



## Winter 2006 Quarterly Newsletter

### *2006 NACHC Policy & Issues Forum*



The National Association of Community Health Centers' (NACHC) **2006 Policy & Issues Forum** will be held at the Hilton Washington & Towers Hotel in Washington, DC March 23-29, 2006. Visit [www.nachc.com](http://www.nachc.com) for a downloadable registration brochure including lodging information and a preliminary schedule. In advance of this event, NACHC will be offering a **New Grantee Senior Leadership Orientation** March 23-25. This training, designed for senior leadership

at new starts as well as newly hired senior staff at existing CHCs and PCAs, will include sessions on program expectations, grants management, special populations, clinical systems, and more. For additional information, contact Pamela Byrnes at [pbyrnes@nachc.com](mailto:pbyrnes@nachc.com).

**Region VIII folks, please also take note of the following side meetings:**

**CHAMPS Executive Committee  
Lunch Meeting**

11:45 AM, Monday, March 27<sup>th</sup>; room TBD  
Questions? Contact [julie@champsonline.org](mailto:julie@champsonline.org)

**CHAMPS/NWRPCA 10<sup>th</sup> Annual  
Primary Care Conference  
Planning Committee Meeting**

4:00 PM, Tuesday, March 28<sup>th</sup>; room TBD  
Questions? Contact [julie@champsonline.org](mailto:julie@champsonline.org)



### ***CHAMPS Website Focus: About CHAMPS***

Looking for more information about CHAMPS? Visit the **About CHAMPS** page of our website to learn more about our goals, programs, membership, and leadership. You'll have the option of linking to lists of CHAMPS Organizational Members (including links to organizational websites, if available), CHAMPS Executive Committee Members, NACHC Board Representatives from Region VIII, and a regional summarized history of UDS data, compiling CHC users, staffing, encounters, and income information.

Check it out at [www.champsonline.org/about/CHAMPS/](http://www.champsonline.org/about/CHAMPS/).

**Inside this Issue:**

- New CHAMPS Program Assistant
- Workforce Development: CHC Board Resources, Dental Convention, Webcasts, Patient Satisfaction
- HDC: 2006 Participants, Regional Summit
- MPCN: Spanish Language Training, Guidelines, Steering Committee
- Regional & National News
- CHAMPS Contacts
- Upcoming Events

## **Welcome New CHAMPS Program Assistant!**

CHAMPS would like to introduce **Ted Diedrich**, our new Program Assistant. Ted is a dual Masters student at the University of Colorado, with concentrations in Public Health and Community Health/Social Sciences, and is working with CHAMPS through the school's work study program. He will be providing support to all existing CHAMPS programs, while researching funding opportunities and Region VIII health indicators. Welcome, Ted!

## **RESOURCE: Clinical Systems Tool Box**

The Migrant Clinicians Network (MCN) **Clinical Systems Tool Box** is an online collection of resources for best practices in migrant and community health centers. Forms, policies, and protocols have been collected from health centers across the United States and are shared on this site in an effort to facilitate the provision of quality health care to the underserved. Documents may be used and adapted for each clinic's needs. Find out more by visiting [www.migrantclinician.org/clearinghouse](http://www.migrantclinician.org/clearinghouse).



## **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: CHC Board Tools & Resources**

CHAMPS has compiled and developed a selection of online resources for Community Health Center Executive Directors and Board of Directors members, to help Region VIII CHCs build and maintain strong and effective governance structures. Portions of this section are still under construction, but many resources are already available, so check it out today!

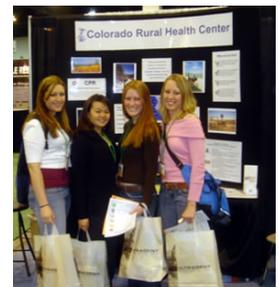
Visit [www.champsonline.org/Tools/CHCBoardResources](http://www.champsonline.org/Tools/CHCBoardResources) for tools and tips addressing:

- CHC Board Composition & Recruitment
- Board Member Orientation & Retention
- Effective Board Meetings
- CHC Board Committees
- Evaluation & Assessment
- Continuing CHC Board Education

## **Looking for Dentists in the Rocky Mountains**

On January 19<sup>th</sup>, CHAMPS staff joined the Colorado Rural Health Center (CRHC) at the Rocky Mountain Dental Convention in Denver, CO to promote dental career opportunities across Region VIII to currently practicing dental professionals and students. Thank you, CRHC, for your spirit of collaboration!

*Dental hygiene students Lan Le and friends*



## ***Upcoming Live Webcasts – Free for Region VIII CHCs!***

CHAMPS is pleased to announce two new webcasts for CHC staff members: in April, Richard L. Brown of the University of Wisconsin will share his expertise relating to chronic pain, and in June Kevin R. Miller returns to discuss a too-often-present aspect of customer service: dealing with the cranky. Both webcasts will offer 1.5 hours of Continuing Medical Education (CME) credit.

### **Chronic Pain: Optimizing Treatment, Minimizing Abuse**

Presented by Richard L. Brown, MD, MPH

**Date:** Tuesday, April 11, 2006

**Time:** 11:30 AM – 1:00 PM MT

**Target Participants:** CHC Clinical Staff

#### **Topics:**

- Epidemiologic data on the increase of prescription drug misuse
- Relevant clinical pharmacology of opioids
- Expert consensus on the use of opioids for treating chronic pain
- Recommendations for maximizing analgesia, minimizing opioid use, addiction, and diversion
- Guarding against regulatory scrutiny in treating chronic pain

### **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

Visit [www.champsonline.org/Events/Distance\\_Learning.asp](http://www.champsonline.org/Events/Distance_Learning.asp) to link directly to the online registration pages for these upcoming live webcasts as well as to receive instructions for accessing CHAMPS online archived webcasts.

## ***Archived Webcasts***

**New CD-ROM:** CHAMPS Archived Webcasts Volume V, featuring David H. Collier’s presentation ***Rheumatoid Arthritis and Osteoarthritis Treatment***, is now available. CHAMPS Organizational Members are invited to order one free CD-ROM of the webcast; members and non-members may purchase additional copies for \$15.00 a piece. Visit [www.champsonline.org/Tools/PubsElectronicMedia/VideosCDROMsDVDs/](http://www.champsonline.org/Tools/PubsElectronicMedia/VideosCDROMsDVDs/) to print an order form for this and other CHAMPS Archived Webcasts on CD-ROM.

**Online Archives:** All of CHAMPS webcasts are also archived online for one year after the live presentation date. Below are the current archives available online:

### **Managing Acute Otitis Media**

Presented by Peggy Kelley, MD  
*Through October 2006 – CME available*

### **Introduction to CPT Coding**

Presented by Maureen A. Hong, PA, FNP, MHA  
*Through April 2006 – CME available*

### **CHC Boards: Legal Roles & Responsibilities**

Presented by Henry Granger, MEd  
*Through June 2006 – CME not available*

### **Rheumatoid Arthritis & Osteoarthritis Treatment**

Presented by David H. Collier, MD  
*Through December 2006 – CME available*

## ***Linking Physician Compensation to Patient Satisfaction***



Robert Wood Johnson Foundation (RWJF) reports that several medical groups are implementing patient satisfaction surveys and linking the findings to their physician pay scales. According to experts, this effort to encourage providers to extend more empathy to clients is a reaction to a society which prioritizes speed and technology. In New York, one group uses satisfaction scores to account for up to 20% of a physician's pay, while a Massachusetts group withholds bonuses for low scores. In California, low-scoring physicians are required to shadow high-scoring ones, and attend classes that teach them to listen to patients, emphasizing dignity and respect. For additional information, visit [www.rwjf.org/portfolios/features/digest.jsp?iaid=142&id=87267](http://www.rwjf.org/portfolios/features/digest.jsp?iaid=142&id=87267).

## **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*

### ***Congratulations, HDC 2006 Participants!***

The following Region VIII CHCs have been accepted for HDC 2006, Diabetes/Cardiovascular Disease (DM/CVD):

**Ashland Community Health Center**, Ashland, MT  
**Cheyenne Health and Wellness Center**, Cheyenne, WY  
**Custer County Community Health Center**, Miles City, MT  
**Northland Community Health Center**, Turtle Lake, ND

*CHAMPS thanks you  
for your dedication  
to reducing health  
disparities!*

*For a complete list of Region VIII HDC Participants, including conditions, please visit  
[www.champsonline.org/about/HDCs/participants.asp](http://www.champsonline.org/about/HDCs/participants.asp).*

### ***Looking Forward***

The West Central Cluster (WCC) **Regional Summit #3** for Colorado, Utah, and New Mexico will be held Monday, March 13<sup>th</sup> and Tuesday, March 14<sup>th</sup> at the Grand Hyatt in Denver, Colorado. For more information, please visit [www.healthdisparities.net](http://www.healthdisparities.net).

### ***HHS Awards for Disparities Research***

In January the US Department of Health and Human Services (HHS) announced that \$56.9 million will be awarded to the National Institutes of Health's (NIH) National Center on Minority Health and Health Disparities to support research and initiatives designed to eliminate racial and ethnic health disparities. View the HHS news release at [www.nih.gov/news/pr/jan2006/ncmhd-09.htm](http://www.nih.gov/news/pr/jan2006/ncmhd-09.htm).



## ***Study Documents Health Center Achievements while Emphasizing the Need for More Work***

The Agency for Healthcare Research and Quality (AHRQ) released its **2005 National Healthcare Disparities Report**, finding that health centers have a high rate of success in improving access and providing quality care for low income individuals from a variety of race/ethnicity, education, and insurance coverage backgrounds. However, a look at care across provider types found that while most disparities are narrowing for blacks, Asians, American Indians and Alaska Natives, the majority of disparities in quality and access to care for Hispanics are growing. The report is available online at [www.qualitytools.ahrq.gov](http://www.qualitytools.ahrq.gov).

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## **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*

### ***Back by Popular Demand: Spanish Language Training***

CHAMPS will be sponsoring a three-day **Spanish Language Intensive for Medical Providers**, open to all Region VIII CHC providers and scheduled for September 14-16, 2006 in Denver, Colorado. This course, presented by Rios Associates, uses immersion learning techniques that are intensive and individually tailored to develop skills for communicating with Spanish-speaking patients. Further details and registration information will be available soon. If you have questions, please contact Stephanie Wasserman at 303-861-5165, ext. 236 or [stephanie@champsonline.org](mailto:stephanie@champsonline.org).



### ***CHAMPS Website Focus: Evidence-Based Clinical Guidelines***

In a continuing effort to provide essential clinical tools to Region VIII CHC providers, CHAMPS has updated the Evidence-Based Clinical Guidelines resources on our website. In addition to updating guidelines previously posted from nationally recognized Kaiser Permanente, CHAMPS is now partnering with the Colorado Clinical Guidelines Collaborative (CCGC) to post additional materials. CCGC, a non-profit organization dedicated to improving healthcare practices in Colorado, relies on the best available medical research to develop concise, accurate guidelines and educational materials. In a continued partnership, CCGC and Kaiser Permanente will provide Mountain/Plains Clinical Network with new and updated clinical guidelines as they are reviewed and modified. Newly updated guidelines include **Appropriate Use of Antibiotics for URI, Asthma Evaluation and Treatment, and Diagnosis and Management of Depression in Adults**. New guidelines will be added to this webpage as they are developed.

To view these guidelines, please visit:

[www.champsonline.org/tools/ClinicalResources/EvidenceBasedClinicalGuidelines/guidelines\\_list.asp](http://www.champsonline.org/tools/ClinicalResources/EvidenceBasedClinicalGuidelines/guidelines_list.asp)

***MPCN Steering Committee:  
Warm Welcome, Fond Farewell, and Request for Member***

The MPCN Steering Committee is pleased to welcome several new members for 2006. Joining as the Health Promotion/Disease Specialist is **Carol Peterson**, an RN currently working as the Director for the new Rural/Frontier Women's Health Coordinating Center in Wyoming. Also joining as clinician representatives from Wyoming are **Connie Miller**, an FNP and the Clinical Director of Cheyenne Crossroads Clinic, and **Laurie Johnson**, a PA-C with the Healthcare for the Homeless Clinic in Casper. **Diane Barnes**, an FNP at Metro Community Providers Network in Jefferson County, will be a new Colorado representative. The Steering Committee is in the process of filling the second Colorado representative vacancy and will have that finalized shortly.

MPCN and CHAMPS bid a fond farewell to **Al O'Brien**, a retiring Steering Committee clinician representative from Montana. Thank you Al for your tireless work on behalf of the medically underserved! Al's replacement on the Steering Committee is **Patricia Carrick**, a nurse practitioner working in Dillon, Montana, at a satellite clinic of the Butte CHC.

The Steering Committee still has a vacancy for a member from North Dakota. This position is open to any interested clinician practicing in a federally-funded Community, Migrant, or Homeless Health Center in the state. For more information about MPCN programs, Steering Committee commitments, and currently serving members, please visit [www.champsonline.org/about/MPCN](http://www.champsonline.org/about/MPCN) or contact [stephanie@champsonline.org](mailto:stephanie@champsonline.org).

***Clinicians – Need Help with Medicare Part D?***

The Centers for Medicare and Medicaid Services (CMS) is working hard to implement the Medicare Part D Prescription Drug Program, continuously addressing the challenges associated with starting up such an expansive program. CMS has released the following resources to assist health care professionals and patients:



- ★ When searching for general answers about Part D, visit [www.medicare.gov/pdphome.asp](http://www.medicare.gov/pdphome.asp).
- ★ If dealing with exceptions or appeals to coverage determinations, visit [www.medicare.gov/Publications/Pubs/pdf/11112.pdf](http://www.medicare.gov/Publications/Pubs/pdf/11112.pdf) for information about how to file a complaint or appeal.
- ★ To see a list of contacts for exceptions and appeals, visit [www.cms.hhs.gov/PrescriptionDrugCovGenIn/04\\_Formulary.asp](http://www.cms.hhs.gov/PrescriptionDrugCovGenIn/04_Formulary.asp).

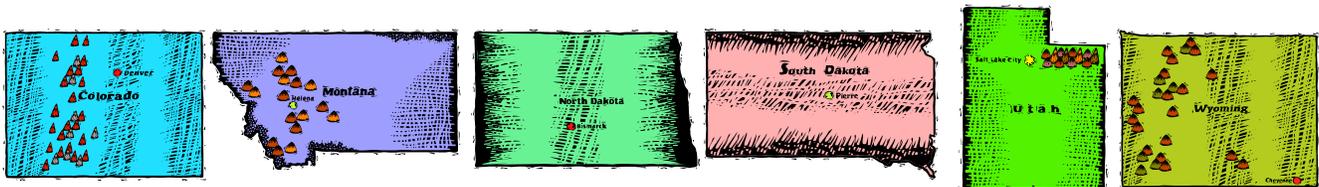
***RESOURCE: Multilingual Symbols Chart***

*Hablamos Juntos* is a Robert Wood Johnson Foundation (RWJF) program devoted to helping health care facilities overcome language barriers. The program has developed 28 universally-recognized graphic health care symbols using the input of 300 hundred people speaking English, Spanish, and IndoEuropean and Asian languages. While the symbols were designed to depict hospital destinations, many are appropriate to clinic use as well. To view the symbols chart, please visit [www.rwjf.org/files/newsroom/Symbols\\_8.5x11.pdf](http://www.rwjf.org/files/newsroom/Symbols_8.5x11.pdf).

**RESOURCE: Pediatric Rheumatic Diseases CD-ROM**

The Arthritis Foundation and the National Institutes of Health have partnered to develop and launch a cost-effective and educational CD-ROM for doctors and other health professionals treating children with pediatric rheumatic diseases and related conditions. "Pediatric Rheumatic Diseases CD-ROM and Other Related Information for You and Your Patients" includes a collection of print-friendly PDF files of patient education brochures, professional education resources, and web links to other useful resources. To order a free copy of this resource, visit [www.niams.nih.gov](http://www.niams.nih.gov) or call 1-877-226-4267.

**REGIONAL AND NATIONAL NEWS**



**Region VIII PCAs Gather Their Members**

**Networking Opportunity in Utah**

The Association for Utah Community Health (AUCH) will hold its **2006 Annual Meeting** May 18-19, 2006 at the Canyons Grand Summit Resort in Park City, Utah. A registration brochure for this networking event will be available in February. For more information about lodging, exhibiting, and sponsorship, please visit [www.auch.org/annualmeeting2006.html](http://www.auch.org/annualmeeting2006.html).

**Embracing Diversity in Wyoming**

The **4<sup>th</sup> Annual Wyoming Multicultural Health Conference** will be held at the Holiday Inn in Cheyenne, Wyoming May 3-4, 2006. Participants will discover tools for increasing their cultural competency and sensitivity when working with minority populations, discuss the ways culture can affect the delivery of health services, and share strategies for promoting health and wellness.

This conference is sponsored by the Wyoming Primary Care Association (WYPCA), the Wyoming Multicultural Health Committee, the Region VIII Office of Minority Health, the Wyoming Department of Health, and the Wyoming Health Council. Interested in sharing resources at this event? Contact [sharla@wyhc.org](mailto:sharla@wyhc.org) to reserve a table.

**What's the News on the Colorado PCA Scholarship Program?**

Colorado Community Health Network (CCHN) accepted 14 second round applications for their **Health Professions Initiative (HPI) Scholarship Program** in January 2006. The applicants are seeking funding assistance to further their clinical education in areas ranging from expanded duties dental assistant to registered nurse. CCHN's HPI scholarship program aims to help Colorado's Community Health Center employees achieve their professional goals, while keeping them employed in their underserved communities. Round two scholarship awards will be announced in mid February 2006. For further information on CCHN's HPI scholarship program, please contact Amber Galloway at 303-861-5165, ext. 234 or [amber@cchn.org](mailto:amber@cchn.org).

## ***Utah PCA Highlights Clinical Programs***

### **Zyban for the Uninsured**

The Association for Utah Community Health (AUCH) is ramping-up its tobacco prevention and cessation education activities among its member community health centers. On March 7, 2006 AUCH will be hosting a Zyban tobacco cessation facilitator training for all member clinic staff at the AUCH telehealth conference room; this training will be broadcast via video to members outside the greater Salt Lake City area. Additionally, AUCH will be distributing educational brochures and posters for clinics and their patients. For more information, contact Donna Gibbons, AUCH Coordinator of the Pharmacy Services Program at 801-924-2855 or [psp@auch.org](mailto:psp@auch.org).

### **New Oral Health Care Video Targets Women**

AUCH is also assisting the Utah Oral Health Coalition, a statewide community-based coalition of oral health care providers, with the production and distribution of a new educational brochure and health education video scheduled to be available in late spring of 2006. The video, *"A Healthy Smile for a Healthy Baby"* and accompanying brochure educate the viewer on the role that tooth decay and gum disease play in pregnancy outcomes, discussing tips for pregnant women, newborns and young children. English and Spanish brochures and videos will be distributed to hundreds of Family Practice and OB/GYN offices throughout the state along with public health care providers, non-profit groups, and community health centers. **Dr. Wendy Tandar**, DMD, Dental Director at Community Health Centers, Inc., was a contributor to the video. For more information, contact Anna Erickson, AUCH Provider Support Coordinator, at 801-924-2856 or [aerickson@auch.org](mailto:aerickson@auch.org).

*Interested in other infant oral health resources?*

Visit [www.champsonline.org/Tools/PubsElectronicMedia/VideosCDROMsDVDs/](http://www.champsonline.org/Tools/PubsElectronicMedia/VideosCDROMsDVDs/)

## ***Congress Wants Your Opinion About Health Care***

In 2003 the US Congress created the **Citizen's Health Care Working Group**, which was tasked to create two reports. The first, addressing health care in the US, was released in late 2005. They are now collecting data for the second report, based on input from citizens around the nation. In order to collect as much information as possible, the Working Group is asking citizens to participate in a number of ways: to take part in official community meetings, hold their own community meetings, and/or provide input on their website.

### **Provide Your Input!**

★ To see if there is an official community meeting scheduled in your area, visit [www.citizenshealthcare.gov](http://www.citizenshealthcare.gov) and click on "Community Meetings Registration."

★ If you would like to coordinate your own community meeting, visit [www.citizenshealthcare.gov/community/mtg\\_kit.php](http://www.citizenshealthcare.gov/community/mtg_kit.php) to download a Meeting Kit.

★ To make your voice heard online, visit the Public Comment Center at [www.citizenshealthcare.gov/speak\\_out/comment.php](http://www.citizenshealthcare.gov/speak_out/comment.php). You'll be able to share an experience, express your health care opinions, and/or take a brief poll in either English or Spanish.

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*Please let us know if your email address has changed.*

## **CONTACT US**

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**Andrea Miller**, Workforce Development and Member Services Director, [andrea@champsonline.org](mailto:andrea@champsonline.org), 303-861-5165 x285

**Ted Diedrich**, Program Assistant, [ted@champsonline.org](mailto:ted@champsonline.org), 303-861-5165 x255

# UPCOMING EVENTS – MARK YOUR CALENDARS

## FEBRUARY

**Wednesday, February 22<sup>nd</sup> – Friday, February 24<sup>th</sup>**  
**2006 Local, State & Federal Public Health Preparedness Summit**  
Washington Hilton, Washington, DC  
[www.naccho.org/conferences/phprep06/index.cfm](http://www.naccho.org/conferences/phprep06/index.cfm)

**Monday, February 27<sup>th</sup> – Wednesday, March 1<sup>st</sup>**  
**340B Coalition Conference**  
Hyatt Regency, Phoenix, AZ  
[www.340Bconferences.org](http://www.340Bconferences.org)

## MARCH

**Monday, March 13<sup>th</sup> – Tuesday, March 14<sup>th</sup>**  
**HDC WCC Regional Summit #3 (CO, UT, NM)**  
Grand Hyatt, Denver, CO  
[www.healthdisparities.net](http://www.healthdisparities.net)

**Wednesday, March 22<sup>nd</sup> – Friday, March 24<sup>th</sup>**  
**2006 Annual Dakota Conference on Rural and Public Health**  
Holiday Inn, Fargo, ND  
[www.bismarckstate.edu/cce/ruralhealth/](http://www.bismarckstate.edu/cce/ruralhealth/)

**Friday, March 24<sup>th</sup> – Wednesday, March 29<sup>th</sup>**  
**NACHC Policy & Issues Forum**  
Washington Hilton, Washington, DC  
[www.nachc.com](http://www.nachc.com)

### INCLUDING:

CHAMPS Executive Committee Meeting, Monday, March 27<sup>th</sup>  
[julie@champsonline.org](mailto:julie@champsonline.org)

CHAMPS/NWRPCA 10<sup>th</sup> Annual Primary Care Conference  
Planning Committee Meeting, Tuesday, March 28<sup>th</sup>  
[julie@champsonline.org](mailto:julie@champsonline.org)

**Monday, March 27<sup>th</sup> – Tuesday, March 28<sup>th</sup>**  
**HDC WCC Access/Redesign Collaborative Congress**  
Hotel TBD, Houston, TX  
[www.healthdisparities.net](http://www.healthdisparities.net)

## APRIL

**Tuesday, April 11<sup>th</sup>**  
**Chronic Pain: Optimizing Treatment, Minimizing Abuse**  
CHAMPS Live Online Webcast  
[www.champsonline.org/Events/Distance\\_Learning.asp](http://www.champsonline.org/Events/Distance_Learning.asp)

## Looking Forward

**4<sup>th</sup> Annual Wyoming  
Multicultural Health  
Conference**  
May 3-4, 2006  
[sharla@wyhc.org](mailto:sharla@wyhc.org)

**Association for Utah  
Community Health (AUCH)  
Annual Meeting**  
May 18-19, 2006  
[alan@auch.org](mailto:alan@auch.org)

**National Farmworker  
Health Conference**  
May 20-24, 2006  
[www.nachc.com](http://www.nachc.com)

**CHAMPS Live Webcast:  
Dealing with the  
Difficult Customer**  
June 15, 2006  
[www.champsonline.org](http://www.champsonline.org)

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