clinical facility, patients are able to acquire literacy skills in a safe, nurturing environment, in which barriers of shame and fear are at a minimum. Enrollment in the ABEL program now totals approximately 150 clients per year - twenty times the enrollment of the freestanding adult-literacy program before it was integrated into the CHP clinic.

The HRSA Bureau of Primary Health Care's Primary Care Effectiveness Review has recommended CHP's clinic-based literacy program as a model for national recognition. The program offers one-on-one tutoring, small classes, and computer-assisted instruction. For more information about CHP's literacy programs, contact Laurie Francis, Executive Director, Community Health Partners, (406) 222-1111.

UPCOMING EVENTS – MARK YOUR CALENDARS

SEPTEMBER

Friday, September 16th – Tuesday, September 20th

National Association of Community Health Centers Community Health Institute

Fontainebleau Resort, Miami Beach, FL

www.nachc.com

INCLUDING:

CHAMPS Executive Committee Meeting, Monday, September 19th

julie@championline.org

Thursday, September 22nd – Sunday, September 25th

National Health Service Corps Scholar Conference

Marriott Wardman Park Hotel, Washington, DC

www.blsmmeetings.net/scholars05/Registration.html

Wednesday, September 21st – Friday, September 23rd

5th Annual Primary Care and Prevention Conference

Wyndham Atlanta Hotel, Atlanta, GA

www.pcpc5.org

Tuesday, September 27th – Wednesday, September 28th

3RNet 10th Annual Conference & Membership Meeting

Madison Concourse Hotel, Madison, WI

info@3rnet.org

OCTOBER

Saturday, October 22nd – Wednesday, October 26th

9th Annual CHAMPS/NWRPCA Primary Care Conference

Renaissance Seattle Hotel, Seattle, WA

www.championline.org/Events/Conference.asp

INCLUDING:

CHAMPS Executive Committee Meeting, Saturday, October 22nd

CHAMPS Board of Directors Meeting, Sunday, October 23rd

Mountain/Plains Clinical Network Steering Committee Meeting, Monday, October 24th

julie@championline.org

Looking Forward

**CHAMPS Live Online
Arthritis Webcast**

November 3

www.championline.org

**HDC WCC Spread Summit
(MT, ND, SD, WY)**

November 3-4, 2005

www.healthdisparities.net

**15th Annual Midwest
Stream Farmworker
Health Forum**

November 10-12

www.ncfh.org

**NACHC PCA Annual
Meeting**

November 13-15

www.nachc.org

Please let us know if your email address has changed.

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Community Health Association of Mountain/Plains States