



# Winter 2014 Quarterly Newsletter

Published February 18, 2014

## Thank You CHAMPS Members!

CHAMPS would like to extend our deepest thanks to the 55 Region VIII health centers and State Primary Care Associations (SPCAs) who supported CHAMPS through organizational membership in 2013-2014. Organizational members make CHAMPS' quality programs and services possible. Throughout this issue are articles with information about the products and services CHAMPS offered to support Region VIII last year (see "Membership Year in Review," page 2), and about programs to come in 2014-2015.

## 2014 CHAMPS Trainings

CHAMPS is offering a variety of face-to-face and distance trainings for Region VIII health centers in the coming months. More information about these valuable learning opportunities can be found throughout this issue and on the [CHAMPS website](#).

- ★ CHAMPS will present an **Improving Diabetes through Patient-Centered Medical Home (PCMH) Principles Webcast** Tuesday, March 18, 2014. *Page 8*
- ★ **Critical Skills for Mid-Level Managers** offers training for health center managers to successfully navigate hiring, training, orientation, and management of staff beginning April 8-10, 2014 in Seattle, WA. *Page 5*
- ★ CHAMPS is collaborating with Colorado Community Health Network (CCHN) to present a **series of six leadership and skill development webinars** for health center administrative and clinical support staff April-September 2014. *Page 5*
- ★ Registration is open for CHAMPS' **Spanish Language for Health Care Professionals** course May 2-5, 2014 in Denver, CO. *Page 9*
- ★ The **Geiger Gibson Capstone Fellowship in Health Policy & Leadership** will provide health center leaders with tools to understand health policy trends and implications June 2-4, 2014 in Washington, DC. *Page 13*
- ★ **Enhancing Collaborative Management in Community Health Centers: Developing Clinical-Operations Teams** will give clinical and operations leaders an opportunity to address management issues and develop successful processes June 10-13, 2014 in Portland, OR. *Page 4*
- ★ **CHAMPS/NWRPCA Annual Primary Care Conference** will offer a range of sessions for professional development and discussion October 19-22, 2014 in Denver, CO. Save the dates and visit the [CHAMPS Conference](#) webpage for more details as they are available.

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- ★ **Outreach & Enrollment News (pg. 10-11):** O/E Update, ACA & O/E Resources, O/E Best Practices, Health Insurance Literacy Webpage
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- ★ **Event Calendar & CHAMPS Contacts (pg. 14)**

## CHAMPS Membership Year in Review: April 2013 – March 2014

CHAMPS provided face-to-face and remote **Learning Opportunities** for over **1,000** participants and awarded more than **3,500** hours of continuing education (CE) credit.

### CHAMPS/NWRPCA Annual Primary Care Conference:

- ✓ Travel reimbursement and scholarships
- ✓ Educational sessions, networking, HRSA/NACHC updates

### Nine Live and Archived Distance Learning Events:

- ✓ Veterans Workforce
- ✓ ACA & PCMH Workforce Impacts
- ✓ Patient Care Teams
- ✓ Physician Recruiting
- ✓ Recruitment & Retention
- ✓ Immunization Update

### Face-to-Face Trainings including:

- ✓ Core Competency for First-Time Managers & Supervisors
- ✓ Spanish Language Training for Health Care Professionals

CHAMPS remained dedicated to advertising **Career Opportunities** at Region VIII health centers while advocating for the health center model of care and working strategically with regional and national partners to address **Workforce Issues**.

### Online Job Opportunities Bank (JOB):

- ✓ Free resource advertised over 290 open positions at Region VIII health centers

### Career Fair and Conference Exhibiting:

- ✓ Advertised jobs and advocated for the health center model at 11 events, making 814 contacts

### Participation on Workforce Advisory Committees:

- ✓ Supported regional and national workforce initiatives addressing veterans employment, teaching health centers, and more

CHAMPS provided professional, administrative, and educational **Support to Clinicians** practicing in Region VIII health centers through the support of **Mountain/Plains Clinical Network (MPCN)**.

Coordinated the MPCN Steering Committee to guide CHAMPS' clinical projects

Group Purchasing Offers provided discounted UpToDate subscriptions and Optum ICD-10 trainings

Encouraged information sharing and peer support via the CHAMPS Clinicians' Listserv

CHAMPS created publications to provide **Region-Wide Data, Trends & Contacts** to Region VIII health centers and Primary Care Associations to assist with future planning and facilitate the sharing of best practices.

2014 Region VIII Health Center T/TA Needs Assessment

2013-2014 CHAMPS Region VIII Health Center Directory

2013 Region VIII CHC Annual Measure of Finance, Operations, and Productivity

Region VIII BPHC UDS Summaries

Region VIII Data Summaries

CHAMPS Region VIII JOB Data Comparison Report

CHAMPS Quarterly Newsletters

The CHAMPS website, [www.CHAMPSonline.org](http://www.CHAMPSonline.org), remained a vital resource for board members and clinical and non-clinical staff of Region VIII health centers with **NEW** and updated resources.

Affordable Care Act (ACA)  
Outreach and Enrollment (O/E)  
Health Insurance Literacy  
CMV Medical Exam Resources  
Childhood Obesity Resources

ICD-10 Transition Resources  
Women's Reproductive Health Resources  
Public Housing Resources  
Lesbian, Gay, Bisexual, and Transgender (LGBT) Resources

The 2014-2015 **CHAMPS Membership Year begins April 1, 2014**. Membership requests will be sent in late March. Thank you for your ongoing support of CHAMPS' programs and services!

### Health Center Needs Assessment Guides CHAMPS' T/TA Planning

In December 2013, CHAMPS and Region VIII's State Primary Care Associations (SPCAs) distributed the **2014 Region VIII Health Center Training and Technical Assistance (T/TA) Needs Assessment** to leadership staff at the region's 65 health centers. Over 250 people from 91% of the region's health centers responded, providing information about their organization's need for T/TA in:

- ★ **Health Center Program Requirements** in the areas of Need, Services, Management & Finance, and Governance; five (of 152) topics ranked as high need for T/TA, including:

- ICD-10 Health Information Technology (HIT) Issues
- Operational ICD-10 Preparation
- Coding Education
- Productivity Incentives/Benchmarks
- Supervisor/Manager Training

- ★ **Clinical and Financial Performance Measures**

- Clinical Measures with the highest need rankings were:
  - Depression Screening/Follow-up (**NEW** for 2014)
  - Colorectal Cancer Screening
  - Weight Assessment and Follow-up for Adults
  - Weight Assessment and Counseling for Children/Adolescents
  - Health Center Specific Behavioral Health Measures
- Financial Measures with the highest need rankings were:
  - Total Cost Per Patient
  - Medical Cost Per Medical Visit

- ★ **Additional Areas** including emergency preparedness, health reform, and more; while none of the 27 topics in these areas ranked as high need for T/TA, interest in the following topics remains high:

- New Payment Models
- Medicaid Expansion
- BPHC Operational Site Visits

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.

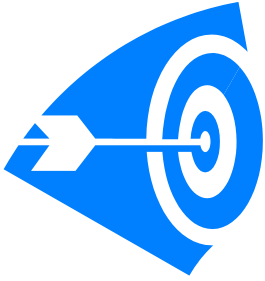
**CHAMPS thanks Region VIII's SPCAs (AUCH, CCHN, CHAD, MPCA, and WYPCA) for their vital collaboration on this project!**

**Additional thanks to the survey respondents – your input is fundamental to ensure CHAMPS and the SPCAs can provide the most effective support possible.**

*Questions about the 2014 Region VIII Health Center Needs Assessment?  
Contact Andrea Martin, CHAMPS Workforce Development & Member Services Director,  
at 303-867-9581 or [andrea@CHAMPSonline.org](mailto:andrea@CHAMPSonline.org).*

Not sure where to start on the [CHAMPS website](#) to find the resources you need? Check out the **NEW** [CHAMPS Website Tutorial](#) for a video walkthrough of all the resources offered.

Don't miss the **American Society for Colposcopy and Cervical Pathology's (ASCCP)** comprehensive, user friendly [mobile app](#) for the Updated Consensus Guidelines for Managing Abnormal Cervical Cancer Screening Tests and Cancer Precursors. Recommendations and algorithms can be viewed on iPhone, iPad, and Android devices.



### Training Opportunity for Clinical-Operations Teams

***Enhancing Collaborative Management in Community Health Centers: Developing Clinical-Operations Teams*** is a unique course to help clinical and operations leaders join together to address issues of health center management and learn how to develop processes for success. Each **two-member team (a clinician and an operations person who work together at the same health center)** will gain tools for practical application and ongoing process improvement within the following areas: Theory of Collaborative Management, Recruitment and

Retention, Provider Productivity, Performance Compensation, Strengthening Group Process, Enhancing Motivation, Leadership and Management Styles, Negotiation and Conflict Resolution, and Political Advocacy. The course will be taught by Paul Campbell, MBA, ScD, Harvard University and Robert Hoch, MD, MPH, Harbor Health Services, Tuesday, June 10-Friday, June 13, 2014, in Portland, OR.

*Registration closes May 9, 2014.*

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

## 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.***

#### **Health Center Recruitment & Retention**

- ★ Overview of how to use the [2011 Region VIII Health Center Recruitment & Retention Survey Report](#) to tailor recruiting and retention practices plus a Region VIII Health Center Best Practice, Clinica Family Health Services' successful physician onboarding program
- ★ Online archive available through 03/19/14; 1.25 HRCI recertification credit hours available



#### **The Physician Recruiting Makeover**

- ★ Information about the national physician recruiting market and strategies for successfully recruiting and retaining these providers
- ★ Online archive available through 04/04/14 (credit is not available)

#### **ACA & PCMH: Recent Impacts on Health Center HR & Workforce Series**

- ★ Two-part webcast series analyzes how ACA workforce components and PCMH initiatives impact health center workforce efforts
- ★ Online archives available through 07/18/14 (credit is not available)

#### **Patient Care Teams: Transforming the Primary Care Practice**

- ★ Presentation on the multiple components of successful patient care team transformation
- ★ Online archive available through 05/13/14; 1.50 CME credit hours available

#### **Veterans: a Highly Effective Workforce**

- ★ Presentation on the major aspects of recruiting, hiring, managing, and retaining veterans
- ★ Online archive available through 11/14/14 (credit is not available)

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



## WORKFORCE DEVELOPMENT NEWS, Continued

### Invest in Your High Potential Mid-Level Managers

Registration is now open for the 2014 CHAMPS/NWRPCA **Critical Skills for Mid-Level Managers** course, offering health center managers the **tools to successfully navigate the hiring, training, orientation, and management of staff while successfully organizing their workloads.** Topics will include how to effectively lead and manage change, hire the right people for long-term success, build and strengthen management communication skills, understand and follow key employment laws, coach and develop a team, understand key factors for financial stability, and implement accountability strategies that work.



#### Course Schedule:

- ★ Tuesday, April 8-Thursday, April 10, 2014: Face-to-Face Training in Seattle, WA
- ★ May-October 2014: Capstone Project and optional individual coaching (additional fee for coaching session applies)
- ★ May 2014 (exact date TBD): Group Check-In and Networking Conference Call
- ★ Summer 2014 (exact date TBD): Increasing Effectiveness in Even the Busiest of Times – Organization and Time Management Webcast
- ★ October 2014 (exact date TBD): Highly recommended concluding session at the [CHAMPS/NWRPCA Annual Primary Care Conference](#) in Denver, CO (requires separate conference registration and payment)

**Lead Trainer:** Lisa Mouscher, CEO and Lead Consultant, Sogence Training & Consulting

#### Cost:

- ★ \$850 per person for NWRPCA or [CHAMPS Organizational Members](#)
- ★ \$1,275 per person for Non-Members

*The registration deadline is March 24, 2014.  
The cohort is limited to 38 managers, so register early!*

*For more information and to register,  
please click [HERE](#) or visit the [CHAMPS Leadership Learning Opportunities](#) webpage.*

### Coming Soon! Leadership and Skill Development Training

CHAMPS and Colorado Community Health Network (CCHN) will soon partner to provide training for health center administrative and clinical support staff through a series of six one-hour webinars. These events will be offered April-September 2014 and will address personal financial management, coping skills, influencing, motivational interviewing, and customer service (topics are still being finalized and are subject to change). Check the [CHAMPS Distance Learning](#) webpage in the coming months for more details.

### You're Invited: Meet & Greet

CHAMPS and Colorado Community Health Network (CCHN) will be hosting a **Meet & Greet: Community Health Career Connection** recruitment event on Thursday, March 6, 2014, from 6:00 PM-8:00 PM MT at the Sheraton Denver West, Lakewood, CO. This event will give health center staff, health students, and job seekers an opportunity to network, learn about loan repayment options, and connect with similar mission-driven individuals.



*For more information and to register, click [HERE](#).*

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## WORKFORCE DEVELOPMENT NEWS, Continued

### 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, 2013 to January 31, 2014 data include:

- ★ **Fifty-one different Region VIII health centers advertised 260 career opportunities.**
- ★ There was a **31% increase in administrative/management positions posted** compared to the previous year.
- ★ Over **41%** of the health center postings in the 2013-2014 period **were reported as having been filled**, similar to the 42% reported as having been filled in the previous year.
  - ★ **67% of Physician postings were reported as having been filled** in the 2013-2014 period, an increase from 50% 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 8.5 months.
  - ★ Dentist and Dental Director postings had slightly longer average recruitment lengths, at 9.2 months.
  - ★ **Physician and Medical Director postings continued to have the longest average recruitment lengths** at 24.1 months.
- ★ The top four recruitment resources were **internal hire, online listing, local referral/word of mouth, and newspaper/local advertising.**

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

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

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## 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 Clinicians' Listserv has a New Host

As part of ongoing improvement efforts, CHAMPS has converted the CHAMPS Clinicians' Listserv to Google Groups. All other protocols of the listserv will remain the same:

- ★ The resource is a private email listserv provided by CHAMPS that allows for better communication among Region VIII health center and Primary Care Association (PCA) clinicians and clinical support staff.
- ★ Members may use the listserv to ask questions, share best practices, announce events/achievements/opportunities, and network with other clinicians in Region VIII.
- ★ Clinicians or clinical support staff at Region VIII health centers and PCAs must become a member of the listserv to utilize the resource. To join the listserv, send an email to [shannon@CHAMPSonline.org](mailto:shannon@CHAMPSonline.org) and request to be added.
- ★ Members can post their message by sending an email to the listserv address and the email will be sent to all listserv members.



Visit the [CHAMPS Clinicians' Listserv](#) webpage to learn more.

### CHAMPS UpToDate GPO Open for 2014

CHAMPS will continue to provide [CHAMPS Organizational Members](#) the option to purchase discounted subscriptions for UpToDate through a Group Purchasing Offer (GPO). UpToDate is a clinical decision support tool and evidence-based, peer reviewed information source that allows clinicians to answer clinical questions quickly and easily on mobile devices or laptop/desktop computers. UpToDate also provides continuing medical education (CME) credit when providers perform searches. The CHAMPS UpToDate GPO allows new subscribers to purchase individual subscriptions at \$80 off the retail price. Annual renewals are offered at \$30 off the retail price.



For more details, please visit the [CHAMPS UpToDate Purchasing Offer \(GPO\)](#) webpage.

### CHAMPS Offers ICD-10 Education & Training through Optum GPO

CHAMPS has partnered with Optum to offer comprehensive ICD-10 training services to ensure Region VIII health centers are ready for the ICD-10 transition in October 2014. The Optum program provides education and training for:

|                       |                               |
|-----------------------|-------------------------------|
| Health care providers | Revenue cycle staff           |
| Nurses                | IT staff                      |
| Coders                | Reporting and analytics staff |

Optum – made up of OptumHealth, OptumInsight and OptumRx – is one of the leading information and technology-enabled businesses dedicated to making health care systems work better. Optum serves nearly 247,000 health professionals and physician practices, nearly 5,000 hospitals, and over 125 state and federal agencies – helping to manage data for more than 109 million lives in the US.

**Through the CHAMPS Group Purchasing Offer (GPO), Region VIII health centers are able to purchase online trainings at 30% off the Optum retail price.**

Some of the online courses available include:

- ★ Level 1 Overview courses for revenue, clinical, and IT/Reporting staff
- ★ Code Set Training
- ★ Provider Documentation Enhancement for ICD-10
- ★ Impact to Nursing Documentation
- ★ Coding for Non-Coders - Financial
- ★ Coding for Non-Coders - Clinical

Other supplemental training options (not included in the GPO) include:

- ★ Instructor-led ICD-10 Physician Education
- ★ Clinical Documentation Improvement Boot Camp
- ★ Instructor-led ICD-10 Code Set Training
- ★ Ask an ICD-10 Expert
- ★ Dual Coding/Post-Transition Audit (includes an audit of records by a certified coding expert)

#### Additional ICD-10 Resources

The [CHAMPS ICD-10 Transition Resources](#) webpage includes a description of ICD-10, a timeframe for transition, resources to complete a transition plan, articles, training tools, and more.

For more information, visit [ICD-10 Education & Training Group Purchasing Offer \(GPO\) with Optum](#).  
Questions? Contact Shannon Kolman, CHAMPS Clinical Programs Director, at 303-867-9583 or [shannon@CHAMPSonline.org](mailto:shannon@CHAMPSonline.org).

### Registration Open: Improving Diabetes through Patient-Centered Medical Home (PCMH) Principles Webcast



This CHAMPS distance learning event introduces participants to a transforming **group-based care delivery model** utilized at Clinica Family Health Services over the last ten years. Karen Funk, MD, MPP, Vice President of Clinical Services at Clinica Family Health Services in Lafayette, CO, will outline the essential components of the unique care team that staffs group visits as well as the care team pods that support individual patient visits. She will explain how essential components of this care delivery model increase access to primary care and quality outcomes. The presentation will also address how the core components of this care delivery model reflect the framework of a patient-centered medical home.

**Date/Time:** Tuesday, March 18, 2014, 11:30 AM-1:00 PM MT (12:30 PM-2:00 PM CT)

**Target Audience:** Health center providers, support staff, clinical site administrators, quality improvement officers, and higher level clinical and operations staff members.

#### Learning Objectives:

- ★ Learn about the group visit model of care for chronic disease utilized at Clinica Family Health Services to care for diabetic patients.
- ★ Understand the components of the Clinica care team that lead to improved quality outcomes for diabetic patients.
- ★ Be able to identify how the components of the group visit care delivery model can increase access and quality.
- ★ Be able to identify core components of the PCMH model that promote quality outcomes for diabetic patients at Clinica Family Health Services.

**Cost:** Participation in the LIVE version of this event is **FREE for [Region VIII health centers and Primary Care Associations](#)**. Other participants in the live event will be charged \$75/link and \$15/person for credit after the event.

*This program has been filed with the American Academy of Family Physicians (AAFP) for 1.5 hours of continuing medical education (CME). Determination of credit is pending.*

*This event will take place online, and advance registration is required.*

*To register, please click [HERE](#) or visit the [CHAMPS Distance Learning](#) webpage.*

### NEW Women's Reproductive Health Resources Webpage

Health centers funded by the Health Resources and Services Administration (HRSA) are required to have ongoing quality improvement programs that include clinical services and quality management. The three current HRSA Bureau of Primary Health Care (BPHC) clinical performance measures relating to women's reproductive health are:

- ★ Percentage of women 21-64 years of age who received one or more tests to screen for cervical cancer
- ★ Percentage of pregnant women beginning prenatal care in the first trimester
- ★ Percentage of births less than 2,500 grams to health center patients



To support Region VIII health centers in meeting these clinical performance goals, CHAMPS has compiled a listing of related resources. The new **Women's Reproductive Health Resources** webpage includes information about the BPHC Clinical Performance Measures and related Healthy People 2020 goals, links to clinical guidelines, downloadable provider tools and patient education materials, and other online resources.

*Visit the [NEW CHAMPS Women's Reproductive Health Resources](#) webpage.*



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

**Spanish Language Training for Health Care Professionals**, Tuesday, May 2-Monday, May 5, 2014, hosted by CHAMPS and the Denver Medical Society (DMS), is an intensive, conversational and medical Spanish workshop consisting of medical dialogues, role-plays, visual aids, cross-cultural discussions, and daily practice. The training, taught by Rios Associates, uses an effective immersion learning approach designed for people with limited time who need to use their new language skills with Spanish-speaking patients immediately.



#### Learning Objectives:

- ★ Acquire/strengthen the ability to interview patients in Spanish, take a medical history, give prescriptions and instructions, and conduct a physical exam.
- ★ Be exposed to a Spanish vocabulary of at least 1,500 general and medical words.
- ★ Develop a good flow of speech in present, future, and past tenses.
- ★ Develop an awareness of differences in cultural attitudes.
- ★ Develop skills to continue language acquisition through daily practice and experience.
- ★ Intermediate students will be able to do all of the above using more complex tenses and moods (conditional, present and past progressive, present and past perfect tenses plus subjunctive mood and its tenses).

#### Cost:

- ★ \$499 for [CHAMPS Organizational Members](#) and DMS Members
- ★ \$599 for Non-Members

**CME:** 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.*

*Questions? Contact Chelsea Skovgaard, CHAMPS Programs & Communications Coordinator, at 303-867-9584 or [chelsea@CHAMPSonline.org](mailto:chelsea@CHAMPSonline.org).*

### CHAMPS Partners with COPE-REMS to Promote Opioid Prescribing Education

In light of increasing death rates from opioid overdose and rates of opioid abuse, improved education about prescribing opioids has been developed by the University of Washington's School of Medicine. Their interactive online course, COPE-REMS (Collaborative Opioid Prescribing Education-Risk Evaluation and Mitigation Strategy), offers continuing medical education (CME) targeted to opioid prescribing providers and care managers who are involved with treating patients with chronic non-cancer pain.

The course content covers opioid safety requirements and uses video vignettes of providers and patients to demonstrate clinical practices through self-paced tutorials. The course includes a pre-test, six chapters of audiovisual content, a post-test for those desiring CME, and a comprehensive resources section. CME credit is offered (4.0 AMA PRA Category 1 Credits™).

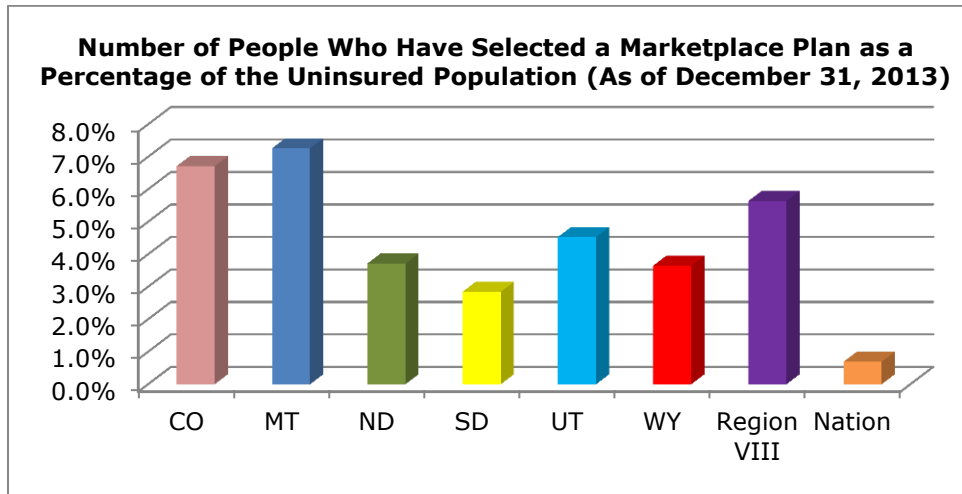
*For more details, visit the [CHAMPS Events & Trainings](#) webpage.*

#### **Save-the-Date: Practical Strategies for Safe Opioid Prescribing Webinar**

The University of Washington will host *Safe Opioid Prescribing: It Starts with Effective Communication* on March 4, 2014 from 12:00 PM-1:00 PM MT (1:00 PM-2:00 PM CT) and on demand. The webinar has been approved for 1 CME credit. *For more information and to register, click [HERE](#).*

## Region VIII Outreach & Enrollment (O/E) Update

Nationwide, more than **three million people** have signed up for private health insurance through the federal and state-based marketplaces since October 2013. During the same period, more than **six million people** were determined to be eligible for CHIP and Medicaid. In Region VIII, 91,000 people have selected a marketplace plan and 114,000 have been determined eligible for Medicaid as of December 31, 2013. Region VIII health centers are assisting their community members enroll in affordable health plans at rates that exceed the nation as a whole (see the graph below).



Enrollment data is from the [Department of Health and Human Services January Enrollment Report](#) and from a [Department of Health and Human Services enrollment announcement](#). The number of uninsured in each state comes from [State Health Facts](#), an analysis on health insurance coverage by the Henry J. Kaiser Family Foundation.

## **NEW** Resources Added to CHAMPS Affordable Care Act and O/E Webpages

The CHAMPS website is continuously updated with new resources and documents; recent additions to the **Affordable Care Act** and **Outreach & Enrollment (O/E)** webpages include:

- ★ New [Flyers and Postcards](#) that health centers can customize and mail to advertise their O/E services
- ★ Comprehensive listing of [Upcoming O/E Conferences, Calls, and Webinars](#) from many organizations including Enroll America, Center on Budget and Policy Priorities, and the Health Resources and Services Administration (HRSA)
- ★ Tips on [Processing Applications for Multi-Tax Households](#) from the Centers for Medicare and Medicaid Services (CMS)
- ★ Enroll America's [Health Care from the Pulpit Toolkit](#), designed to assist leaders in the faith community with health care reform education efforts
- ★ A [Provider Toolkit](#) from HRSA designed to help clinicians and health care administrators educate patients about new health care options, how insurance works, and the benefits of having insurance
- ★ A [Policy Brief on Assessing the Potential Impact of State Policies on Community Health Centers' Outreach and Enrollment Activities](#) from the Geiger Gibson/RCHN Community Health Foundation Research Collaborative on how state policies on Affordable Care Act implementation (regarding Medicaid expansion and Navigator laws) affect the success of O/E programs at health centers

*Click the hyperlinks above to jump directly to each new resource, and visit the [CHAMPS Affordable Care Act](#) and [Outreach & Enrollment](#) webpages to explore all related CHAMPS resources.*

## OUTREACH & ENROLLMENT NEWS, Continued

### Don't Miss These O/E Best Practices!

**Findings from a National Study on Enrolling in Health Care Coverage**, a study published by Enroll America, found that there are **four key messages** on getting health insurance that resonate with people; 89% of the population finds that at least one of these messages addresses their top concerns regarding health insurance:



1. All insurance plans will have to cover doctor visits, hospitalizations, maternity care, emergency room care, and prescriptions.
2. You may be able to get financial help to pay for a health insurance plan.
3. If you have a pre-existing condition, insurance plans cannot deny you coverage.
4. All insurance plans will have to show the costs of premiums and what is covered in simple language with no fine print.

In situations where time is limited, O/E workers may find these concise messages to be effective in encouraging community members to enroll.

Click [HERE](#) to download *Findings from a National Study on Enrolling in Health Care Coverage*.

CHAMPS has collected examples of the ways Region VIII health centers are using **unique outreach strategies** to effectively reach consumers in their area. These useful techniques include:

- ★ Training all health center staff on the basics of O/E so anyone can talk to patients about healthcare reform and affordable health insurance options.
- ★ Having all health center staff wear buttons that say, "Ask Me About Affordable Health Coverage."
- ★ Stapling enrollment information to patients receipts when they check out, or to medication packets handed out in the pharmacy.
- ★ Providers or front desk staff introducing uninsured patients to the O/E staff at the end of the appointment.
- ★ Giving enrollment assistance information to small businesses in the area that do not provide health insurance to their employees.
- ★ Creating visible posters, flyers, or videos in the waiting room that explain the importance of health insurance and how to enroll.

*If you want to learn more about any of these practices or if you would like more examples, please contact Alyssa Panning, CHAMPS Outreach & Enrollment Coordinator, at [alyssa@CHAMPSonline.org](mailto:alyssa@CHAMPSonline.org) or 303-867-9544.*

### NEW CHAMPS Webpage Helps Consumers Understand Health Insurance



Since January 1, 2014, millions of people around the country have enrolled in health insurance plans, and some of these people may be unfamiliar with the complexity of the health insurance system. CHAMPS has created a new **Health Insurance Literacy** webpage to help health center staff educate patients on how to use health insurance. The webpage contains a guide on how to utilize health insurance, common health insurance terms, and information on deciding where to go in case of injury or illness. Health centers can customize this guide to meet their needs by adding local

hospitals or removing irrelevant information. The webpage also contains resources from local and national partners addressing utilization of insurance benefits, what to do in the first days after receiving health insurance, and how to use Medicaid in Region VIII states.

Visit the [NEW CHAMPS Health Insurance Literacy](#) webpage.

## 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.*

### Looking for LGBT Resources?

The **NEW CHAMPS Lesbian, Gay, Bisexual, and Transgender (LGBT) webpage** provides a variety of resources to assist health centers in providing quality services to LGBT individuals. The webpage offers a selection of fact sheets, reports, and statistics that cover information ranging from LGBT health disparities, patient rights, cultural proficiency recommendations, and efforts of different organizations to address these issues. Additionally, health care providers can find guidelines for primary care of LGBT patients, resources for gender identity discussions, and summaries of the unique health issues for this population. Lastly, there are links to a variety of continuing education opportunities and to national organizations with additional information and learning options.



Visit the [NEW CHAMPS Lesbian, Gay, Bisexual, and Transgender \(LGBT\) Resources webpage](#).

### NEW Residents of Public Housing Resources

There are many barriers that public housing and homeless residents share including limited health care access and sensitivity to reporting address and income. Given these similar challenges, CHAMPS has **augmented the existing Homeless Resources webpage with information addressing public housing**. The updated webpage includes public housing and homeless fact sheets, reports, statistics, health care provider resources, continuing education and conference links, state specific organizations, outreach and enrollment information, and more.

Visit the enhanced [CHAMPS Homeless & Public Housing Resources webpage](#).

### Report on Health Care Needs of Returning Veterans

In the September 2012 *Journal of General Internal Medicine* report [Post Deployment Care for Returning Combat Veterans](#), Spelman et al write that 2.4 million military personnel have deployed to Iraq and Afghanistan since 2001. To date, 1.44 million have separated from the military and approximately 772,000 of these veterans have used the Veterans Affairs (VA) health care system. Not all veterans receive care from VA providers, thus it is important for community health care workers to be familiar with the unique health care needs of this population. The report goes on to provide **valuable information for treating these veterans** including occupational exposures, combat-related chronic health problems, psychosocial risks, musculoskeletal pain, sleep, PTSD, traumatic brain injury, and more. Follow the report link above to learn more.

#### Additional Information to Serve Veterans

The [Military Health History Pocket Card for Clinicians](#) provided by the Veterans Health Administration offers an accessible reference guide of veterans' health concerns and questions to ask military service members and veterans.

The US Department of Labor announced a number of [grant opportunities](#) to provide workforce reintegration assistance to homeless veterans.

CHAMPS has compiled [Recruitment and Retention Resources for Veterans](#), which include information on transitioning to civilian life, healthcare career training assistance programs, networking opportunities, job banks, and labor market trends.



### HRSA Announces New Funding Opportunities

The Health Resources and Services Administration (HRSA) recently announced two funding opportunities: the Affordable Care Act Patient Centered Medical Home Facility Improvements (P-FI) Grant Program and the Mental Health Service Expansion - Behavioral Health Integration (BHI) funding opportunity. Through the **Affordable Care Act Patient Centered Medical Home Facility Improvements Grant Program**, HRSA anticipates awarding approximately \$35 million in competitive one-time capital development awards to existing 330-funded health centers. The grants will be for facility modifications needed to improve or enhance a health center's capacity to deliver care using the patient-centered medical home (PCMH) model. **The closing date for applications is March 14, 2014.**



The **Mental Health Service Expansion - Behavioral Health Integration (BHI) funding opportunity** will expand the delivery of mental health services through the existing network of 330-funded health centers (excluding health centers newly funded in FY13 and FY14). The Bureau of Primary Health Care (BPHC) expects to award \$50 million through approximately 200 grants. Successful applicants will demonstrate BHI through the use of evidence-based screening, increased staffing for behavioral health treatment, and the use of team-based care to support services. **The deadline for the initial portion of the application is March 3, 2014.**

*For more information about the PCMH Facility Improvement Grant Program, view the [HRSA Grant Opportunity Summary](#).*

*For more information about the Mental Health Service Expansion opportunity, view the [funding announcement](#).*

### Don't Miss This New/Updated HRSA Information!

- ★ [Policy Information Notice 2014-10: Health Center Program Governance](#)
- ★ [Updated Health Center Program Site Visit Guide](#)

### Geiger Gibson Capstone Fellowship



The Geiger Gibson Capstone Fellowship in Health Policy and Leadership will be offered Monday, June 2-Wednesday, June 4, 2014, in Washington, DC. The program is designed to provide participants with the knowledge needed to understand US health policy trends and their implications for health centers with a special emphasis placed on current and emerging health reform implementation issues. Program speakers will come from senior levels of Washington, DC's health policy leadership community.

***Space has been reserved for Region VIII health center leaders!***  
*For more information and to register, visit the [Geiger Gibson Program](#) website.*

### 2014 Federal Poverty Levels Released

In February 2014, the US Department of Health and Human Services (HHS) released the 2014 Federal Poverty Levels (FPLs). The Federal Poverty Level is a measure of income that is updated every year by HHS. To view the 2014 Poverty Guidelines, click [HERE](#).

# UPCOMING EVENTS – MARK YOUR CALENDARS

## MARCH

**March 18, 2014**  
**CHAMPS [Improving Diabetes through Patient-Centered Medical Home \(PCMH\) Principles Webcast](#)**  
Online

**March 19-23, 2014**  
**NACHC [Policy & Issues Forum](#)**  
Washington, DC

## APRIL

**April 8-10, 2014**  
**CHAMPS/NWRPCA [Critical Skills for Mid-Level Managers](#)**  
Seattle, WA

**April 16-17, 2014**  
**MPCA [Spring Symposium](#)**  
Helena, MT

**April 29-May 1, 2014**  
**CHAD [Spring Workshop](#)**  
Aberdeen, SD

## MAY

**May 2-5, 2014**  
**CHAMPS [Spanish Language for Health Care Professionals](#)**  
Denver, CO

**May 14-16, 2014**  
**NACHC [National Farmworkers Health Conference](#)**  
Delray Beach, FL

**May 15-16, 2014**  
**AUCH [Annual Membership Meeting & Conference](#)**  
West Valley City, UT

## LOOKING AHEAD

**[Geiger Gibson Capstone Fellowship in Health Policy & Leadership](#)**  
June 2-4, 2014  
Washington, DC

**[CHAMPS, NWRPCA, & NACHC Enhancing Collaborative Management in Community Health Centers](#)**  
June 10-13, 2014  
Portland, OR

## March

*Daylight Savings, 3/9*

## April

*National Minority Health Month  
Passover, 4/14-4/22  
Easter, 4/20  
Earth Day, 4/22*

## May

*Mental Health Month  
Mother's Day, 5/11  
Memorial Day, 5/26*

## CONTACT US

*Please let us know if you would like to sign up for the newsletter or if your email address has changed. Thank you!*

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**Visit the interactive [online CHAMPS calendar](#) for continuing updates!**

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