



## CHAMPS LENDING LIBRARY: DESCRIPTIONS OF CLINICAL AND NON-CLINICAL RESOURCES

### PRINCIPLES OF MANAGING PEOPLE AND QUALITY FOR MEDICAL DIRECTORS (2003)\*

The series, including five DVDs of presentations and one CD-ROM of presentation handouts, was created at the 2003 CHAMPS/NWRPCA Primary Care Conference as an introduction for the new medical director.

#### Principles of Managing People and Quality for Medical Directors presentations include:

- DVD 1** The Role of the Medical Director, *Tina Castañares, MD*  
Working with Your Executive Director, *Grace Wong, MD*
- DVD 2** Clinical Operations, *Vincent Thompson, MD*  
Provider Privileging, *Rick Starrett, MD*
- DVD 3** Provider Scheduling, *Allyson Roby, MD*  
Provider Productivity/Compensation, *Tom Hunt, MD*
- DVD 4** Managing People, *Malcom Butler, MD*
- DVD 5** Quality Management, *Shaki Matta, MD*  
Conflict Resolution, *Malcom Butler, MD*

\*To review descriptions of this series and the Basics for Dental Directors DVD regarding content that continues to be useful and enduring, and content that is outdated, please visit the CHAMPS webpage at: <http://champsonline.org/tools-products/publications-electronic-media/champs-lending-library>

### BASICS FOR DENTAL DIRECTORS (2003)\*

This series, including six DVDs of presentations and one CD-ROM of presentation handouts, was created at the 2003 CHAMPS/NWRPCA Primary Care Conference as an introduction for the new dental director.

#### Basics for Dental Directors presentations include:

- DVD 1** Financial Management and Budgeting, *Rob Hemmen, CPA*
- DVD 2** Provider Compensation, *David I Rosenstein, DMD*
- DVD 3** Pediatric and General Dentistry, *John J Rome, DMD*
- DVD 4** A Hiring Model for Dental Auxiliaries, *Nancy Rabel, Linda Torres, DDS*
- DVD 5** Preventive Dentistry: How to Provide Dental Care That Protects Both the Dentist and the Patient, *Mark Koday, DDS*
- DVD 6** Open Access/Same Day Appointment Scheduling, *Ginger Carpenter, MSN, Rusty Reese, DDS*

### MANAGEMENT OF ACUTE BACK PAIN AND COMMON MUSCULOSKELETAL INJURIES (2003)

This resource, including one presentation DVD plus a CD-ROM of presentation materials, provides assessment and treatment modalities for these often difficult to treat diagnoses. Presented by *John C Hill, DO*.

### RIOS ASSOCIATES SPANISH LANGUAGE COMPLETE COURSE SET (2006)

This comprehensive Spanish language course for medical professionals is useful for both the beginner and intermediate levels, and is designed to build vocabulary, fluency and cultural competency. The set includes two textbooks, 14 audio CDs, and three CD-ROMs.

#### RIOS ASSOCIATES Spanish Language Course materials include:

- Book 1** McGraw-Hill's Complete Medical Spanish, *Joanna Rios, PhD, Jose Fernandez Torres*
- Book 2** Converse En Español, Español Para Personal Medico, Advanced Workbook & CME Exams for Lessons 1 through 15
- Audio CDs** Medical Spanish Self Study Course Audio CDs Lessons 1 through 15, *Joanna Rios, PhD, Jose Fernandez Torres*
- CD-ROM 1** Pro-Spanish Healthcare Medical Spanish Text-Workbook
- CD-ROM 2** Advanced Level Booklet
- CD-ROM 3** 15 Chapters of Audio CDs

### COUNSELING OVERWEIGHT AND OBESE PATIENTS (2006)

This 30-minute DVD, created by the Colorado Department of Public Health and Environment, demonstrates specific communication strategies for healthcare professionals to counsel overweight and obese patients. Presented by *Dan Bessesen, MD*.

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## DESCRIPTIONS OF CLINICAL AND NON-CLINICAL RESOURCES, *CONTINUED*

### CHAMPS ARCHIVED DISTANCE LEARNING EVENTS ON CD-ROM

CHAMPS sponsors four to five webcasts and teleconferences for CHC clinical and non-clinical staff and board members each year. Each presentation is archived on CD-ROM within one month of the live presentation date. Continuing Education credit is not available for these CD-ROMs.

- Volume 1 (03 – 10/04):** Employment Law, *Jim Miles, Esq.*; Intermediate Billing & Coding, *Maureen Hong, PA, FNP, MHA*; Health Center Preparedness for Emerging Infections & Bioterrorism, *Adi Gundlapalli, MD, PhD*; Signs and Symptoms of Oral & Oral Pharyngeal Cancer, *John McDowell, DDS*; Electronic Medical Records, *Chris Tonozzi, MD*
- Volume 2 (11/04 – 02/05):** Managing Acute Otitis Media, *Peggy Kelley, MD*; Customers Only Want Two Things, *Kevin Miller*
- Volume 3 (05/05):** Intro. to CPT Coding, *Maureen Hong, PA, FNP, MHA*
- Volume 4 (07/05):** CHC Boards: Legal Roles & Responsibilities, *Henry Granger, MEd*
- Volume 5 (11/05):** Rheumatoid Arthritis & Osteoarthritis Treatment, *David H Collier, MD*
- Volume 6 (04/06):** Opioids for Chronic Pain: Striking a Balance, *Richard L Brown, MD, MPH*
- Volume 7 (06/06):** Dealing with the Cranky, Crusty & Crabby: Serving the Difficult Customer, *Kevin R Miller*
- Volume 8 (11/06):** Practical Approaches to Managing Your Overweight and Obese Patients, *Victoria Catenacci, MD*
- Volume 9 (02/07):** Gestational Diabetes: New Concepts, New Guidelines, *Linda Barbour, MD*
- Volume 10 (03/07):** Promoting Tobacco Cessation: Treatment Recommendations & Systems Changes for CHCs, *Jeffrey J Cain, MD*
- Volume 11 (10/07):** Change for the Better Series, Session 1 - Creating Positive Work Relationships: Tools for Increasing Trust & Building Commitment to Shared Goals, *Libby Wagner*
- Volume 12 (12/07):** Change for the Better Series, Session 2 - Introduction to Ethical Influencing: Asking for What You Want and Making Behavior Requests, *Libby Wagner*
- Volume 13 (01/08):** Medications for Diabetes and Its Complications: a Case-Based Approach, *Laura Shane-McWhorter, PharmD*
- Volume 14 (02/08):** Change for the Better Series, Session 3 - Confrontation without Conflict: How to Address Difficult Issues Directly and Respectfully, *Libby Wagner*
- Volume 15 (05/08):** Intro. to SBIRT, Session 1 – How to Implement Screening, Brief Intervention, Referral to Treatment (SBIRT), *John Higgins-Biddle, PhD*
- Volume 16 (06/08):** Oral Health Basics for the Primary Care Provider, *Michael Crutcher, DDS*
- Volume 17 (08/08):** Intro. to SBIRT, Session 2 – Brief Intervention and Brief Therapy, *Anjali Nandi, MA, LAC, MAC, and Tracey Ayers, LPC, CAC III*
- Volume 18 (10/08):** Intro. to SBIRT, Session 3 – New Clinical Guidelines for Alcohol and Substance Use Screening, Brief Intervention, and Referral to Treatment, *Perry Dickinson, MD*
- Volume 19 (04/09):** Lifestyle Modification for Prevention and Management of Diabetes Mellitus, *Michael T. McDermott, MD*
- Volume 20 (06/09):** Customer Service in CHCs Series, Session 1 – The Culture of Customer Service, *Lisa Mouscher*
- Volume 21 (07/09):** Customer Service in CHCs Series, Session 2 – Customer Service: The Art of Caring, *Lisa Mouscher*
- Volume 22 (01/10):** Successful Recruitment in Challenging Times, *Cherith Flowerday*
- Volume 23 (02/10):** Multimodal Approach to the Treatment of Chronic Pain, *Kris Robinson, PhD*
- Volume 24 (08/10):** Managing Change Series Staff Session 1 – Change as a Process, *Patricia Moten Marshall*
- Volume 25 (10/10):** Managing Change Series Staff Session 2 – Roles within the Change Process, *Patricia Moten Marshall*
- Volume 26 (12/10):** Managing Change Series Staff Session 3 – Resistance to Change, *Patricia Moten Marshall*
- Volume 27 (03/11):** Bipolar Disorder vs. Borderline Personality Disorder: How to Tell the Difference and Why It Matters, *Andrea Auxier, Ph.D and Katrin Seifert, Psy.D*
- Volume 28 (03/11):** Pharming: Implementing, Utilizing, & Maximizing 340B Pharmacy Programs, *Donavan Smith, RPh*
- Volume 29 (05/11):** Meaningful Use for CHCs: From Visionary Concept to Actualized Practice, *Christopher Tonozzi, MD & Heather Stocker*
- Volume 30 (07/11):** National Health Service Corps: Making NHSC Work for You, *Erica Grover, MPH*
- Volume 31 (12/12):** Salary Data, Compensation Structures, and R&R Metrics, *Andrea Martin & Lara Salazar*
- Volume 32 (03/13):** Health Center R&R: Maximize Your Success, *Andrea Martin & Julie Reinders*
- Volume 33 (06/13):** Patient Care Teams: Transforming the Primary Care Practice, *Bonni Brownlee*
- Volume 34 (03/14):** Improving Diabetes Care through Group Visits and Patient-Centered Medical Home (PCMH) Principles, *Karen Funk, MD, MPP*
- Volume 35 (04/14):** Tell Your Money Who's Boss – Get the Most Out of Your Paycheck, *Amy Fidelis and Carlos Colón*
- Volume 36 (05/14):** Create Great Credit, *Amy Fidelis and Carlos Colón*
- Volume 37 (06/14):** Foundations of Influencing (A) – Presuming Good Intent, *Maria Agnew*
- Volume 38 (07/14):** Foundations of Influencing (B) – The Art of Developing Trust & Personal Power, *Maria Agnew*
- Volume 39 (08/14):** Foundations of Influencing (C) – Influencing through Negotiation, *Maria Agnew*
- Volume 40 (09/14):** Motivational Interviewing: An Introduction to Encouraging Health Behavior, *Yvonne Keller-Guenther, PhD*
- Volume 41 (01/15):** 2014 Region VIII Health Center Workforce Data, *Andrea Martin*
- Volume 42 (02/15):** Behavioral Health Integration Models for CHCs, *Angela Green, PsyD*
- Volume 43 (03/15):** Retention of the Medical Provider at a CHC, *Matt Pflieger, DO*
- Volume 44 (04/15):** Student Loan Management and Repayment Options, *Carlos Colón*
- Volume 45 (05/15):** Customer Service: The Art of Caring, *Lisa Mouscher*
- Volume 46 (06/15):** Civility in the Workplace, *Lisa Mouscher*
- Volume 47 (07/15):** Asking for What You Want, *Maria Agnew*
- Volume 48 (08/15):** Facilitation of Problem Solving, *Maria Agnew*
- Volume 49 (09/15):** Cultural Competency: The Foundation for an Inclusive Environment, *Cerise Hunt, MSW*
- Volume 50 (09/15):** Achieving Equity in Health Care for LGBT People, *Kevin Ard, MD, MPH*
- Volume 51 (02/16):** Exploring Behavioral Health Integration Models throughout Region VIII, *Angela Green, PsyD, Johnathan Muther, PhD, Sandi Larsen, M.Ed., LCPC, LAC, Norma Randall, BSN*
- Volume 52 (04/16):** Utilizing Mindfulness to Reduce Stress and Prevent Burnout, *Lisa Hardmeyer Gray*
- Volume 53 (05/16):** Enhancing Teambuilding, *Edward Leigh*
- Volume 54 (06/16):** Decreasing Negative Attitudes, *Edward Leigh*
- Volume 55 (07/16):** Establishing Boundaries, *Edward Leigh*
- Volume 56 (08/16):** Caring for Difficult Patients, *William Robiner, PhD*
- Volume 57 (09/16):** Interpersonal Considerations for Care of Elderly Persons, *Leslie Hasche, PhD, MSW*
- Volume 58 (03/17):** 2016 Region VIII Health Center Workforce Data, *Andrea Martin*

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\*Also available for purchase; visit <http://CHAMPSonline.org/tools-products>.