



CHAMPS Spring 2004 Newsletter

Updates & Announcements

- **We've Moved**

Community Health Association of Mountain/Plains States' (CHAMPS) new location:

600 Grant Street, Suite 800 Denver, CO 80203

Our phone and fax numbers, and email addresses remain the same:

Phone (303) 861-5165 / Fax (303) 861-5315

And you can always find us at www.champsonline.org.

- **Eighth Annual CHAMPS/NWRPCA Primary Care Conference**

Mark your calendars for the CHAMPS/NWRPCA Primary Care Conference to be held October 22-27, 2004 in Salt Lake City, UT. If you have session or speaker ideas, or are interested in serving on the Conference Planning Committee, please contact Darci Martinez at (303) 861-5165 ext. 285 or Darci@champsonline.org. The registration brochure will be available in August 2004 www.champsonline.org/anconf.htm. Travel reimbursement up to \$675 will be available to Region VIII CHC clinicians.

- **Deering CHC Wins Portable DVD**

Congratulations to Pat O'Shaughnessy-Clark for winning a portable DVD Player for Yellowstone City-County Health Department's Deering Clinic. Her survey submission was one out of 31 completed and returned surveys entered in a drawing for a portable DVD Player from CHAMPS, an incentive for completing the Region VIII tele-education needs assessment. The assessment was designed to evaluate Region VIII CHC tele-education capabilities, usages, needs, and desired trainings. CHAMPS trainings, such as the recent Employment Law and Coding webcasts, have been and will be based on the results of this needs assessment.



*Lil Anderson and Pat O'Shaughnessy-Clark
check out their cool new gadget.*

- **Bring Web-based Learning To Your Health Center**

Over thirty Region VIII CHC staff members participated in the unique opportunity of obtaining continuing education credits through a live CHAMPS webcast in March 2004. CHAMPS hosted two live webcasts in March: Employment Law and Intermediate Billing/Coding. Both of the webcasts are available to CHAMPS members through archive and/or CD-ROM. To request archive access or a copy on CD-ROM please use the contact information below.

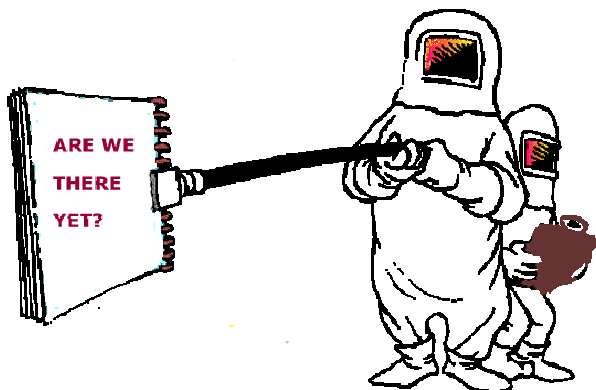
Sign up now for the next CHAMPS live webcast:

Health Center Preparedness for Emerging Infections and Bioterrorism

Thursday, June 10, 2004, 11:30 AM-1:00 PM (MST)

Presented by Adi Gundlapalli, MD, PhD

Target participants include CHC staff who provide patient care, assessment, outreach, or triage. For webcast details link to the CHAMPS website www.champsonline.org/ulw.htm.



To register contact Darci Martinez:
Darci@champsonline.org or (303) 861-5165
ext.285

For more information on archived webcasts link
to www.champsonline.org/webcasts.htm.

- **National Health Center Week (August 8–14, 2004)**

Health centers care for more than 15 million people in more than 3,400 communities nationwide and those numbers are growing. Government officials will honor the Nation's Community, Migrant and Homeless Health Centers as part of "National Health Center Week 2004" August 8 through 14, 2004. Events marking "National Health Center Week" include health fairs, press conferences, and site visits by Members of Congress to health centers across the country.

The achievements of health centers have won notice not only from bipartisan Members of Congress, but also President Bush who wants to increase funding for the Health Center program by \$219 million to meet his goal of doubling the number of people served by Health Centers by 2006.

At a time when Americans are paying more for less, health centers still receive patient satisfaction levels of up to 99 percent. For less than what it costs to buy a cup of coffee, an uninsured Health Center patient receives care at a health center -- about \$1.25 a day. Health Centers control health care costs by providing primary and prevention services, reducing the need for more costly hospital care down the road. If a patient has no health insurance card, or no money in their pocket, they still receive quality health care.

For more information on how you can participate in National Health Center Week link to www.NACHC.com.

Health Disparities Collaboratives (HDC) Update

- The West Central Cluster Phase II Summit was held in Denver, CO February 17-20, 2004. The summit included a pilot mini-collaborative on access and redesign, which was well received by the participants. Mark Murray, Mike Davies, and Peter Knox are national experts in access and redesign and have done a wonderful job of supporting these teams and giving them very detailed feedback on their work.
- HDC 2003 (formerly known as HDC 2) held its third learning session (LS3) in Nashville, TN April 28- May 1, 2004. All of the health center teams collaborated well and were engaged in the sessions. One of the primary goals of LS3 is to work with the health centers on their plans for spread to additional providers, conditions or satellite clinics within their organization. The Congress will be held in September 2004.
- The West Central Cluster is in the early stages of preparation for this upcoming summer's application process for HDC 2004-2005, tentatively scheduled for a January 2005 kickoff. Application materials will be available online www.healthdisparities.net/apply.html.

Mountain/Plains Clinical Network (MPCN) Update

- CHAMPS hosted Beginner and Intermediate Spanish Language Training for Region VIII CHC Providers February 26-28, 2004, in Denver. The 46 participants rated the three-day training as excellent and requested additional Spanish language courses. MPCN will evaluate the need for another training later in the year.
- If your health center has not ordered the 16-minute patient education video *Baby Bottle Mouth*, they are still available. The video is offered in Spanish and English and English only, and plays continuously. It is also available in DVD. To order, link to www.champsonline.org/bbmvc.pdf.
- MPCN is looking for medical clinicians from Colorado and Wyoming and a Dentist to sit on the MPCN Steering Committee. Serving on the MPCN Steering Committee provides a great opportunity to guide the clinical activities of the Regional Primary Care Association and Clinical Network. If you are interested please contact CHAMPS staff.
- NACHC (National Association of Community Health Centers) recently released *NACHC Community Health Centers Tools And Resources CD-ROM*, which includes: *The Voice And Face Of Community Health Centers* (video), *The Community Health Center Network: An Information Guide To Programs And Partners*, and three monographs. NACHC sent hundreds of the CD-ROMs to health centers that requested them, at no charge. It is a useful tool to orient health center clinical and non-clinical staff, board members, members of the community and partners. CHAMPS staff recently assisted NACHC with an evaluation of this tool. NACHC has sent the evaluation to those who requested the CD-ROM. The responses will be used to refine future editions of this product in order to better serve health centers. To obtain a free copy of this valuable tool, contact Kathy McNamara at 301-347-0400 or kmcnamara@nachc.com.
- NACHC is working with HRSA/BPHC on disaster preparedness trainings for health center staff. The current plan is to provide sessions that would help health centers determine the resources, policies and procedures needed for appropriate emergency response. NACHC held a session on disaster preparedness during the Policy and Issues Forum held in Washington DC (March 24-27, 2004) and it was well attended. To assist NACHC in understanding health center needs in rural, frontier and western-urban communities, CHAMPS staff recently interviewed Region VIII and X Primary Care Associations on health center emergency preparedness perception, needs and current status in their respective states and regions. This feedback will help NACHC in further developing this training. If you have specific ideas or comments on future disaster preparedness training, please send them to gina@champsonline.org.

Recruitment and Retention Update

- **CONGRATULATIONS** to the winners of the Amazon.com gift certificates for participation in the recent CHAMPS Region VIII Recruitment and Retention Salary. The winners were: *Jon Berg of Valley Community Health Center* in Northwood ND, *Victor Montour of Clinica Campesina* in Lafayette CO, and *Laura Carpenter of Metro Community Provider Network* in Englewood, CO. The CHAMPS recruitment and retention survey was created to identify and support best recruitment and retention practices in Region VIII Health Centers. Results of the survey will be available in June 2004.
- New on CHAMPS' website: health center recruitment and retention tools. Check them out at www.champsonline.org/rec&ret.htm.
- Region VIII PCAs have collaborated to create a regional recruitment and retention survey and a salary survey. The recruitment and retention survey was created to identify and support best recruitment and retention practices in Region VIII Health Centers, results will be available this spring. The salary survey will provide a regional snapshot of CHC salary structures allowing for state and national comparisons, results will be available this summer.
- Be sure to visit CHAMPS' **Job Opportunities Bank (JOB)**, which lists clinical and non-clinical vacancies in Region VIII Community Health Centers www.champsonline.org/jobx.htm.
- Did you know: The 2003 U.S. Average Hourly Value of Volunteer Time is \$17.19. The Independent Sector organization develops the national average hourly value of volunteer time, derived from the annual President's Economic Report. This figure is based on the average non-agricultural hourly wage from the previous fiscal year, increased by 12% to allow for benefits. This represents an average value of volunteer roles and activities. For more information, visit [the Independent Sector website](#).
- **HR HUMOR: Here are some things actual applicants have done during interviews.**
 1. "Applicant stretched out on the floor to fill out the job application."
 2. "A balding candidate abruptly excused himself. Returned to the office a few minutes later, wearing a hairpiece."
 3. "Applicant asked to see interviewer's resume to see if the personnel executive was qualified to judge the candidate."
 4. "Applicant announced she hadn't had lunch and proceeded to eat a hamburger and french fries in the interviewer's office—wiping the ketchup on her sleeve."
 5. "Stated that, if he were hired, he would demonstrate his loyalty by having the corporate logo tattooed on his forearm."
 6. "Interrupted to phone his therapist for advice on answering specific interview questions."
 7. "When asked about his hobbies, he stood up and started tap dancing around office."
 8. "Said he wasn't interested because the position paid too much."
 9. "During the interview, an alarm clock went off from the candidate's briefcase. He took it out, shut it off, apologized and said he had to leave for another interview."
 10. "A telephone call came in for the job applicant. It was from his wife. His side of the conversation went like this: "Which company? When do I start? What's the salary?" I said, "I assume you're not interested in conducting the interview any further."

from www.myhumor.com

CHAMPS wants to hear about your HR experiences, e-mail your stories to Darci Darci@champsonline.org.

Contact Us

- Julie Hulstein, Executive Director (Julie@champsonline.org / 303-861-5165 ext. 226).
- Gina Astorino, Clinical Programs Director (Gina@champsonline.org / 303-861-5165 ext. 225).
- Sara Imig, Collaborative Director (Sarah@champsonline.org / 303-861-5165 ext. 236).
- Darci Martinez, Recruitment and Retention Program Coordinator (Darci@champsonline.org / 303-861-5165 ext. 285).