



# 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and the Basics for Dental Directors DVD regarding content that continues to be useful and enduring, and content that is outdated, please visit the CHAMPS webpage at: 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 (2004, 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** Patient Interviews (Emergency Medicine, Family Practitioner, and Nursing), Rios Associates, LCC

## 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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## CHAMPS ARCHIVED DISTANCE LEARNING EVENTS ON CD

CHAMPS sponsors multiple webcasts and teleconferences for CHC clinical and administrative staff and board members each year. Each presentation is 60-90 minutes long and is archived on CD along with all relevant handouts within one month of the live presentation date. Continuing Education credit is not available.

**July '05:** CHC Boards: Legal Roles & Responsibilities, Henry Granger, MEd

**March '07:** Promoting Tobacco Cessation: Treatment Recommendations & Systems Changes for CHCs, Jeffrey Cain, MD  
**Oct. '07:** Change for the Better #1: Creating Positive Work Relationships: Tools for Increasing Trust & Building Commitment to Shared Goals, Libby Wagner

**Dec. '07:** Change for the Better #2: Introduction to Ethical Influencing: Asking for What You Want & Making Behavior Requests, Libby Wagner

**Feb. '08:** Change for the Better #3: Confrontation without Conflict: How to Address Difficult Issues Directly & Respectfully, Libby Wagner

**May '08:** Intro. to SBIRT #1: How to Implement Screening, Brief Intervention, Referral to Treatment (SBIRT), John Higgins-Biddle, PhD

**June '08:** Oral Health Basics for the Primary Care Provider, Michael Crutcher, DDS

**Aug. '08:** Intro. to SBIRT #2: Brief Intervention & Brief Therapy, Anjali Nandi, MA, LAC, MAC, & Tracey Ayers, LPC, CAC III

**June '09:** Customer Service in CHCs #1: The Culture of Customer Service, Lisa Mouscher

**July '09:** Customer Service in CHCs #2: Customer Service: The Art of Caring, Lisa Mouscher

**Jan. '10:** Successful Recruitment in Challenging Times, Cherith Flowerday

**Aug. '10:** Managing Change #1: Change as a Process, Patricia Moten Marshall

**Oct. '10:** Managing Change #2: Roles within the Change Process, Patricia Moten Marshall

**Dec. '10:** Managing Change #3: Resistance to Change, Patricia Moten Marshall

**Dec. '12:** Salary Data, Compensation Structures, & R&R Metrics, Andrea Martin & Lara Salazar

**March '13:** Health Center R&R: Maximize Your Success, Andrea Martin & Julie Reinders

**April '13:** The Physician Recruitment Makeover, Kurt Mosely

**June 2013:** Patient Care Teams: Transforming the Primary Care Practice, Bonni Brownlee, MHA

**Nov. '13:** How to Recruit & Retain Veterans in CHCs, Jeff Mengershausen

**March '14:** Improving Diabetes Care through Group Visits & Patient-Centered Medical Home (PCMH) Principles, Karen Funk, MD, MPP

**April '14:** Tell Your Money Who's Boss: Get the Most Out of Your Paycheck, Amy Fidelis & Carlos Colón

**May '14:** Create Great Credit, Amy Fidelis & Carlos Colón

**June '14:** Foundations of Influencing Part A: Presuming Good Intent, Maria Agnew

**July '14:** Foundations of Influencing Part B: The Art of Developing Trust & Personal Power, Maria Agnew

**Aug. '14:** Foundations of Influencing Part C: Influencing through Negotiation, Maria Agnew

**Sept. '14:** Motivational Interviewing: An Introduction to Encouraging Health Behavior, Yvonne Keller-Guenther, PhD

**Jan. '15:** 2014 Region VIII Health Center Workforce Data, Andrea Martin

**Feb. '15:** Behavioral Health Integration Models for CHCs, Angela Green, PsyD

**March '15:** Retention of the Medical Provider at a CHC, Matt Pflieger, DO

**April '15:** Student Loan Management & Repayment Options, Carlos Colón

**May '15:** Customer Service: The Art of Caring, Lisa Mouscher

**May '15:** Integrating Outreach & Enrollment into CHC Workflow, Sitora Rashidova & Elizabeth Cross

**June '15:** Civility in the Workplace, Lisa Mouscher

**June '15:** Building Effective Community Partnerships, Randall Serr, Levi Webb, & Boo Reiser

**July '15:** Asking for What You Want, Maria Agnew

**July '15:** School-Based Outreach, Liz Tansey, Audrey Hoener, & Rob Hendershot

**Aug. '15:** Facilitation of Problem Solving, Maria Agnew

**Sept. '15:** Cultural Competency: The Foundation for an Inclusive Environment, Cerise Hunt, MSW

**Sept. '15:** Achieving Equity in Health Care for LGBT People, Kevin Ard, MD, MPH

**Sept. '15:** Motivating Consumers to Enroll in Coverage, Yvonne Kellar-Guenther, PhD & Liz Tansey

**Nov. '15:** Serving America's Veterans: How Health Centers Can Answer the Call, Gina Capra, Hal Blair, & Dick Bohrer

**Feb. '16:** Exploring Behavioral Health Integration Models throughout Region VIII, Angela Green, PsyD, Johnathan Muther, PhD, Sandi Larsen, M.Ed., LCPC, LAC, & Norma Randall, BSN

**April '16:** Utilizing Mindfulness to Reduce Stress & Prevent Burnout, Lisa Hardmeyer Gray

**May '16:** Creating a Productive Healthcare Environment Part A: Enhancing Teambuilding, Edward Leigh

**May '16:** Providing Effective Assistance to Survivors of Domestic Violence, Amy Pohl & Kisa Corcoran

**June '16:** Creating a Productive Healthcare Environment Part B: Decreasing Negative Attitudes, Edward Leigh

**July '16:** Creating a Productive Healthcare Environment Part C: Establishing Boundaries, Edward Leigh

**July '16:** Assisting Clients with Complex Medical Needs, Sarah Lueck

**Aug. '16:** Caring for Difficult Patients in a Complex Healthcare System, William Robiner, PhD

**Aug. '16:** Engagement & Advocacy for Outreach & Enrollment Staff, Jessica Kendall & Elizabeth Hagan

**Sept. '16:** Interpersonal Considerations for Care of Elderly Persons, Leslie Hasche, PhD, MSW

**Sept. '16:** Habits of Highly Effective Assistors, Ezra Watland

**March '17:** 2016 Region VIII Health Center Workforce Data, Andrea Martin

**May '17:** Building an Effective Physician Recruitment Strategy, Allison Abayasekara, MA

**June '17:** Ensuring Credentialing & Privileging Practices are Operational Site Visit Ready, Charlene Frail-McGeever, MBA

**June '17:** A Guide to Storytelling: Unleashing the Power of Personal Narrative, Michelle Ames, Jennifer Morse, & Stacey Anderson

**July '17:** Leveraging Outreach & Enrollment Assistors in CHCs, Ted Henson, Jaspreet Malhotra, & Cherise Fowler

**Aug. '17:** Institutional Strategies for Promoting Resilience & Reducing Burnout, Liz Lawrence, MD, FACP

**Aug. '17:** Strengthening Your Compassion Resiliency Toolkit, Kay Glidden, MS & Beth Reynolds-Lewis, BS

**Jan. '18:** Staff Retention through Workplace Wellness, Lisa Hardmeyer Gray & Gary Campbell

**Jan. '18:** Team-Based Care #1: Understanding & Implementing Foundations of Team-Based Care, Taylor Miranda, MPH & JoJo Gelderman

**Feb. '18:** Team-Based Care #2: Strategies for Maximizing the Care Team, Alexia Eslan

**March '18:** Team-Based Care #3: Effective Team Communication with the Patient in Mind, Deborah Center, MSN, RN, CNS, CTACC

**April '18:** Integrating Motivational Interviewing into Clinic Workflow, Kathleen Garrett, MS

**April '18:** UDS Reporting for Migratory & Seasonal Agricultural Workers & their Families, Bobbi Ryder & Deborah Salazar

**April '18:** Identifying Migratory & Seasonal Agricultural Workers & their Families in Your Health Center, Bobbi Ryder & Colleen Pacheco

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