



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

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

This 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, Malcolm Butler, MD
- DVD 5** Quality Management, Shaki Matta, MD  
Conflict Resolution, Malcolm 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and the Basics for Dental Directors DVD regarding content that continues to be useful and enduring, and content that is outdated, please visit the CHAMPS webpage at: 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, LLC

## 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.

## 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. See the following pages of this flyer for a list of all available events on CD.

Visit the **CHAMPS Lending Library** webpage for details about the borrowing process:  
<http://CHAMPSonline.org/tools-products/publications-electronic-media/champs-lending-library>.

## CHAMPS LENDING LIBRARY, *continued*

### CHAMPS ARCHIVED DISTANCE LEARNING EVENTS ON CD\*, *continued*

- July 2005:** CHC Boards: Legal Roles & Responsibilities, Henry Granger, MEd
- March 2007:** Promoting Tobacco Cessation: Treatment Recommendations & Systems Changes for CHCs, Jeffrey J. Cain, MD
- October 2007:** Change for the Better #1: Creating Positive Work Relationships: Tools for Increasing Trust & Building Commitment to Shared Goals, Libby Wagner
- December 2007:** Change for the Better #2: Introduction to Ethical Influencing: Asking for What You Want & Making Behavior Requests, Libby Wagner
- February 2008:** Change for the Better #3: Confrontation without Conflict: How to Address Difficult Issues Directly & Respectfully, Libby Wagner
- May 2008:** Introduction to SBIRT #1: How to Implement Screening, Brief Intervention, Referral to Treatment (SBIRT), John Higgins-Biddle, PhD
- June 2008:** Oral Health Basics for the Primary Care Provider, Michael Crutcher, DDS
- August 2008:** Intro. to SBIRT #2: Brief Intervention & Brief Therapy, Anjali Nandi, MA, LAC, MAC, & Tracey Ayers, LPC, CAC III
- June 2009:** Customer Service in CHCs #1: The Culture of Customer Service, Lisa Mouscher
- July 2009:** Customer Service in CHCs #2: Customer Service: The Art of Caring, Lisa Mouscher
- January 2010:** Successful Recruitment in Challenging Times, Cherith Flowerday
- August 2010:** Managing Change #1: Change as a Process, Patricia Moten Marshall
- October 2010:** Managing Change #2: Roles within the Change Process, Patricia Moten Marshall
- December 2010:** Managing Change #3: Resistance to Change, Patricia Moten Marshall
- December 2012:** Salary Data, Compensation Structures, & R&R Metrics, Andrea Martin & Lara Salazar
- March 2013:** Health Center R&R: Maximize Your Success, Andrea Martin & Julie Reinders
- April 2013:** The Physician Recruitment Makeover, Kurt Mosely
- June 2013:** Patient Care Teams: Transforming the Primary Care Practice, Bonni Brownlee, MHA
- November 2013:** How to Recruit & Retain Veterans in CHCs, Jeff Mengershausen
- March 2014:** Improving Diabetes Care through Group Visits & Patient-Centered Medical Home Principles, Karen Funk, MD, MPP
- April 2014:** Tell Your Money Who's Boss: Get the Most Out of Your Paycheck, Amy Fidelis & Carlos Colón
- May 2014:** Create Great Credit, Amy Fidelis & Carlos Colón
- June 2014:** Foundations of Influencing Part A: Presuming Good Intent, Maria Agnew
- July 2014:** Foundations of Influencing Part B: The Art of Developing Trust & Personal Power, Maria Agnew
- August 2014:** Foundations of Influencing Part C: Influencing through Negotiation, Maria Agnew
- September 2014:** Motivational Interviewing: An Introduction to Encouraging Healthy Behavior, Yvonne Keller-Guenther, PhD
- January 2015:** 2014 Region VIII Health Center Workforce Data, Andrea Martin
- February 2015:** Behavioral Health Integration Models for CHCs, Angela Green, PsyD
- March 2015:** Retention of the Medical Provider at a CHC, Matt Pflieger, DO
- April 2015:** Student Loan Management & Repayment Options, Carlos Colón
- May 2015:** Customer Service: The Art of Caring, Lisa Mouscher
- May 2015:** Integrating Outreach & Enrollment into CHC Workflow, Sitora Rashidova & Elizabeth Cross
- June 2015:** Civility in the Workplace, Lisa Mouscher
- June 2015:** Building Effective Community Partnerships, Randall Serr, Levi Webb, & Boo Reiser
- July 2015:** Asking for What You Want, Maria Agnew
- July 2015:** School-Based Outreach, Liz Tansey, Audrey Hoener, & Rob Hendershot
- August 2015:** Facilitation of Problem Solving, Maria Agnew
- September 2015:** Cultural Competency: The Foundation for an Inclusive Environment, Cerise Hunt, MSW
- September 2015:** Achieving Equity in Health Care for LGBT People, Kevin Ard, MD, MPH
- September 2015:** Motivating Consumers to Enroll in Coverage, Yvonne Kellar-Guenther, PhD & Liz Tansey
- November 2015:** Serving America's Veterans: How Health Centers Can Answer the Call, Gina Capra, Hal Blair, & Dick Bohrer
- February 2016:** Exploring Behavioral Health Integration Models throughout Region VIII, Angela Green, PsyD, Johnathan Muther, PhD, Sandi Larsen, M.Ed., LCPC, LAC, & Norma Randall, BSN
- April 2016:** Utilizing Mindfulness to Reduce Stress & Prevent Burnout, Lisa Hardmeyer Gray
- May 2016:** Creating a Productive Healthcare Environment Part A: Enhancing Teambuilding, Edward Leigh
- May 2016:** Providing Effective Assistance to Survivors of Domestic Violence, Amy Pohl & Kisa Corcoran
- June 2016:** Creating a Productive Healthcare Environment Part B: Decreasing Negative Attitudes, Edward Leigh

*The list of available CHAMPS Archived Distance Learning Events on CD continues on the following page.*

For more details visit <http://CHAMPSonline.org/tools-products/publications-electronic-media/champs-lending-library>.

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

## CHAMPS LENDING LIBRARY, *continued*

### CHAMPS ARCHIVED DISTANCE LEARNING EVENTS ON CD\*, *continued*

- July 2016:** Creating a Productive Healthcare Environment Part C: Establishing Boundaries, Edward Leigh
- July 2016:** Assisting Clients with Complex Medical Needs, Sarah Lueck
- August 2016:** Caring for Difficult Patients in a Complex Healthcare System, William Robiner, PhD
- August 2016:** Engagement & Advocacy for Outreach & Enrollment Staff, Jessica Kendall & Elizabeth Hagan
- September 2016:** Interpersonal Considerations for Care of Elderly Persons, Leslie Hasche, PhD, MSW
- September 2016:** Habits of Highly Effective Assistors, Ezra Watland
- March 2017:** 2016 Region VIII Health Center Workforce Data, Andrea Martin
- May 2017:** Building an Effective Physician Recruitment Strategy, Allison Abayasekara, MA
- June 2017:** Ensuring Credentialing & Privileging Practices are Operational Site Visit Ready, Charlene Frail-McGeever, MBA
- June 2017:** A Guide to Storytelling: Unleashing the Power of Personal Narrative, Michelle Ames, Jennifer Morse, & Stacey Anderson
- July 2017:** Leveraging Outreach & Enrollment Assistors in CHCs, Ted Henson, Jaspreet Malhotra, & Cherise Fowler
- August 2017:** Institutional Strategies for Promoting Resilience & Reducing Burnout, Liz Lawrence, MD, FACP
- August 2017:** Strengthening Your Compassion Resiliency Toolkit, Kay Glidden, MS & Beth Reynolds-Lewis
- January 2018:** Staff Retention through Workplace Wellness, Lisa Hardmeyer Gray & Gary Campbell
- January 2018:** Team-Based Care #1: Understanding & Implementing Foundations of Team-Based Care, Taylor Miranda, MPH & JoJo Gelderman
- February 2018:** Team-Based Care #2: Strategies for Maximizing the Care Team, Alexia Eslan
- March 2018:** Team-Based Care #3: Effective Team Communication with the Patient in Mind, Deborah Center, MSN, RN, CNS, CTACC
- April 2018:** Integrating Motivational Interviewing into Clinic Workflow, Kathleen Garrett, MS
- April 2018:** UDS Reporting for Migratory & Seasonal Agricultural Workers & their Families, Bobbi Ryder & Deborah Salazar
- April 2018:** Identifying Migratory & Seasonal Agricultural Workers & their Families in Your Health Center, Bobbi Ryder & Colleen Pacheco
- May 2018:** Recruiting in an Integrated Care Model, Allison Abayasekara, MA
- May 2018:** Spreading & Sustaining Team-Based Care, Carolyn Shepherd, MD
- June 2018:** Assessing Organizational Readiness for Change, Allison Abayasekara, MA & Colleen Bechtel
- June 2018:** Developing Community Partnerships, Christina Holt, MA
- June 2018:** Area Health Education Centers, Allison Abayasekara, MA, Ivan Gomez, MD, CDR Lynda Bishop, & LCDR Lorener Brayboy
- June 2018:** The Role of Place in Team-Based Care, Cindy Barr, RN, EDAC
- July 2018:** Best Practices to Support Veterans in Your Organization, CAPT Debra Scott, & Jeff Mengenhausen
- August 2018:** Utilizing Data Effectively to Advance Team-Based Care, Melissa Stratman
- August 2018:** The Silent Crisis: Engaging Immigrant Populations in Your Health Center, Liam Spurgeon & Kristen Stoimenoff
- September 2018:** Supporting O&E in Your CHC, Ted Hanson & Joseph Rivera
- September 2018:** Preparing for Open Enrollment 6, Erin Hemlin
- January 2019:** The Opioid Crisis in Region VIII, Robert Valuck, PhD
- January 2019:** Addressing Stigma Against Patients with Substance Use Disorders, Daniel Goldberg, JD, PhD
- March 2019:** 2018 Region VIII Health Center Workforce Data, Andrea Martin
- May 2019:** Motivational Interviewing for Care Coordinators, Katie Langland
- June 2019:** Navigating Families in Conflict, Rebecca Richey, PsyD
- June 2019:** Caring for Yourself When You're a Care Coordinator, Lucille Campbell, PhD
- August 2019:** Social Determinants of Health 101 for Community-Facing Staff, Darlene Jenkins, DrPH, MPH, & Roni Morales
- August 2019:** Preparing for Open Enrollment 7: Outreach to Specific Populations, Erin Hemlin, Iesha Young, & Scott Cheney
- September 2019:** Self-Care: Resiliency & Burnout Prevention, Sonia Lee & Kristina Wharton