



Winter 2015 Quarterly Newsletter

Published February 23, 2015

CHAMPS Celebrates 30th Anniversary!

February 19, 2015 marks the **30th anniversary of the founding of Community Health Association of Mountain/Plains States**. Countless individuals and organizations have been instrumental in the success of CHAMPS, contributing their talents, wisdom, resources, and vision to enable CHAMPS to serve Region VIII for three decades. CHAMPS staff celebrates and honors all who have supported and guided CHAMPS over the years.

We especially want to thank and acknowledge the leadership of CHAMPS: CHAMPS' amazing and dedicated [Executive Committee](#) who is an integral part of CHAMPS' success; the CHAMPS Board of Directors who have gifted CHAMPS with their commitment and passion, and the [Mountain/Plains Clinical Network Steering Committee](#) who ensure the voice of providers is heard. We also extend an enormous amount of gratitude to CHAMPS Organizational and Individual Members who have been steadfast and generous.

Much appreciation is also due to CHAMPS' wonderful partners: our terrific federal partners at HRSA and BPHC, our marvelous State PCA partners in Region VIII as well as nationally, our outstanding Regional PCA partner NWRPCA, our fantastic national partner NACHC, and our many other partners who have collaborated with CHAMPS.

Over the next 30 years CHAMPS will continue to strengthen the Region VIII health center network by offering innovative education and training for health center staff at all levels, providing effective networking opportunities, and supporting workforce development, promoting best practices in staff recruitment and retention. CHAMPS will also advocate for the health care needs of special populations and work to ensure Mountain/Plains states issues are brought to the forefront of regional and national decision-making.

CHAMPS members recognize that they will always gain more when they work collectively, and to that end, CHAMPS remains committed to ensuring the health of all individuals who reside in the Mountain/Plains states. CHAMPS will continue to develop, expand, and advocate for services and resources that build a stronger health center network in Region VIII; be it education and training, workforce development, or advocacy, CHAMPS will strive to offer services and programs that equally serve large and small, rural and urban health centers, and all in-between. Indeed, CHAMPS is made stronger by the diversity of its membership.

As CHAMPS celebrates 30 years of service to Region VIII, it honors member health centers and SPCAs for their support of and belief in the value of a regional association.

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CHAMPS Executive Committee on CHAMPS' 30th Anniversary

30 Years – Where were you in 1985?

The hit songs in 1985 were "We Are the World," "Miami Vice Theme," and "Like a Virgin." The Bears beat the Patriots in Super Bowl XX, and the Kansas City Royals defeated the St. Louis Cardinals in the "Show-Me" World Series. Compact Discs were introduced to American consumers, VH-1 made its broadcast debut, and the first ".com" was registered.

And, a group of committed individuals formed Community Health Association of Mountain/Plains States "to enhance cost effective delivery of health care in the Region through shared services and the improvement of clinical activities."

It is hard to believe that CHAMPS has been around for 30 years already. The idea of forming a regional association to work with the community health centers in Region VIII started out as discussions over a beer - I know because I was sitting at the table with many of my colleagues. Today CHAMPS is one of only two federally-funded Regional Primary Care Associations in the country; the organization remains strong providing education and training, workforce development, and networking opportunities for the health centers in Region VIII.

How we provide health care has definitely changed in 30 years. 1985 was a time when computers were used for practice management programs - and word processing if you were on the cutting edge. There was no email or smart phones; electronic medical records were just a pipe dream down that information highway and their cost was considerably higher than what it is today. Our interaction with the Bureau of Primary Health Care was with our Regional Field Office based in Denver - they reviewed each of our grants and made funding decisions.

In today's fast paced and ever changing health care industry we have found that one thing remains constant: there are still individuals that without community health centers would be unable to access affordable, quality health care. As each community health center continues to partner with BPHC to provide quality health care, all too often that one voice gets lost in all of the voices striving to be heard by BPHC and Congress. We have learned that when we come together and speak as one through our State PCA, CHAMPS, and NACHC, our voice is strong and our ideas and concerns are heard. As Aristotle stated, "The whole is greater than the sum of its parts." With all of the changes today that impact the way we deliver health care and how we are paid for those services, and the challenges in front of us such as the "Funding Cliff," it is imperative that we continue to work together to ensure affordable quality health care remains a right and not a privilege.

Thank you to CHAMPS members, funders, partners, and staff who have contributed to CHAMPS success over the past 30 years. Our longevity is thanks to the many people who have dedicated so much to maintaining the strong ties in Region VIII. We look forward to many more years of service to Region VIII – the best Region in the Nation!

With much appreciation for your support and involvement,

John Mengenhausen, CEO of Horizon Health Care, Inc. and President of CHAMPS

Additional CHAMPS Executive Committee Comments

CHAMPS to me is somewhere I can meet and talk to people in the Community Health Center world that have "been there and done that," talk to people who are going through the same ups and downs as our health center, and talk to old and new CHC employees who have great new ideas. I can gain valuable knowledge through webinars, face to face meetings, salary surveys, conferences, and one on one networking – just to name a few! Thank you for all you do to support the work we do back home.

Cindy Smith, CEO of Bullhook Community Health Center and Montana Representative of CHAMPS



Celebrating CHAMPS Membership Milestones

By sifting through years of Organizational Membership archives, CHAMPS staff was able to recreate a membership history dating back to January of 1993. In celebration of our 30th year of service to Region VIII, we recognize 36 of our current Organizational Members that have exhibited long-term commitment to our organization and support of our programs through 15 or more years of CHAMPS membership.

20+ Years of CHAMPS Organizational Membership

allPOINTS Health Services, SD	Horizon Health Care, Inc., SD
Association for Utah Community Health, UT	Metro Community Provider Network, CO
Carbon Medical Services Association, Inc., UT	Montana Migrant & Seasonal Farmworkers Council, Inc., MT
Clinica Family Health Services, CO	Mountain Family Health Centers, CO
Colorado Community Health Network, CO	Prairie Community Health, Inc., SD
Community Health Center of the Black Hills, SD	Pueblo Community Health Center, Inc., CO
Community Health Centers, Inc., UT	RiverStone Health, MT
Community HealthCare Association of the Dakotas, SD	Rural Health Care, Inc., SD
Cooperative Health Center, MT	Salud Family Health Centers, CO
Denver Health Community Health Services, CO	Southwest Montana Community Health Center, MT
Dove Creek Community Health Clinic, CO	Uncompahgre Medical Center, CO
Falls Community Health, SD	Wayne Community Health Center, UT
Green River Medical Center, UT	

15+ Years of CHAMPS Organizational Membership

12th Street Health Care for the Homeless Clinic, WY	High Plains Community Health Center, CO
Community Action's Healthcare for the Homeless, WY	Montana Primary Care Association, MT
Community Health Care Center, Inc., MT	Peak Vista Community Health Centers, CO
Community Health Partners, MT	Sunrise Community Health Center, Inc., CO
Family HealthCare, ND	Wyoming Health Council/Wyoming Migrant Health Program, WY
	Wyoming Primary Care Association, WY

Plus, we extend Special Recognition to our CHAMPS Founding Officers/Directors

John Mengershausen, President, East River Health Care, Howard, SD
Joe Stolns, Vice President, NOWCAP, Worland, WY
Lil Anderson, Secretary, Yellowstone City-County Health Department, Billings, MT
Donna Olsen-Arbab, Treasurer, Utah Migrant Health Program, Midvale, UT
Jerry Brasher, Plan de Salud del Valle, Fort Lupton, CO
Rose Carson, Tri-County Health Care, Wessington Springs, SD
Carla Anderson, Mercer-Oliver, Center, ND
Alan Strange, Butte, MT

CHAMPS sincerely appreciates all of our dedicated Organizational Members, from our founders to our newest Newly Funded and Look-Alike members. Thank you for your support!

Click [HERE](#) for an extended Membership Milestones flyer, recognizing all of our current 2014 - 2015 Organizational Members.

Visit the CHAMPS 30th Anniversary Timeline to learn about other CHAMPS milestones! Click [HERE](#) to view an interactive electronic timeline highlighting CHAMPS leadership, programs, and changes over the past thirty years.

CHAMPS Executive Committee Members

The CHAMPS Executive Committee is made up of officers and state representatives elected from the CHAMPS Board of Directors, plus the current Chair of the Mountain/Plains Clinical Network (MPCN) Steering Committee; each serve two year terms. The current Executive Committee was elected in October 2014 and will serve until October 2016, providing invaluable leadership and guidance.

Current CHAMPS Executive Committee

- ★ President: John Mengershausen, Horizon Health Care, Inc., SD
- ★ Vice President: Keith Horwood, MD, Community Health Centers, Inc., UT
- ★ Immediate Past President: Pam Locken, Prairie Community Health, Inc., SD
- ★ Treasurer: John Santistevan, Salud Family Health Centers, CO
- ★ Secretary: Elizabeth Hoy, HealthWorks, WY
- ★ Montana Representative: Cindy Smith, RN, BS, Bullhook Community Health Center, MT
- ★ North Dakota Representative: Kristi Halvarson, Community Health Services, Inc., ND
- ★ Clinical Representative: Kim McFarlane, PA-C, Green River Medical Center, UT



Health Center Needs Assessment Results Guide CHAMPS' T/TA Planning

In November 2014, CHAMPS and Region VIII's State Primary Care Associations (SPCAs) distributed the **2015 Region VIII Health Center Training and Technical Assistance (T/TA) Needs Assessment** to leadership staff at the region's 67 health centers. Over 240 people from 92.5% of the region's health centers responded, providing information about their organization's T/TA needs.

- ★ Participants ranked their need for T/TA relating to 171 **Health Center Program Requirements** topics in the areas of Need, Services, Management & Finance, and Governance. **The top 10 ranked topics were:**
 1. ICD-10 Provider/Clinical Education and Training
 2. ICD-10 HIT Issues
 3. Coding
 4. Clinic Efficiency/Productivity
 5. Maximizing Patient Revenue
 6. Medicare/Medicaid Updates
 7. Supervisor/Manager Training
 8. Staff Engagement/Satisfaction
 9. Leadership and Team Communication
 10. Recruitment and Retention Plans/Procedures
- ★ Participants ranked their need for T/TA relating to **Clinical and Financial Performance Measures**; the highest ranking areas of need were:
 - Total Cost per Patient (data capture/reporting and operational processes)
 - Medical Cost per Medical Visit (data capture/reporting and operational processes)
 - Depression Screening and Follow-Up (operational processes, clinical guidelines/processes, and data capture/reporting processes)

Don't miss these CHAMPS resources addressing your top needs!

- ★ [ICD-10 Transition Resources](#)
- ★ [ICD-10 Education/Training GPO with Optum](#)
- ★ [Medical Staffing and Provider Productivity Expectations Reports](#) (also page 6)
- ★ [Medicaid Expansion](#) (also page 11)
- ★ [Upcoming CORE Competency Training for New Supervisors/ Managers](#) (also page 6)
- ★ [Upcoming Provider Retention webcast](#) (also page 7)
- ★ [Region VIII Recruitment Trends](#) report (also page 7)
- ★ [Recruitment and Retention Resources](#)
- ★ [Region VIII UDS Summary](#) with performance measures data and trends

CHAMPS and each Region VIII SPCA will use these results, as well as more in-depth analysis of various topics, to update current programs and services, identify new areas for T/TA, and guide short-term and long-term planning in support of successful health centers.

Questions? Contact Andrea Martin at andrea@CHAMPSonline.org or 303-867-9581.

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.

Continuing Education on Your Schedule

Don't miss your opportunity to learn from these archived CHAMPS trainings.

Live CHAMPS Distance Learning Events are recorded to allow ongoing access to online archives, giving health center staff extra opportunities to enhance professional development, clinical knowledge, and workforce strategies. Current archived events include:

Focusing Social Media on Recruitment: It Works! (Online through 03/27/15)

- ★ How health center HR professionals can utilize social media to enhance their employee recruiting strategies

Improving Diabetes Care through Group Visits and Patient-Centered Medical Home Principles (Online through 03/31/15)

- ★ Region VIII health center group visit model of care for chronic disease
- ★ 1.5 CME credit hours available through 03/31/15

Tell Your Money Who's Boss – Get the Most Out of Your Paycheck (Online through 04/30/15)

- ★ Increasing awareness of personal finances with supporting tools and resources

Create Great Credit (Online through 05/20/15)

- ★ Information about the credit system with tips on building and improving credit scores

Foundations for Influencing (A) - Presuming Good Intent (Online through 06/18/15)

- ★ Influencing and confrontation through recognizing the importance of accountability, respect, and honesty

Immunization Update (Online through 06/24/15)

- ★ Providing recommendations on immunization practices and resources for appropriate and safe vaccines to patients

Foundations for Influencing (B) – The Art of Developing Trust & Personal Power (Core Dimensions) (Online through 07/23/15)

- ★ Defining and using the Core Dimensions in the workplace to build trust

Foundations for Influencing (C) – Influencing through Negotiation (Online through 08/20/15)

- ★ Defining and using negotiation in the workplace to move toward a common goal

Strategic Clinical Workforce Partnerships: Lutheran Medical Center Dental Residency (Online through 09/16/15)

- ★ Exploring dental residency programs as a workforce resource

Motivational Interviewing: An Introduction to Encouraging Health Behavior Change (Online through 09/17/15)

- ★ Understanding why motivational interviewing is used as a health improvement technique

2014 Region VIII Health Center Workforce Data (Online through 01/13/16)

- ★ Understanding and utilizing data and metrics from the 2014 CHAMPS Region VIII Salary, Benefits, Turnover, and Vacancy Survey Project
- ★ 1.5 general HR recertification credits available through 12/31/15 for online archive only

For more details about each event, including links to archive recordings, credit opportunities, and possible costs, visit the CHAMPS [Distance Learning](#) webpage.

Archived CHAMPS Outreach and Enrollment Distance Learning Events are also available.

See page 10 for more details.

Many archived events are also available on CD.

Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages to learn more.

Connect with CHAMPS on LinkedIn!

- ★ Keep connected with all the latest CHAMPS updates by following the [CHAMPS Company Page](#).
- ★ Stay current on news, events, and programs affecting health centers by joining the [CHAMPS Discussion Group](#).

WORKFORCE DEVELOPMENT NEWS, *Continued*

Now Available: Information about Region VIII Health Center Expectations for Medical Provider Productivity

The **2014 CHAMPS Region VIII Health Center Medical Provider Productivity Expectations Report**, released in December 2014, includes information about health center expectations in three areas with the goal of illustrating what these health centers are asking their medical providers (physicians, nurse practitioners, and physician assistants) to accomplish. Selected highlights include:

- ★ **Expectations for Full-Time Hours:** While health centers were slightly more likely to report less than 40 hours per week as full time for physicians than for nurse practitioners or physician assistants, the vast majority of reporting health centers consider full-time to be 40 hours per week for all three provider groups.
- ★ **Expectations for Ratio of Administrative Time to Direct Patient Contact Time:** Health centers were most likely to expect a ratio of between 10.0% and 19.9% administrative time with between 80.1% and 90.0% direct patient contact time.
- ★ **Expectations for Number of Visits Completed:** Health centers reported very similar “number of visits per hour of direct patient care” expectations for all three medical provider groups: 2.4 per hour for physician assistants, 2.5 per hour for nurse practitioners, and 2.6 per hour for physicians, on average.

This **Productivity Expectations Report** is a companion to the [2014 CHAMPS Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report](#) released in October 2014. The first companion, [2014 Region VIII Health Center Medical Staffing Report](#), was also released in October 2014.

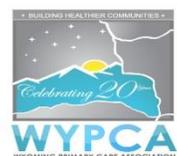
For more information about all three reports, please visit the [CHAMPS Publications](#) webpage. Questions? Contact Andrea Martin at andrea@CHAMPSonline.org or 303-867-9581.

The January 2015 CHAMPS “**Region VIII Health Center Workforce Data**” webcast, which provided an overview of the compensation and workforce statistics presented in these three reports, is now available as an online archive on the CHAMPS [Distance Learning](#) webpage.

Registration Open: CORE Competency Training for (Relatively) New CHC Supervisors and Managers

Course starts April 21-22, 2015 in Westminster, CO (near Denver)

Managers and supervisors play a pivotal role in the success of your health center, yet many are hired or promoted into their roles without the core skills to effectively hire, train, manage, and develop others. This course, **specifically designed for first-time supervisors and managers at health centers**, offers intensive, hands-on, and immediately applicable skill-building to successfully navigate management and supervisory roles in the fast-paced CHC environment. CORE will kick off with a two-day intensive face to face meeting and includes independent learning opportunities and a follow-up networking call. Course facilitator and lead trainer Lisa Mouscher will address topics including developing customer-focused teams, utilizing behavioral interviewing, communicating for results, managing change, building strong professional relationships, and more. The cost for the training is \$750 for employees working for CHAMPS, Colorado Community Health Network (CCHN), Montana Primary Care Association (MPCA), or Wyoming Primary Care Association (WYPCA) member organizations and \$1,000 for Non-Members.



Register early as class size is limited!

Visit the CHAMPS [Leadership Learning Opportunities](#) webpage for more information and to register.
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WORKFORCE DEVELOPMENT NEWS, *Continued*

Questions about Provider Retention? Check out this Webcast!

CHAMPS and Colorado Community Health Network (CCHN) will host the **Retention of the Medical Provider at a Community Health Center** webcast on Wednesday, March 18, 2015 from 11:30 AM-1:00 PM MT (12:30-2:00 PM CT). This event will offer tools on how health centers can **address the struggle to retain medical providers long term**. The effect of losing a provider on a clinic can be profound, in terms of patient care, clinical quality, and financial stability. The reasons for poor retention are multifactorial, complex, and not what you would always expect. By breaking down the large topic of retention into smaller components, one can start to develop a strategy of engaging providers actively and more efficiently. Dr. Matt Pflieger, Medical Director at the Pecos site of Clinica Family Health Services, will discuss the provider retention process he has utilized at his site, from recruitment through burn-out. He will debunk myths around retention and challenge people to get specific around topics like "work-life balance," "burn-out," and "Millennials." Participation in the LIVE version of the event is free for health centers (Health Center Program Grantees and FQHC Look-Alikes) and Primary Care Associations (PCAs) in Region VIII. Other participants in the live event will be charged \$75 per webcast link and \$15 per person for HR recertification credit.



For more information and to register, visit the CHAMPS [Distance Learning](#) webpage.

Coming Soon! CHAMPS and CCHN will again host a series of **"Lunchtime Learning" Professional Skill Development** webcasts in 2015. These monthly one-hour events will take place April-September and address managing student loans, problem solving, cultural competency, civility in the workplace, and customer service. Visit the CHAMPS [Distance Learning](#) webpage for more information.

JOB Data Comparison Report Highlights Recruitment Trends

The CHAMPS online [Job Opportunities Bank \(JOB\)](#) is a free resource advertising career opportunities in Region VIII health centers and Primary Care Associations. Each February, CHAMPS creates a two-year comparison report of the health center-specific data relating to these postings. This annual report illustrates **recruitment efforts and trends throughout Region VIII**, including types of positions recruited, average recruitment lengths, and successful recruitment resources. Highlights from the February 1, 2014 through January 31, 2015 data include:

- ★ **Fifty-three different Region VIII health centers advertised 304 career opportunities.**
- ★ There was a **34% increase in administrative/management positions posted** and a 36% increase in behavioral health positions posted compared to the previous year.
- ★ Almost **50%** of the health center postings in the 2014-2015 period **were reported as having been filled**, an increase of 8.5% in positions reported as having been filled from the previous year.
- ★ When looking at **medical and dental postings** that were closed and reported as being filled:
 - ★ **Mid-level postings (PA/NP/CNM) had the lowest average recruitment lengths** at 7.2 months.
 - ★ In a change from the previous year, **Physician and Medical Director postings had a shorter average recruitment length** at 10.6 months than **Dentist and Dental Director postings** at 12.9 months.
- ★ The **top four recruitment resources** were online listing, internal hire, employee referral, and local referral/word of mouth.

Download the [Region VIII Job Opportunities Bank \(JOB\) Data Comparison Report](#).

To post a position on the [CHAMPS Job Opportunities Bank](#), contact Chelsea Skovgaard at chelsea@CHAMPSonline.org or 303-867-9584.

WORKFORCE DEVELOPMENT NEWS, *Continued*

ACU Launches New Workforce Project

Submitted by Allison Abayasekara, Training and Technical Assistance Director, Association of Clinicians for the Underserved

The Association of Clinicians for the Underserved (ACU) has just launched the online home of its new workforce project. The **Solutions, Training, and Assistance for Recruitment and Retention (STAR²) Center** will provide resources, training, and technical assistance to help health centers address their clinician workforce challenges. Various training and technical assistance services will be rolled out throughout spring 2015, and all health centers are encouraged to take advantage today of the free [online resource center](#) and free phone consultations at 844-ACU-HIRE.

For more information, visit the [STAR² Center](#) webpage. Questions or suggestions? Contact Allison Abayasekara at aabayasekara@clinicians.org or 703-562-8820.

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 Evidence Based Clinical Guidelines Webpage Updated

The CHAMPS Evidence Based Clinical Guidelines webpage is compiled by CHAMPS for use by Region VIII health center clinicians as a resource for quality clinical care recommendations. CHAMPS recently performed an extensive search to update and expand the page, selecting the guidelines most relevant to the work of Region VIII health centers from the highest quality sources. Guidelines are included for many diseases/conditions such as asthma, behavioral health, cardiovascular disease, cancers, family planning, diabetes, HIV/AIDS, oral health, osteoporosis, sexually transmitted diseases, and much, much more.

To access this updated resource, visit the [CHAMPS Evidence Based Clinical Guidelines](#) webpage.

ASCVD Risk Estimator App

The American College of Cardiology (ACC), American Heart Association (AHA), and National Heart, Lung, and Blood Institute recently released four guidelines focused on the assessment of cardiovascular risk. To support the implementation of these guidelines ACC and AHA published a new mobile app – the [ASCVD Risk Estimator](#) – which helps health care providers estimate 10 year and lifetime risks for atherosclerotic cardiovascular disease.

Discounted Subscriptions for the CPCA Clinic Library Available to CHAMPS Members

CHAMPS has partnered with the California Primary Care Association (CPCA) and Western Clinicians Network (WCN) to offer the **Clinic Library** to Region VIII health centers. The Clinic Library contains links to clinical guidelines, provider education, patient education materials, resources supporting care transformation, publications, and a discussion forum. It also includes access to BMJ (British Medical Journal) Best Practice, a point of care decision support tool similar to UpToDate, that provides fast and easy access to reliable, up-to-date information for making diagnosis and treatment decisions. The retail price of an individual subscription to the Clinic Library is \$195 per year. Clinicians working at [CHAMPS Member Organizations](#) will receive a 10% discount off the retail subscription price through November 30, 2015. Clinicians at non-CHAMPS member organizations may purchase subscriptions to the Clinic Library at the regular retail price.

Visit the CHAMPS [Clinic Library](#) webpage for additional details.

Don't Miss this Chance to Enhance Your Spanish Language Skills!

CHAMPS and the Denver Medical Society (DMS) will host the **Spanish Language for Health Care Professionals** training Friday, April 17 - Monday, April 20, 2015, in Denver Colorado. This four-day course is an intensive, conversational, and medical Spanish workshop consisting of medical dialogues, role-plays, visual aids, cross-cultural discussions, and daily practice. The course curriculum provides an experience of immersion learning, an approach that has proven to be extremely suitable for those with limited time. Rios Associates, medical Spanish language trainers since 1983, will provide up to three skill levels with separate classes for each level. The cost for the training is \$549 for employees working at [CHAMPS Member Organizations](#) and DMS Members and \$699 for Non-Members. Continuing medical education (CME) for the course will be offered by the American Academy of Family Physicians, American College of Emergency Physicians, American Academy of Nurse Practitioners, and the American Medical Association.



For more information and to register, visit the [CHAMPS Events & Trainings](#) webpage.

CHAMPS Continues UpToDate Group Purchasing Offer in 2015

CHAMPS will continue to provide a group purchasing offer (GPO) for UpToDate to CHAMPS member organizations in 2015. UpToDate is an evidence-based, peer-reviewed, clinical decision support tool. UpToDate can be used at the point-of-care for referencing diseases, treatments, drugs, visual imaging, etc. and provides CME to subscribers for such research. Through the CHAMPS UpToDate GPO, CHAMPS members can obtain new individual subscriptions for \$80 off the retail price, and renewals at \$30 off the retail renewal rate.

Visit the CHAMPS [UpToDate GPO](#) webpage for more information.

Learn Safe Treatment and Opioid Prescribing for Chronic Pain Patients

Since the late 1990s, over 100,000 persons have died, directly or indirectly, from prescribed opioids in the US ([American Academy of Neurology](#)). Nearly 60% of patients using long-term opioid therapy from 2009-2013 were taking dangerous and potentially fatal combinations of drugs, usually benzodiazepines with opioids ([Express Scripts](#)). Health care providers can help end the opioid abuse epidemic while providing safer and better care to chronic pain patients by participating in the **COPE (Collaborative Opioid Prescribing Education)-REMS program**. COPE-REMS is a four-hour, CME-accredited training that is fully REMS (Risk Evaluation and Mitigation Strategy)-compliant. The course is online, self-paced, interactive, and uses video vignettes to demonstrate best clinical practices. There is no cost for the course.

Visit the [CHAMPS Events and Trainings](#) webpage to learn more.

NACHC Provides Training on HIV Screening at CHCs

The National Association of Community Health Centers (NACHC) and the Denver Prevention Training Center recently held a series of webinars on HIV for Primary Care Associations (PCAs). The webinars were designed to educate PCAs about the role of CHCs in diagnosing and treating HIV. When persons with HIV are diagnosed early and receive appropriate medical care, they are more like to achieve viral suppression and have more normal lifespans. Health centers should consider integrating routine HIV screening into the primary care model to improve patient outcomes and prepare for two new 2015 UDS measures: HIV diagnosis and linkage to care within 90 days of diagnosis.

Visit the [CHAMPS HIV/AIDs Screening and Treatment Resources](#) webpage for more information.

Upcoming National Sexual Health Conference

Several national, regional, and local organizations will host the **National Sexual Health Conference** Monday, July 13 - Tuesday, July 14, 2015 in Keystone, CO. The conference will have sessions on reproductive health, comprehensive sexual education, HIV, sexually transmitted infections, viral hepatitis, substance abuse, cultural competence, LGBT health, social media, mental health, high-impact prevention, and more. The target audience for the conference includes health care providers, social workers, health policy advocates, and faith-based communities.



For more information and to monitor when registration opens, visit the [National Sexual Health Conference](#) webpage.

OUTREACH AND ENROLLMENT NEWS

Assisting Primary Care Associations and health centers in maximizing health insurance coverage for health center patients and communities across Region VIII.

Archived O&E Distance Learning Events

In 2014, CHAMPS partnered with Colorado Community Health Network (CCHN) and Northwest Regional Primary Care Association (NWRPCA) to offer a distance learning series on outreach and enrollment. All events are archived online, to allow ongoing learning opportunities, including:

What All CHC Staff Should Know about O&E (Online through 04/22/15)

- ★ Key elements of outreach and enrollment

Patient Education and Health Insurance Literacy (Online through 04/22/15)

- ★ Educating patients about the complexities of health insurance

Making the Business Case for O&E (Online through 05/05/15)

- ★ How outreach and enrollment efforts impact workforce, operations, and financial stability

Best Practice for Young Adult Outreach (Online through 05/20/15)

- ★ Ways health centers can reach young adults in their communities

Maximizing O&E Staff and Continued Enrollment (Online through 06/03/15)

- ★ Ways health center outreach workers can engage patients and communities

Rural Outreach Strategies (Online through 06/24/15)

- ★ Reaching rural populations to educate about health coverage options

Outreach to Special Populations (Online through 07/22/15)

- ★ Techniques for successful outreach to American Indian and Migrant Farmworker communities

Planning for Successful Outreach (Online through 08/19/15)

- ★ How to plan, conduct, and track outreach activities

Conducting Effective Outreach for Open Enrollment (Online through 08/20/15)

- ★ Strategies and tools for planning outreach efforts

Patient Education: They're Covered, Now What? (Online through 09/10/15)

- ★ How to educate patients on effective coverage utilization

Diving Deep on Premium Tax Credits (Online through 09/23/15)

- ★ Explanation of Advance Premium Tax Credits and Cost-Sharing Reductions

Personal Identifiable Information (PII) – the Dos and Don'ts (Online through 01/07/16)

- ★ Information on guidelines, dos, and don'ts for obtaining personal identifiable information

For more details about each event, visit the CHAMPS [Distance Learning](#) webpage. See page 5 for information about other available archived CHAMPS trainings.

OUTREACH AND ENROLLMENT NEWS, *Continued*

Second Open Enrollment Period Brings 347,139 Enrollments in Region VIII



As of January 30, 2015, Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming have brought in a combined 347,139 Marketplace enrollments since November 15, 2014. The state-by state enrollments are as follows: **Colorado – 125,378, Montana – 48,356, North Dakota – 15,997, South Dakota – 18,554, Utah – 120,391, Wyoming – 18,463.** These numbers include both re-enrollments and auto-enrollments (where the consumer was an existing customer in 2013) as well as enrollments by consumers new to the Marketplace. Nationally, 7,156,691 people have enrolled in a plan through Healthcare.gov, the website for the federally facilitated Marketplace. Currently, every state in Region VIII except Colorado utilizes the Federal Marketplace for enrollments.

For more information and additional statistics about Healthcare.gov usage, as well as success stories from real consumers, read the [Department of Health and Human Services' blog](#).

Medicaid Expansion Plans Pending in MT, UT, and WY

In the last two months, Montana and Wyoming have joined Utah in exploring the option of expanding Medicaid under an alternative plan. Expansion efforts are intended to target the approximately 140,000 people in Region VIII who fall into the "Medicaid gap," a subset of people who earn too little (less than 100 percent of the federal poverty level) to qualify for tax credits on the Marketplace, but are still ineligible for Medicaid due to their state's decision not to expand coverage to any household earning less than 138 percent of the federal poverty level. Currently, Colorado and North Dakota have expanded Medicaid under the original expansion plan from the federal government. South Dakota does not have plans to expand Medicaid at this time.



The "**Healthy Utah Plan**" would fund premium assistance for newly-eligible consumers, enabling them to buy a plan on the Marketplace. A small number of individuals (such as disabled people) would be rolled into the existing Medicaid system.

Wyoming's "**SHARE Plan**," which stands for Strategy for Health, Access, Responsibility and Employment, would include newly-eligible residents in their existing Medicaid framework. Some medical services will require cost sharing (copayments and co-insurance), which traditional Medicaid coverage does not typically require.

There are currently two plans that have been proposed during Montana's 2015 Legislative session. Governor Steve Bullock's proposal, the "**Healthy Montana Plan**," seeks to use federal dollars to contract with a third party administrator to process claims and run the provider network; this is currently how the Montana CHIP program operates, and new enrollees would be integrated in to this existing system. Several members of the state legislature have produced their own plan, "**The Healthy Montana Families Plan**," that would extend Medicaid to certain groups (disabled persons, low income seniors, low income parents, and their children) making under 100 percent of the federal poverty level, but would not cover single adults making under 100 percent of the federal poverty level.

All of these plans still require approval from the Centers for Medicare and Medicaid Services (CMS), as well as passage in their respective state legislatures.

To read the plans and learn more about Medicaid expansion, visit the [CHAMPS Medicaid Expansion](#) page.

OUTREACH AND ENROLLMENT NEWS, *Continued*

Access to Assister Help Resource Center Expanded

As of January 16, 2015, application assisters in Region VIII's federally-facilitated Marketplace states will have access to the **Assister Help Resource Center (AHRC)**, a dedicated phone line for outreach and enrollment staff only. The AHRC was originally piloted in November 2014 to assisters in North Carolina, Pennsylvania, and Louisiana, but has since been opened up to all Primary Care Associations (PCAs) and health centers in federally-facilitated Marketplace states who receive Health Resources and Services Administration (HRSA) outreach and enrollment funding. The AHRC serves as a complementary service to the Marketplace Call Center and is intended to be used for complex issues regarding applications, tax credit eligibility determinations and redeterminations, and reenrollment. All other questions regarding obtaining coverage on Healthcare.gov still need to be routed through the regular Marketplace Call Center (1-800-318-2596). Unlike the Call Center, the AHRC cannot access consumer accounts, unlock accounts, or assist with proof of identity. Callers to the AHRC must identify themselves as HRSA grantees in order to receive assistance. Health centers who are eligible to use the AHRC should have received an email from their state PCA informing them of their new access and providing more details about access; if you did not receive one of these emails and believe you are eligible, contact the outreach and enrollment staff at your state PCA:

- ★ **Montana:** Olivia Riutta at oriutta@mtpca.org or 406-465-5145
- ★ **North Dakota and South Dakota:** Jill Kesler at Jill.Kesler@usd.edu or 605-357-1485
- ★ **Utah:** Levi Webb at Levi@auch.org or 801-716-4613
- ★ **Wyoming:** Hannah Wickey at Hannah@wypca.org or 307-632-5743

SPECIAL POPULATIONS NEWS

Increasing the ability of Region VIII health centers to effectively serve populations with limited access to health care by increasing knowledge and enhancing collaborations.

Annual Medical-Legal Partnership Summit

Submitted by Shannon Murphy, Program Assistant, National Center for Medical-Legal Partnership

The National Center for Medical-Legal Partnership is hosting its **Annual Medical-Legal Partnership (MLP) Summit** Wednesday, April 8 - Friday, April 10, 2015 in McLean, VA. The MLP Summit is an annual conference that brings together hundreds of leaders from the health care, legal, public health, and government fields to share ideas and best practices on how to integrate civil legal services and health care to improve the health of vulnerable people. There will be a focus at this year's Summit on health centers and how MLP services can help address prevention mandates of health reform. Continuing education credits are available for physicians, nurses and social workers.

For additional information and to register, visit the [Annual Medical-Legal Partnership Summit](#) webpage.

2015 Health Center and Public Housing Symposium

Submitted by Susan Campion, Training and Technical Assistance Manager, North American Management

The National Center for Health in Public Housing is pleased to announce that the **2015 Health Center and Public Housing National Symposium** will be held Monday, September 28 - Wednesday, September 30, 2015, in Alexandria, VA. The theme for the symposium is "Healthy Together: Community Collaborations in Healthcare Delivery." The annual symposium presents an opportunity for health center staff and other health care providers, public housing resident advocates, and community members to learn about the challenges faced by residents of public housing. Training and workshop sessions highlight HRSA program requirements as well as health priorities, emerging health topics, innovative outreach strategies, and programs to provide quality care to underserved populations.

To submit an abstract or to register, visit the [Symposium](#) webpage.

NACHC's Access is the Answer Campaign



The National Association of Community Health Centers (NACHC), as part of their **Access is the Answer** advocacy campaign, has asked health centers to take actions to make their voices heard in addressing the Health Center Funding Cliff. The campaign suggests three actions that health centers can take: collect local support letters in their communities, publish at least one piece of local media, and educate and meet with newly elected officials.

For more information, visit NACHC's [Campaign for America's Health Centers](#) webpage.

Direct Relief Provides Medicine and Medical Supplies

Submitted by Katie Lewis, Program Manager, Direct Relief

In 2004, Direct Relief launched a program to support the medically underserved. Thanks to generous material and financial contributions from individuals, pharmaceutical companies, and medical equipment manufacturers, Direct Relief can work with healthcare professionals and organizations and equip them with valuable pharmaceuticals. To date, more than 1,200 health centers and clinics across the country have received donations of medicines and medical supplies valued at more than \$450 million (wholesale). **Since 2009, 35 Region VIII health centers have received 1,040 shipments of medical material aid valued at more than \$8.0 million (wholesale).**



Direct Relief is the first and only US nonprofit to be certified by the National Association of Boards of Pharmacy as a Verified Accredited Wholesale Distributor (VAWD). Interested in working with Direct Relief? Here's how it would work:

- ★ Once enrolled, the health center will be issued log-in information and will be eligible to receive donations of medicine and medical supplies from Direct Relief.
- ★ At least once a month, the health center will receive an email notification when Direct Relief has items available.
- ★ This email will direct the health center to the Direct Relief Network homepage where a list of items available can be viewed and requested.
- ★ A Direct Relief pharmacist reviews requests and allocates based on product availability. Direct Relief cannot guarantee that a health center will receive their request in full, but they do their best to match as much as possible.
- ★ Health center orders are shipped courtesy of FedEx and should only be distributed to uninsured patients. The health center will receive an email when their order is shipped.
- ★ If any prescription items expire or are ordered in overstock, Direct Relief asks that they be returned through their free returns process.

To learn more, visit the [Direct Relief](#) website or contact usaprograms@directrelief.org.

Quick Health Data Online Trainings

The Department of Health and Human Services (HHS) is offering telephone trainings on the Office on Women's Health online information system, **Quick Health Data Online**. The system contains data on demographics, mortality, reproductive and maternal health, disease incidence, and access to care at the county level for all states and territories. The system also includes data on prevention, violence, and mental health at the state level and incorporates graphing and mapping features. Upcoming trainings include Tuesday, March 17, 2015 at 2:00-3:00 PM MT (3:00-4:00 PM CT) and Thursday, March 19, 2015 at 10:00-11:00 AM MT (11:00 AM-12:00 PM CT).

To access the trainings, use the toll free number 1-877-925-6129, passcode 410171, and open your computer to the website www.healthstatus2020.com.

UPCOMING EVENTS – MARK YOUR CALENDARS

MARCH 2015

March 18, 2015

CHAMPS/CCHN [Retention of the Medical Provider Webcast](#)
Online

March 18-22, 2015

NACHC [Policy & Issues Forum](#)
Washington, DC

APRIL 2015

April 8-10, 2015

[Annual Medical-Legal Partnership Summit](#)
McLean, VA

April 14-16, 2015

MPCA [Annual Spring Symposium](#)
Helena, MT

April 17-20, 2015

CHAMPS [Spanish Language for Health Care Professionals](#)
Denver, CO

April 21-22, 2015

CHAMPS [CORE Competency Training for New Supervisors/Managers](#)
Denver, CO

MAY 2015

May 5-6, 2015

CHAD [Annual Conference](#)
Aberdeen, SD

May 5-7, 2015

NACHC [National Farmworker Health Conference](#)
San Antonio, TX

May 5-7, 2015

WYPCA [Annual Training Conference](#)
Casper, WY

May 7-9, 2015

[National Health Care for the Homeless Conference](#)
Washington, DC

May 14-15, 2015

AUCH [Annual Primary Care Conference](#)
Salt Lake City, UT

LOOKING AHEAD

[Association of Clinicians for the Underserved Annual Conference](#)

June 1-3, 2015
Alexandria, VA

[Dakota Conference on Rural and Public Health](#)

June 2-4, 2015
Minot, ND

[National School-Based Health Care Convention](#)

June 16-19, 2015
Austin, TX

March

Daylight Savings, 03/08
César Chávez Day, 03/31

April

National Minority Health Month
Passover, 04/04-11
Easter, 04/05

May

Mental Health Month
Mother's Day, 05/10
Memorial Day, 05/25

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