



# Fall 2016 Quarterly Newsletter

Published November 21, 2016

## CHAMPS/NWRPCA Annual Primary Care Conference

From October 15 to 18, 2016, more than 500 members of the healthcare community gathered in Denver, Colorado for the **2016 Annual Primary Care Conference**, jointly hosted by Community Health Association of Mountain/Plains States (CHAMPS) and Northwest Regional Primary Care Association (NWRPCA). This year's conference theme was "Full Circle: Rooted in Our Future," reflecting on our shared foundation of providing valuable and comprehensive community-based care, and recognizing how our mission to realize community health, wellness, and well-being influences our motivation moving into the future. Keynote speakers included Charlene Frizzera, President of CF Health Advisors, and Roberto Dansie, PhD, Founder and President of Cultural Wisdom. Margaret Davis, MSW, shared an update from the Bureau of Primary Health Care (BPHC) and Dan Hawkins gave an update from the National Association of Community Health Centers (NACHC). CHAMPS, NWRPCA, and Western Clinicians Network (WCN) partner each year to host this conference in alternating regions. Next year's Annual Primary Care Conference will be held October 21-24, 2017 in Seattle, WA.

Explore the [CHAMPS Annual Primary Care Conference webpage](#) to review conference highlights, link to session handouts (registrant password required), view a photo journal, and stay updated on plans for the 2017 conference in Seattle, WA.



Exhibitors meet conference attendees between sessions.



Dr. Tillman Farley, right, leads a tour of the Salud Commerce City Clinic.



Nick Zucconi of HRSA addresses the CHAMPS Board of Directors.



Conference attendees share ideas in a session.

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## Congratulations to the 2016 CHAMPS Award Winners!

Each year, CHAMPS is honored to recognize community health leaders from across the mountain/plains states. All Region VIII health centers and State Primary Care Associations (SPCAs) are encouraged to submit award nominations, and winners are chosen by the CHAMPS Executive Committee. 2016 Award presentations were made at the CHAMPS Board of Directors meeting during the Annual Primary Care Conference in October.

**Richard Bair** (pictured at right, on right, with John Mengershausen on left), Vice Chair of Horizon Health Care, Inc. Board of Directors in South Dakota, was awarded the **Exceptional Board Leadership Award** in recognition of his service to Horizon Health Care, Inc.



**Maria Clemons** (photo not available), Executive Director of Northwest Community Health Center in Montana, was awarded the **Exceptional Administrative Leadership Award** for demonstrating dedication to the health center mission through exceptional leadership and service.



**Elias Hernandez** (pictured at left), Medical Director of Salud Family Health Centers' Fort Morgan Center in Colorado, was chosen to receive the **Exceptional Clinical Leadership Award** for demonstrating clinical excellence and commitment to providing quality health care for all.

**Bob Marsalli** (pictured at right), Former Executive Director of Montana Primary Care Association, was presented with the **Outstanding Legislative Leadership Award** for championing accessible, affordable, quality health care for all.



**John Mengershausen** (pictured at left, on right, with CHAMPS Executive Director Julie Hulstein on left), Chief Executive Officer of Horizon Health Care, Inc. of South Dakota, was given the **CHAMPS Presidential Award** with sincere appreciation for his commitment, vision, and steadfast leadership.



**Delfina Merino** (pictured at right), Medical Assistant at Summit Community Care Clinic of Colorado, accepted the **Outstanding Advocate of the Underserved Award** for demonstrating dedication to the health center mission through exceptional and inspiring service.



**Dave Myers** (pictured at left, on right, with Jerry Brasher, center, and John Mengershausen, left), President/Chief Executive Officer of Metro Community Provider Network of Colorado, was presented with the **Stanley J. Brasher Legacy Award** for dedicating his career to promoting quality health care for all and contributing to the recognition and mission of community health centers in the mountain/plains states.



*Photo courtesy of John Reid*

### CHAMPS Welcomes New Executive Committee Members

During the 2016 CHAMPS/NWRPCA Primary Care Conference in October, the CHAMPS Board of Directors elected its new [Executive Committee](#), listed below. CHAMPS is looking forward to continue pursuing the health center mission under the leadership of its new Executive Committee!



- ★ President: Keith Horwood, MD, Associate Medical Director, Community Health Centers, Inc., Salt Lake City, UT
- ★ Vice President: Kristi Halvarson, Executive Director, Community Health Service Inc., Grafton, ND
- ★ Immediate Past President: John Mengershausen, Chief Executive Officer, Horizon Health Care, Inc., Howard, SD
- ★ Treasurer: John Santistevan, President/Chief Executive Officer, Salud Family Health Centers, Fort Lupton, CO
- ★ Secretary: Cindy Smith, Chief Executive Officer, Bullhook Community Health Center, Havre, MT
- ★ Wyoming Representative: Melissa Ipsen, Program Director, Community Action of Laramie County Crossroads Clinic, Cheyenne, WY
- ★ Clinical Representative: Kim McFarlane, PA-C, Medical Director, Green River Medical Center, Green River, UT

### Region VIII Health Centers Receive Additional HHS Support

In September 2016, US Department of Health and Human Services (HHS) Secretary Sylvia M. Burwell announced \$87 million in funding for enhancements in health center information technology. Sixty-seven health centers in Region VIII received funding totaling \$3,906,243. According to HHS, this funding will support health information technology enhancements to accelerate health centers' transition to value-based models of care, improve efforts to share and use information to support better decisions, and increase engagement in delivery system transformation. This is the first significant investment since 2009 directly awarded to health centers to support the purchase of health information technology. Congratulations to the Region VIII funding recipients!

*View the HHS press release regarding this funding opportunity [here](#).*

### Valerie Steinmetz Joins CHAMPS

CHAMPS welcomes **Valerie Steinmetz as the new Programs/Outreach & Enrollment (P/O&E) Coordinator**. As the P/O&E Coordinator and Special Populations contact, Valerie is responsible for working collaboratively with Region VIII State Primary Care Associations (SPCAs) to provide trainings and support to Region VIII Community Health Centers. After earning a Bachelor's of Arts in Health Promotion and a minor in Marketing from the University of Northern Iowa, Valerie worked for non-profits in the Denver Metropolitan Area providing healthcare services and education to minority populations. Recently, Valerie wrapped up her time as a Community Health Agent with Peace Corps in Zambia, where she worked with rural and vulnerable populations. Valerie also enjoys exploring the great outdoors, unscrambling Jumbles, and trying to solve Sudoku puzzles. She can be reached at [Valerie@CHAMPSonline.org](mailto:Valerie@CHAMPSonline.org) or at (303) 861-5165 ext. 123.

### Health Center Needs Assessment

By early December, health center leaders will be asked to provide input for the **2016/2017 Region VIII Health Center Training and Technical Assistance (T/TA) Needs Assessment**. Thank you in advance for your contributions to this annual survey. Your responses are vital and ensure that CHAMPS and your State Primary Care Association are meeting your most current needs.

*For more information, please contact [Andrea@CHAMPSonline.org](mailto:Andrea@CHAMPSonline.org).*

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## 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.*

### Now Available: CHAMPS 2016 Salary Survey Report

CHAMPS is pleased to announce the release of the **2016 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report!** Fifty-five Region VIII Community Health Centers participated in the 2016 survey, representing 82 percent of all centers in the region. This biennial report includes salaries and benefits data plus additional recruitment and retention metrics and trends. [CHAMPS Organizational Members](#) and each organization that participated in the survey have received complimentary hard copies of the report. A digital copy may be viewed in the [Members Only](#) section of the CHAMPS website and additional hard copies may be ordered online as well.

*Coming in the New Year! **2016 Region VIII Health Center Workforce Data**, a webinar to ensure Region VIII health centers understand and utilize statistics from the 2016 CHAMPS Region VIII Salary, Benefits, Turnover, and Vacancy Survey project. Contact [Andrea@CHAMPSonline.org](mailto:Andrea@CHAMPSonline.org) for more details.*

### ScreeningONE Offers Discounted Employment Screening Services

This past August, CHAMPS partnered with ScreeningONE to offer a Preferred Pricing Program (PPP) for Employment Screening Services to Region VIII Health Centers. This partnership is the product of CHAMPS' collaboration with Colorado Community Health Network (CCHN) and an Advisory Committee comprised of Region VIII CHC and PCA Human Resources/Workforce representatives. **[CHAMPS Organizational Members](#) now have access to a selection of employment screening services at discounts of 30-35% off standard rates** through participation in this PPP, and ScreeningONE is offering a one month free trial of their services for anyone interested in learning more about the program.

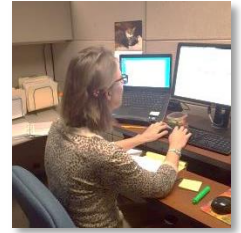
*Click [HERE](#) to download the **Program Price Sheet**.  
For additional details about the PPP, visit the [CHAMPS website](#).*

**Hiring New Staff?** Be sure to post your openings on the [CHAMPS Job Opportunities Bank!](#) This **FREE** resource is available to all Region VIII Health Centers, and new postings from [CHAMPS Organizational Members](#) are advertised monthly to over 600 candidates.

*For more information, email [Andrea@CHAMPSonline.org](mailto:Andrea@CHAMPSonline.org).*

## Continuing Education on Demand

Live CHAMPS Distance Learning Events are recorded to allow ongoing access to online archives, giving health center staff extra opportunities to enhance professional development, gain clinical knowledge, and learn workforce strategies. Current archived events are listed below and will remain available for one year from the webcast date, as listed in parentheses under the title.



### **Exploring Behavioral Health Integration Models throughout Region VIII**

(closes 2/10/17)

- ★ Learn the "Six Levels of Integration" and how to design a workflow with highly integrated behavioral health/primary care collaboration

### **Serving America's Veterans: How Health Centers Can Answer the Call**

(closes 4/07/17)

- ★ Learn the most up-to-date information and tools on how your health center can work with the VA and understand how to become a Veterans Choice Provider

### **Utilizing Mindfulness to Reduce Stress and Prevent Burnout**

(closes 4/19/17)

- ★ Understand stress physiology and develop tools to respond rather than react to daily stress

### **Creating a Productive Healthcare Environment – Enhancing Teambuilding**

(closes 5/17/17)

- ★ Explore methods of building top-performing teams to enhance patient care

### **2016 Immunization Update**

(closes 6/14/17)

- ★ Understand changes made to the recommended childhood/adolescent immunization schedule for 2016, and learn strategies to prevent vaccine administration errors

### **Creating a Productive Healthcare Environment – Decreasing Negative Attitudes**

(closes 6/14/17)

- ★ Learn how to apply methods of professionally and tactfully handling negative attitudes

### **Creating a Productive Healthcare Environment – Establishing Boundaries**

(closes 7/19/17)

- ★ Analyze behaviors that violate appropriate boundaries and learn the steps to prevent and effectively respond to these behaviors

### **Do Ask, Do Tell! Collecting Data on Sexual Orientation and Gender Identity**

(closes 8/2/17)

- ★ Explore the barriers to health care that many LGBT people face and learn the tools to begin collecting Sexual Orientation/Gender Identity (SO/GI) data in an EHR to support the creation of an inclusive and welcoming environment of care

### **Caring for Difficult Patients in a Complex Healthcare System**

(closes 8/16/17)

- ★ Identify what makes a patient "difficult" and identify effective strategies to manage "difficult" patients

### **Interpersonal Considerations for Care of Elderly Persons**

(closes 9/20/17)

- ★ Review the barriers to effective communication with older adults and learn how to overcome them when discussing important health and social service issues

*For more details about each event, visit the CHAMPS [Archived Distance Learning Events](#) webpage. Archived CHAMPS Outreach and Enrollment events are also available; see page 8 for more details. Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages for information about events on CD.*

# 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. Learn more [here](#).*

## Spanish Language Training to be held April 21 to 24, 2017



CHAMPS, in partnership with Denver Medical Society, has set the date for the annual medical [Spanish Language Training](#) for clinicians and clinical support staff at Region VIII health centers. 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 is highly suitable for those with limited time, and who must use their new language skills immediately with their Spanish-speaking patients. Three skill levels will be offered, with separate classes for each level. Registration information will be available in early 2017.

*For more information, please contact Jen Anderson, Clinical Programs Director, at [Jennifer@CHAMPSonline.org](mailto:Jennifer@CHAMPSonline.org).*

## New CHAMPS Breastfeeding Resources

The US Preventative Services Task Force (USPSTF) recently released an [updated recommendation](#) on primary care programs to promote breastfeeding. The paper cites that while breastfeeding provides substantial health benefits to children and additional benefits to mothers, nearly half of all mothers who initiate breastfeeding stop before the baby reaches six months of age. This falls short of the recommended breastfeeding duration from many national and international organizations including American Academy of Pediatrics, American College of Obstetrics and Gynecology, American Association of Family Physicians and the World Health Organization. The largest disparities in breastfeeding duration outcomes are found among young mothers and those from disadvantaged communities.

The good news is USPSTF found commonly used primary care interventions supporting breastfeeding, including professional support, peer support, and formal patient breastfeeding education, were all effective means of changing breastfeeding behaviors. To help navigate available lactation resources and improve your ability to support breastfeeding families, visit the new CHAMPS [Breastfeeding Resources](#) webpage. This page provides a convenient place to locate some valuable evidence-based clinical guidelines, provider treatment tools, and patient education resources for use in your practice supporting mothers and babies who breastfeed.

*For more information, please contact Jen Anderson, Clinical Programs Director, at [Jennifer@CHAMPSonline.org](mailto:Jennifer@CHAMPSonline.org).*

## METx App Helps Doctors Treat Opioid Addiction

Almost 2.5 million Americans have an opioid use disorder, but only 20 percent of them receive treatment. In order to address this public health crisis, the Substance Abuse and Mental Health Services Administration (SAMHSA) developed the [MATx app](#). Drawing on data from SAMHSA, MATx connects doctors and patients immediately to a locator tool that finds the nearest qualified opioid use disorder treatment center. This regularly-updated app is available on iOS and Android operating systems. MATx is designed to be a physician's top resource for finding instant, qualified treatment options when working with a patient who may suffer from an opioid use disorder.



*Learn more about MATx [here](#).*

# 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.*

## Open Enrollment Active Now Through January 31, 2017



Region VIII has cause to celebrate: the uninsured rate is lower than ever, and thanks to financial assistance, most consumers will be able to find a Marketplace plan for less than \$75 a month. Once again, CHCs are at the forefront of spreading the word about the availability and importance of health insurance during this enrollment period, as well as adjusting the plans of those who are already covered for 2017. CHCs can enhance their outreach & enrollment efforts through these actions:

- ★ Send an email to your networks to make sure they know that now is the time to sign up
- ★ Include [Open Enrollment information](#) in your print communications
- ★ Partner with local organizations to host an enrollment or educational event
- ★ Display information in your organization that advertises Open Enrollment
- ★ Share Marketplace information through social media

*For tools, tips, and resources uniquely tailored to Region VIII, visit the [CHAMPS Outreach & Enrollment](#) page, or contact Valerie Steinmetz at [Valerie@CHAMPSonline.org](mailto:Valerie@CHAMPSonline.org).*

## Marketplace Assister Call Lines

During Open Enrollment, assisters have access to a designated call center line that will allow them to bypass the regular line if they need help with password resets or accessing Special Enrollment Periods (SEPs). Navigators can dial **1-855-868-4678** and Certified Application Counselors (CACs) can call **1-855-879-2683**. For extra help accessing the line, Navigators can contact their project officer, and CACs can email [CACInbox@cms.hhs.gov](mailto:CACInbox@cms.hhs.gov).

## Health Outreach Partners' Transportation Initiative

*Submitted by Sonia Lee, MPH, Senior Manager, Client Services and Communications, Health Outreach Partners*



Launched in March 2016, [Health Outreach Partners'](#) (HOP) [Transportation Initiative](#) seeks to document the impact of transportation barriers on healthcare costs and to strengthen patient-centered transportation solutions. The initiative consists of two key projects: **Rides to Wellness Community Scan** and **Not Just A Ride**. As part of these projects, HOP invites health centers to [participate](#)

[in a survey](#) to quantify the costs of missed appointments due to transportation barriers. Additionally, HOP has recently released two new transportation-related resources: "[Transportation and Health Access: Where Are We Now and Where Do We Go?](#)" and "[Transportation and Health Access: A Quality Improvement Toolkit.](#)"

**Lyft Offers Discounted Rides to Attend Enrollment Events:** Lyft is a ride-sharing company that now operates in several cities in Colorado and Utah. This open enrollment season, new Lyft riders can receive \$10 off two rides using the code GETCOVERED in the [Lyft app](#).

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## OUTREACH AND ENROLLMENT NEWS, *Continued*

### Distance Learning on your Schedule: Explore Archived 2016 O&E Events

Hosted by CHAMPS and Colorado Community Health Network (CCHN), these four one-hour distance learning events took place monthly from June through September 2016. These events highlighted effective outreach and enrollment strategies and discussed specific issues affecting health center enrollment staff. While the trainings in the series were designed for outreach and enrollment staff, other health center and PCA staff members may find the content of some webinars applicable to their positions. [Current archived events](#) are listed below and will remain available for one year from the webcast date, as listed in parentheses under the title.



#### **Providing Effective Assistance to Survivors of Domestic Violence**

(closes 6/23/17)

- ★ Understand the complex definition of domestic violence and explore its impact on victims and society; empower victims to access support services and health coverage

#### **Assisting Clients with Complex Medical Needs**

(closes 7/14/17)

- ★ Explore features of marketplace plans that are relevant to clients with complex medical needs and how to effectively gather information about clients for enhanced enrollment assistance

#### **Engagement and Advocacy for O&E Staff**

(closes 8/18/17)

- ★ Learn how to educate public officials, community leaders, and other stakeholders about the vital work of O&E staff and communities they serve

#### **Habits of Highly Effective Assisters**

(closes 9/22/17)

- ★ Hear action-oriented tips and strategies that can be implemented by in-person assistance programs in communities within Region VIII

*For more information, visit the CHAMPS [Archived Distance Learning Events](#) webpage.*

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## SPECIAL/VULNERABLE 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.*

### **New Resources: Lead Guidelines for Migrants**

*Submitted by Claire Hutkins Seda, Writer & Editor, Migrant Clinicians Network (MCN)*

Aging water infrastructure across the US has propelled the topic of lead poisoning into the news – but how do you address it in the exam room? MCN has you covered, with newly updated lead guidelines for adult migrant workers and migrant children, plus a lead screening form for migrant pregnant women. MCN offers clinicians timely and relevant resources, tools, and programs that support clinical care on the front line of migrant health. MCN's 6,000 resources and over 750 toolbox items equip clinicians to best serve the health needs of their migrant and immigrant patients. Peruse MCN's lead resources [here](#).



*For more information about MCN, visit their website at [www.migrantclinician.org](http://www.migrantclinician.org) or explore their [Resources & Clinical Toolbox](#).*





### Medical-Legal Partnerships Promote Community Health

The Rural Health Information Hub's [Rural Monitor](#) recently published "Bringing Law and Medicine Together to Help Rural Patients," an article written by Allee Mead that demonstrates the value medical-legal partnerships (MLPs) can bring to their patients and communities. The article shares the story of how one health center patient, fearful that her abusive husband would find out if she went to the community's Legal Aid office, instead approached the health center's on-site attorney for legal help during her visit to the dentist.

The article states, "Much of a person's health is determined by environmental and social factors such as housing or access to healthcare. The average low-income individual deals with [two or three health-harming legal needs](#) at a time." Through addressing not only physical well-being, but also providing integrated legal services, health centers can respond to social determinants of health and increase the value-based care they provide to their communities.

*Read the full article on the [Rural Monitor](#).*

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## REGIONAL AND NATIONAL NEWS

### Salud Family Health Centers Achieve Gold ACE Status

Salud Family Health Centers of Colorado became the second in the nation to achieve Gold status in the National Association of Community Health Centers (NACHC) [Advocacy Center of Excellence Program](#). Gold status indicates that advocacy is incorporated across all levels of Salud as an organization, and is given a special focus in onboarding new staff. Congratulations Salud on this wonderful achievement!

*Find more information on the ACE program and learn how your Health Center can apply for this distinction [here](#).*

### Dr. Edward Hendrikson Receives Louis S. Garcia Community/Migrant Health Services Award

At the 2016 Community Health Institute (CHI) & Expo, hosted by the National Association of Community Health Centers (NACHC), Dr. Edward Hendrikson of Colorado's [Salud Family Health Centers](#) was presented with the **Louis S. Garcia Community/Migrant Health Services Award**. Dr. Hendrikson (seen at right, on the right with Tom Van Coverden, NACHC President and Chief Executive Officer) served as the Environmental Health Director and physician assistant for Salud before his recent retirement, and also as an Associate Professor of Pediatrics at the University of Colorado. Dr. Hendrikson and his wife previously served as Peace Corps volunteers in Swaziland, where they developed a project providing housing, health care, and education to HIV orphans who lost their parents to HIV related diseases. Now an advisor to UNAIDS, he shares his expertise in providing treatment for HIV/AIDS to displaced persons who move between countries.



*Learn more about NACHC annual awards [here](#).*

## REGIONAL AND NATIONAL NEWS, *Continued*

### NACHC Partners With US Army to Recruit Veterans

On October 25, 2016, the National Association of Community Health Centers (NACHC) and the US Army signed an agreement to provide priority hiring status to qualified soldiers who participate in the Partnership for Youth Success (PaYS) program. The ArmyPaYS program is a strategic partnership between the US Army and nearly 500 partner corporations and public sector agencies dedicated to helping Army veterans achieve success once they complete their service. The Army will provide job training, as long as the service member agrees to work for a specific partner organization once they are released.



"Health centers not only have a proud tradition of providing care to veterans, they are working hard to recruit them as part of their workforce," said Tom Van Coverden, President and CEO of NACHC. "As the national voice for health centers and the patients they serve, NACHC needs the varied skill sets that veterans possess to fill positions from top to bottom. We also need staff who can effectively and compassionately relate to diverse populations with commitment and dedication. Certainly our nation's veterans have proven they are up to the task."

*Read the full press release on [NACHC's website](#).*

*Visit the CHAMPS [Veterans Resources](#) webpage for information about ways to better serve veterans as patients and as potential candidates for employment.*

## UPCOMING EVENTS

<b>December 6 to 8, 2016</b> <b><a href="#">Montana Primary Care Association Uniform Data System (UDS) Training</a></b> Webinar	<b>March 28 to April 3, 2017</b> <b><a href="#">NACHC Policy &amp; Issues Forum</a></b> Washington, DC	<b>April 19 to 20, 2017</b> <b><a href="#">Montana Primary Care Association Spring Symposium</a></b> Helena, MT	<b>April 21 to 24, 2017</b> <b><a href="#">CHAMPS Spanish Language Training for Health Care Professionals</a></b> Denver, CO
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Visit the interactive [online CHAMPS calendar](#) for continuing updates!

### NEWSLETTER CONTRIBUTORS

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*CHAMPS is accepting applications for our **Programs & Communications Coordinator** position! Click [HERE](#) to learn more.*

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