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 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.

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

CHAMPS Executive Committee Lunch Meeting
11:45 AM, Monday, March 27th; room TBD
Questions? Contact julie@champsonline.org

CHAMPS/NWRPCA 10th Annual Primary Care Conference Planning Committee Meeting
4:00 PM, Tuesday, March 28th; room TBD
Questions? Contact 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/.
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.

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 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 19th, 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
WORKFORCE DEVELOPMENT NEWS, CONTINUED

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
WORKFORCE DEVELOPMENT NEWS, CONTINUED

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.

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

For a complete list of Region VIII HDC Participants, including conditions, please visit 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 13th and Tuesday, March 14th at the Grand Hyatt in Denver, Colorado. For more information, please visit 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.
HEALTH DISPARITIES COLLABORATIVES (HDC) NEWS, CONTINUED

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.

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.

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
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 or contact 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.
- If dealing with exceptions or appeals to coverage determinations, visit 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.

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.
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 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.

Embracing Diversity in Wyoming

The 4th 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 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.
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.

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.

Interested in other infant oral health resources?
Visit 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 and click on “Community Meetings Registration.”
★ If you would like to coordinate your own community meeting, visit 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. You’ll be able to share an experience, express your health care opinions, and/or take a brief poll in either English or Spanish.
UPCOMING EVENTS – MARK YOUR CALENDARS

FEbruary

Wednesday, February 22nd – Friday, February 24th
2006 Local, State & Federal Public Health Preparedness Summit
Washington Hilton, Washington, DC
www.naccho.org/conferences/phprep06/index.cfm

Monday, February 27th – Wednesday, March 1st
340B Coalition Conference
Hyatt Regency, Phoenix, AZ
www.340Bconferences.org

March

Monday, March 13th – Tuesday, March 14th
HDC WCC Regional Summit #3 (CO, UT, NM)
Grand Hyatt, Denver, CO
www.healthdisparities.net

Wednesday, March 22nd – Friday, March 24th
2006 Annual Dakota Conference on Rural and Public Health
Holiday Inn, Fargo, ND
www.bismarckstate.edu/cce/ruralhealth/

Friday, March 24th – Wednesday, March 29th
NACHC Policy & Issues Forum
Washington Hilton, Washington, DC
www.nachc.com

Including:
CHAMPS Executive Committee Meeting, Monday, March 27th
julie@champsonline.org

CHAMPS/NWRPCA 10th Annual Primary Care Conference
Planning Committee Meeting, Tuesday, March 28th
julie@champsonline.org

Monday, March 27th – Tuesday, March 28th
HDC WCC Access/Redesign Collaborative Congress
Hotel TBD, Houston, TX
www.healthdisparities.net

April

Tuesday, April 11th
Chronic Pain: Optimizing Treatment, Minimizing Abuse
CHAMPS Live Online Webcast
www.champsonline.org/Events/Distance_Learning.asp

Looking Forward

4th Annual Wyoming Multicultural Health Conference
May 3-4, 2006
sharla@wyhc.org

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

National Farmworker Health Conference
May 20-24, 2006
www.nachc.com

CHAMPS Live Webcast:
Dealing with the Difficult Customer
June 15, 2006
www.champsonline.org

The CHAMPS Quarterly Newsletter is supported by Grant Number 5 H68CS00150-20-00 from the Department of Health and Human Services (DHHS) Health Resources and Services Administration (HRSA) Bureau of Primary Health Care (BPHC). Its contents are solely the responsibility of CHAMPS and do not necessarily represent the official views of HRSA/BPHC. Please contact Andrea Miller with any questions or comments about this newsletter.