



Winter 2008 Quarterly Newsletter

NACHC P&I is Approaching Quickly

The **2008 National Association of Community Health Centers (NACHC) Policy and Issues Forum (P&I)** will be held March 12-16 at the Marriott Wardman Park Hotel in Washington, DC. Attendees will have the opportunity to:



- ★ Learn about Federal policy and legislative issues that will have an impact on health centers in the coming year and how those issues will be addressed in Congress.
- ★ Hear from experts on the national political environment and how the 2008 elections will affect health centers.
- ★ Join thousands of colleagues and meet with congressional staff as part of NACHC's effort to raise the visibility and influence of health centers on Capitol Hill and with other key players in public opinion.
- ★ Attend events such as NACHC's special Geiger-Gibson Symposium featuring MSNBC's Chris Matthews.

Learn about P&I sessions, committee meetings, registration, and more by visiting www.nachc.com/policy-and-issues-forum.cfm (and check out NACHC's new and updated website while you're there)!

*The **CHAMPS Executive Committee** will hold a lunch meeting in conjunction with the NACHC P&I on Friday, March 14th from 11:30 AM to 1:00 PM Eastern Time (Taylor room).*

Welcome Catherine Keene, New CHAMPS Executive Committee Member

Catherine Keene, Chief Executive Officer of Riverton Community Health Center/Wind River Health Systems in Riverton, Wyoming, has been selected to serve as the new Wyoming Representative to the CHAMPS Executive Committee. **Sharon Montagnino**, the previous Wyoming Representative, has moved from Cheyenne Health and Wellness Center to Alaska's Upper Susitna Valley to become the Chief Executive Officer of Sunshine Community Health Center.

*Welcome, Catherine! We look forward to working with you.
Sharon, thank you for your service to CHAMPS and we wish you the best in your new adventures.*

Inside this Issue:

- CHAMPS: RVIII Reps to NACHC BOD; New MSFW Webpage; Governance Resources; 2008 UDS Manual
- Workforce Development: CHAMPS Webcasts, RVIII Workforce Trends; Nonprofit HR Resources
- MPCN: New Overweight/Obesity Webpage; Clinicians' Listserv; Spanish Language Training Needs Survey; Updated Antibiotics Guidelines; HRSA Online Training
- Regional & National News: NW Community Health Leadership Institute; SD CHC Celebrates 30 Years of Service
- Upcoming Events
- CHAMPS Contacts

Region VIII NACHC Organizational Members Elect 2008 Representatives to the NACHC Board

In December 2007, CHAMPS conducted elections for the Region VIII Representatives to the National Association of Community Health Centers (NACHC) Board of Directors. Region VIII NACHC Organizational Members elected **John Mengenhauen**, Chief Executive Officer of Horizon Health Care, Inc. in South Dakota and **Keith Horwood, MD**, Medical Director of Community Health Center, Inc. in Utah to represent Region VIII on the NACHC Board for 2008. The NACHC 30-person Board of Directors is made up of eight nationally-elected officers and 22 regionally-elected representatives. **Lil Anderson**, Chief Executive Officer of Deering CHC in Billings, Montana is currently serving as the Chair of the NACHC Board of Directors, and **Anita Monoian**, Chief Executive Officer of Yakima Neighborhood Health in Yakima, Washington, is the Chair-Elect of the NACHC Board.

CHAMPS would like to recognize the dedication of another long-serving Region VIII representative to the NACHC Board of Directors, **Jerry Brasher**. Jerry, Chief Executive Officer of Salud Family Health Centers in Colorado, has represented Region VIII for 18 of the last 24 years, most recently serving from 2003-2007.



NEW! CHAMPS Webpage Highlights MSFW Resources

CHAMPS is pleased to announce a new webpage of resources compiled in response to requests by Region VIII health centers striving to provide quality care to migrant and seasonal farmworkers (MSFW) and their families. The resources provide up-to-date news and information addressing MSFW health and safety via fact sheets, reports, presentations, clinician resources, continuing education opportunities, patient education tools, and much more. Explore these resources by visiting www.CHAMPSonline.org/tools/CrossDiscResources/MSFW/.

RESOURCES: Governance Principles and Additional Board Tools

In October 2007 the Panel on the Nonprofit Sector released a resource designed to guide board members and staff leaders of charitable organizations as they work to improve their operations. ***Principles for Good Governance and Ethical Practice: a Guide for Charities and Foundations*** is a list of 33 principles including six required by law and another 27 that charities should consider adopting if they make sense based on their legal status, operational structure, and purpose. Visit www.nonprofitpanel.org/report/principles/Principles_Guide.pdf to review this guide.

Explore additional **Community Health Center Board Resources** on the CHAMPS website by visiting www.CHAMPSonline.org/tools/CHCBoardResources/. Each board-related page includes valuable information, documents, and links to materials that will help Region VIII health centers build and maintain strong and effective governing structures. Areas of concentration include: compensation and recruitment, orientation and retention, roles and responsibilities, the ED/BOD relationship, effective meetings, committees, evaluation and assessment, continuing board education, and other online resources.



HRSA Releases 2008 UDS Manual

The updated **2008 Uniform Data System (UDS) Manual** with revised reporting requirements including new health indicators, modification to existing tables, and elimination of previously required data is now available on the Health Resources and Services Administration (HRSA) website.

*To view and print the 2008 version of HRSA's **User's Manual: Uniform Data System** please visit <http://bphc.hrsa.gov/uds/2008manual/default.htm>.*

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

CE at Your Fingertips: CHAMPS Archived Webcasts

CHAMPS webcasts are archived online and on CD-ROM to give Region VIII CHCs and PCAs an on-demand opportunity to participate in continuing education (CE). Online archives are available for one year beyond the live presentation date, and one free copy of each CD is distributed to current CHAMPS Organizational Members (additional copies may be purchased or borrowed through the CHAMPS Lending Library.) Currently available online archives include:

Gestational Diabetes: New Concepts, New Guidelines

Presented by Linda Barbour, MD, MSPH

**Online through February 2008*

**CME credit available through February 2008*

Replay Number: 155844

Promoting Successful Tobacco Cessation: Treatment Recommendations & Systems Changes for CHCs

Presented by Jeffrey J. Cain, MD

**Online through March 2008*

**CME credit not available*

Download and print a list of **Updates, Clarifications, and More Useful Material for this webcast at www.CHAMPSonline.org/events/DistanceDocuments/TobCessWebcastUpdates.pdf.*

Replay Number: 1286132153

Change for the Better: Creating Work Relationships that Work

Presented by Libby Wagner

Three-webcast series designed to improve workplace productivity, trust, and morale; each event can be utilized individually, and participants of all three events will build upon concepts and skills.

Session One: Creating Positive Work Relationships

Tools for Increasing Trust and Building Commitment to Shared Goals

**Online through September 2008*

**CME credit available through September 2008*

Replay Number: 2146000485

Session Two: Introduction to Ethical Influencing

Asking for What You Want and Making Behavior Requests

**Online through November 2008*

**CME credit available through November 2008*

Replay Number: 2146000866

Session Three: Confrontation without Conflict

How to Address Difficult Issues Directly and Respectfully

**Online through January 2009*

**Determination of CME credit is pending*

Replay Number: 2146001198

Medications for Diabetes and Its Complications: A Case-Based Approach

Presented by Laura Shane-McWhorter, PharmD

**Online through December 2008*

**Determination of CME credit is pending; 1.5 contact hours of continuing pharmacy education credit available through January 15, 2009*

Replay Number: 1246001066

**Would you like to view one of these CHAMPS archived webcasts?
Visit www.vcall.com/replay and enter the Replay Number listed above.**

For descriptions of these events and other available online education, please visit www.CHAMPSonline.org/Events/Distance_Learning.asp.

For more information about buying or borrowing archived webcasts on CD-ROM, please visit www.CHAMPSonline.org/Tools/PubsElectronicMedia.

JOB Report Illustrates Region VIII Workforce Trends

The CHAMPS online **Job Opportunities Bank (JOB)** is a free resource advertising career opportunities in Region VIII community, migrant, and homeless health centers and state Primary Care Associations. Each February, CHAMPS assesses the data submitted by the posting organizations to create comparison reports of the CHC-specific data from year to year. These annual reports illustrate recruitment efforts and trends throughout Region VIII, including types of positions recruited, average recruitment lengths, and successful recruitment resources.



Visit www.CHAMPSonline.org/Tools/PubsElectronicMedia/Publications/default.asp#JOB to download the newly updated **Region VIII Job Opportunities Bank (JOB) Data Report** comparing February 2006 – January 2007 job posting data with February 2007 – January 2008 job posting data. Report highlights include:

- ★ A new look at the recruitment lengths specifically for closed **positions we know were filled** as well as for closed **positions we know were withdrawn** without being filled.
- ★ **Average recruitment lengths in Region VIII have increased for every position type**, with the most extreme increases seen in Clinical Medical and Clinical Support positions.
- ★ The **most commonly sited successful recruitment resource each year has been “Online Listing”**, but “Internal Hire” and “Word of Mouth” were close behind during the 2007-2008 period.

Please contact andrea@CHAMPSonline.org with any questions about this resource.

RESOURCES: Careers in the Nonprofit Sector

The recent GuideStar.org article, ***Communicating Your Organization’s Culture to Job Candidates***, contains valuable tips for helping your hiring processes reflect your organization’s distinct personality and values, ultimately leading to a better candidate/organization match. Visit www.guidestar.org/DisplayArticle.do?articleId=1177#1 to learn more about attributes of organizational culture and hints for communicating your organization’s culture when posting positions, interviewing candidates, and extending offers. The online Commongood Careers **Knowledge Center** contains extensive articles addressing advice and tips for job seeking, best practices for hiring organizations, and career planning, all specifically targeted to the nonprofit world. Learn about onboarding best practices, building candidate pools through outreach, search strategies, and more at www.cgcareers.org/knowledgecenter/.

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 CHC Clinicians’ E-Mail Listserv

An e-mail listserv is a great way to stay in touch with colleagues, learn about emerging health issues, exchange information, and share tools and resources. CHAMPS hosts an e-mail listserv for all Region VIII Community Health Center clinicians interested in joining a free discussion forum. The listserv is an effort to improve communication strategies between Region VIII CHC providers and to advance the clinical needs of the region while improving care for the underserved. By subscribing to the **CHAMPS Region VIII CHC Clinicians Listserv**, members are free to post articles, questions, announcements, or discussion items. Members may unsubscribe at any time.

Please contact shannon@CHAMPSonline.org to enroll in the Region VIII CHC Clinicians’ Listserv.

NEW! CHAMPS Webpage of Overweight & Obesity Resources

To help CHCs get a jumpstart on the New Year, CHAMPS has just released a new webpage of **Overweight and Obesity Treatment and Prevention Resources**. The development of this webpage included an extensive search of currently available online resources to determine which were of the highest quality and the most useful for CHCs in treating and supporting their overweight and obese patients. For ease of use, the webpage is organized by category: Fact Sheets and Reports, Clinical Guidelines and Recommendations, Treatment Tools for Health Care Professionals, Patient Education Tools, Webcasts, Associations and Societies, and Other Resources.

The valuable resources listed include links to:

- ★ Downloadable booklets and articles to assist clinicians treating obesity in the primary care setting
- ★ Patient education tools including serving size cards, low calorie recipes, tip sheets for eating healthy, food comparison charts, and meal planners
- ★ Current guidelines on obesity, weight management, physical activity, and diet
- ★ A video on counseling overweight and obese patients
- ★ Obesity-related CHAMPS archived webcasts



Explore these resources by visiting the new CHAMPS webpage, www.CHAMPSonline.org/tools/ClinicalResources/ObesityResources/.

Coming Soon: Medical Spanish Language Training Needs Survey

Region VIII health center clinicians, please watch your email in the coming weeks for a very brief CHAMPS survey assessing the Spanish language training needs of the region. In the past, CHAMPS has organized a three-day **Spanish Language Intensive Training for Healthcare Professionals**, which may be scheduled again in 2008 based on survey responses. CHAMPS is also investigating the possibility of providing **Spanish Language Teleconference Practice Groups** that would allow participants to practice their Spanish conversation skills; the survey will gauge interest in this type of resource and determine possible frequency of calls and specific topics covered. ***To thank you for your time, two survey respondents will be chosen at random to receive a \$25 Amazon.com gift card.***

If you have questions or suggestions about this survey or your Spanish language training needs, please contact shannon@CHAMPSonline.org.

Guidelines Update:

Appropriate Use of Antibiotics for Acute Respiratory Infections

The Colorado Clinical Guidelines Collaborative (CCGC), working in conjunction with the Colorado Department of Public Health and Environment and Get Smart Colorado, has revised the ***Appropriate Use of Antibiotics for Acute Respiratory Infections*** guideline. This guideline outlines a suggested process for assessing pediatric and adult patients for acute sinusitis, acute bronchitis, acute pharyngitis, and acute otitis media, and summarizes appropriate treatment for these conditions. It also includes information on appropriate antibiotic use, promotion of patient satisfaction, and prevention of respiratory illness.

Access this guideline at www.coloradoguidelines.org/guidelines/ari.asp.

*Visit the **Evidence Based Clinical Guidelines** page of the CHAMPS website for links to other useful guidelines: www.CHAMPSonline.org/tools/ClinicalResources/EvidenceBasedClinicalGuidelines/.*

Clinical Training Opportunity: Unified Health Communication 101

The Health Resources and Services Administration (HRSA) recently announced a free on-line learning experience designed to help providers better communicate with patients, ***Unified Health Communication 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency***. The resource teaches providers to assess and respond to patients' health literacy, cultural background, and language skills. Various continuing education credits are available. Visit www.hrsa.gov/healthliteracy/training.htm for more details and instructions.

REGIONAL AND NATIONAL NEWS

To submit an article about state, regional, or national news, please contact andrea@CHAMPSonline.org.

NWCHLI – Preparing Health Center Leaders

The first class of **Northwest Community Health Leadership Institute** (NWCHLI, a.k.a. "chili") attendees has been selected and participants will begin their studies in March, 2008. Thirty directors from six states in Regions VIII and X will attend, including two from Alaska, two from Colorado, three from Idaho, one from North Dakota, nine from Oregon, and 13 from Washington. The Leadership Institute was designed to provide opportunities for current and future community and migrant health center leaders to collaborate and build the knowledge and skills needed for effective leadership and management of community and migrant health centers in Regions VIII and X. The six-month program combines three classroom intensives with distance learning.

CHAMPS would like to recognize the Region VIII participants in this inaugural class:

Ken Davis, Physician Assistant at Mountain Family Health Center in Glenwood Springs, Colorado
Jennifer Morse, Development Director at Salud Family Health Centers in Fort Lupton, Colorado
Patricia Patron, Executive Director at Family HealthCare Center in Fargo, North Dakota

Congratulations to Ken, Jennifer, and Patricia! We wish you luck with your studies.

*If you are interested in being a member of the **2009 NWCHLI** class and would like to be notified when application materials are available, please contact leadershipinstitute@nwrpca.org.*

South Dakota CHC Celebrates 30 Years of Service

The roots of **Horizon Health Care, Inc.** began growing thirty years ago when a group of concerned citizens from five South Dakota communities formed the Miner-Hamlin Health Care Project and Tri-County Health Care in hopes of ensuring continued access to health care within those communities. Each organization received a federal grant to assist in recruiting health care professionals and opening clinics to provide primary care, and the Howard Clinic was the first of five clinics to open in 1978. In 1998 the Miner-Hamlin Health Care Project (which was now called East River Health Care) and Tri-County Health Care merged and formed Horizon Health Care, Inc. to better serve their patients, and today Horizon Health Care operates 11 Community Health Centers in ten different communities and three Dental Centers employing over 100 professional staff. These centers will see over 63,000 patient visits in 2008.

Thank you, Horizon Health Care, for 30 years of quality affordable health and dental care for the residents of Howard, Bryant, Wessington Springs, Woonsocket, Plankinton and more recently DeSmet, Lake Preston, White River, Mission, and Martin, South Dakota!



UPCOMING EVENTS – MARK YOUR CALENDARS

Visit the interactive online CHAMPS calendar - www.CHAMPSonline.org/Events/Calendar.asp

FEBRUARY

Monday, February 25th – Wednesday, February 27th

HRSA Bureau of Health Professions (BHPr) All Programs Meeting
Hilton Washington Hotel, Washington, DC
www.regonline.com/builder/site/Default.aspx?eventid=156495

Thursday, February 28th

**HRSA BHPr/Bureau of Primary HealthCare (BPHC)
State Primary Care Office and State/Regional Primary Care
Association Meeting**
Hilton Washington Hotel, Washington, DC
vdevonish@hrsa.gov, torloff@hrsa.gov

MARCH

Wednesday, March 12th – Sunday, March 16th

NACHC Policy and Issues Forum (P&I)
Marriott Wardman Park Hotel, Washington, DC
www.nachc.com/policy-and-issues-forum.cfm

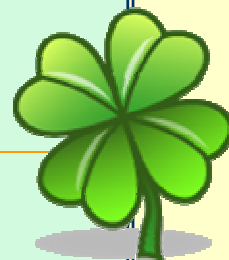
Wednesday, March 26th – Friday, March 28th

Dakota Conference on Rural and Public Health
Ramada Plaza, Fargo, ND
<http://ruralhealth.und.edu/projects/sorh/dakotaconf.php>

APRIL

Wednesday, April 30th

Developing Health People 2020: Regions V and VIII Meeting
Northwestern University, Chicago, IL
www.healthypeople.gov/hp2020/regional/default.asp



Saturday, March 8th
International Women's Day

Sunday, March 9th
Daylight Saving Time Begins

Sunday, March 16th
Palm Sunday

Monday, March 17th
St. Patrick's Day

Thursday, March 20th
Vernal Equinox

Friday, March 21st
Good Friday

Sunday, March 23rd
Easter

Sunday, April 20th
Passover

Tuesday, April 22nd
Earth day



Looking Forward

**AUCH Annual
Membership Meeting**
May 1-2, 2008
[www.auch.org/newsnotes/
upcomingevents.html](http://www.auch.org/newsnotes/upcomingevents.html)

**National
Farmworker
Health
Conference**
May 7-9, 2008
www.nachc.com

**National Healthcare for
the Homeless Conference**
June 11-14, 2008
[www.nhchc.org/2008confer
ence/2008conference.html](http://www.nhchc.org/2008conference/2008conference.html)

**National AHEC
Organization Conference**
June 28-July 1, 2008
[www.nationalahec.org/home
/index.asp](http://www.nationalahec.org/home/index.asp)

Please let us know if your email address has changed.

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