



Fall 2014 Quarterly Newsletter

Published November 19, 2014

CHAMPS/NWRPCA Annual Primary Care Conference

On October 19-22, 2014, more than 450 people from across the country gathered in Denver, CO to enjoy educational sessions, networking opportunities, meetings, and engaging conversations during the Community Health Association of Mountain/Plains States (CHAMPS) and Northwest Regional Primary Care Association (NWRPCA) Annual Primary Care Conference. Plenary speakers included Kim Gillan from the US Department of Health and Human Services, Dan Hawkins from the National Association of Community Health Centers (pictured at right, on the right),



Jim Macrae from the Bureau of Primary Health Care (pictured at right, on the left), Michael Lovdal from Oliver Wyman, and Julian Perez, MD from Sea Mar Community Health Centers (pictured at left). Conference attendees gained insights on outreach and enrollment, governance, pain management, PCMH, employee development, social determinants of health, revenue cycles, and much more. The conference also included a full day session on Education Health Centers and a two-day Primary Care/Public Health Inter-professional Leadership Development Institute. CHAMPS, NWRPCA, and WCN (Western Clinicians Network) partner to host the conference each year in alternating regions. Next year's Annual Primary Care Conference will be held October 17-20, 2015 at the Hyatt Olive 8 in Seattle, WA.

Visit the [CHAMPS Annual Primary Care Conference](#) webpage to review conference highlights, link to session handouts (participant password required), and monitor plans for the 2015 conference in Seattle, WA.

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Congratulations, 2014 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 invited to submit nominations, and winners are chosen by the CHAMPS Executive Committee. This year's award presentations were made at the CHAMPS Board of Directors Meeting during the CHAMPS/NWRPCA Annual Primary Care Conference in October.

Robert "Jay" Brooke (pictured at right, on the right, with John Santistevan), Chief Executive Officer of High Plains Community Health Center in Lamar, CO, was presented the **Exceptional Administrative Leadership Award** for demonstrating dedication to the health center mission through exceptional leadership and service.



Kenneth Floyd, Board Chairperson at Denver Health in Denver, CO, was awarded the **Exceptional Board Leadership Award** in recognition of his service to Denver Health and the community.



Keith Horwood, MD (pictured at left), Associate Medical Director at Community Health Centers, Inc. in Salt Lake City, UT, was awarded the **Exceptional Clinical Leadership Award** for demonstrating clinical excellence and commitment to providing quality health care for all.

John McFarland, DDS (pictured at right, in the middle, with John Mengenhausen on the left and Stanley J. Brasher on the right), Executive Vice President of Dental Services at Salud Family Health Centers in Fort Lupton, CO, was given the **Stanley J. Brasher Legacy Award** for his dedication to advancing health equity and the mission of community health centers.



Greg Morris, PA-C (pictured at left), Director of the Homeless Health Center at Peak Vista Community Health Centers in Colorado Springs, CO, was given the **Outstanding Advocate for the Underserved Award** for demonstrating dedication to the health center mission through exceptional leadership and service.

Stephen Stemm, DMD (pictured at right), Dental Director at Northland Community Health Center in Turtle Lake, ND, was awarded the **Exceptional Dental Leadership Award** for demonstrating clinical excellence and commitment to providing quality health care for all.



HHS Awards Mental Health, PCMH, and Increased Access Funding

This summer and fall, Health and Human Services (HHS) Secretary Sylvia M. Burwell announced four Affordable Care Act (ACA) grant awards to support health centers. In July, she announced \$54.6 million in grants to support health centers in establishing or expanding behavioral health services. In August, she announced \$35.7 million for patient-centered medical home (PCMH) facility improvements. In September, she announced \$295 million to increase access to primary care at health centers. In November, she announced \$51.3 million to support mental health and substance abuse services.

Congratulations to the 56 Region VIII health centers who received almost \$17 million in new funding!

Read the [mental health funding news release](#). Read the [PCMH funding news release](#).

Read the [increased access funding news release](#).

Read the [mental health and substance abuse treatment news release](#).

Don't Miss: 2013 Region VIII UDS Summary with **NEW** 2013 Highlights Flyer

Each year CHAMPS produces a history of Uniform Data System information and trends for Region VIII. The [2013 Region VIII BPHC Uniform Data System \(UDS\) Summary](#), released in September 2014, includes:



- ★ Five-year regional trend data for health center **users, staffing, encounters, and income.**
- ★ Two- and three-year trend data for selected health center **staffing metrics**, including tenure information for selected provider and leadership positions with **NEW** two-year trend data, and also **NEW** this year: three years of information about **medical personnel productivity.**
- ★ Three-year comparisons of Region VIII and national figures for two fiscal performance measures: **total cost per patient** and **medical cost per medical visit**, including a look at factors impacting these costs.
- ★ Three-year comparisons of Region VIII and national figures for **diabetes and hypertension health outcomes and disparities.**
- ★ Three years of progress toward eight selected **Healthy People 2020 (HP2020) Goals** including **NEW** data on the **colorectal cancer screening** measure.

**Need a quick way to reference Region VIII 2013 UDS information?
Download the **NEW** CHAMPS [2013 Region VIII Health Center Fact Sheet!](#)**

For more information and to view data summaries from prior years, visit the [CHAMPS Publications](#) webpage.

Thanks to the health center leaders that have provided input for the 2014/2015 Region VIII Health Center Training and Technical Assistance (T/TA) Needs Assessment!

Your contributions to this annual survey are vital, and ensure that CHAMPS and your State Primary Care Association are meeting your most current needs.

Health Center Transformation Projects Highlighted During the Annual Primary Care Conference



During the CHAMPS/NWRPCA Annual Primary Care Conference, the conference theme of "Practice Transformation: Fulfilling the Promise" was highlighted in posters depicting transformation projects at a selection of health centers in Region VIII and Region X. **HealthWorks** (pictured at left) in Cheyenne, WY, presented their utilization of Project ECHO (Extension for Community Healthcare Outcomes) to provide multi-faceted care for Hepatitis-C patients. Project ECHO allows HealthWorks staff to teleconference with a Hepatologist, clinical psychiatrist, and clinical pharmacist to provide additional care at no additional cost to their patients. **Clinica Family Health Services** (pictured at right) in Lafayette, CO has created the nurse flip (or co-visit) where patients visit with their designated care team nurse before the medical provider joins the visit. Patients enjoy more efficient, high-quality appointments, while staff enjoy more job satisfaction and fulfillment. **Salud Family Health Centers** (pictured at left) in Fort Lupton, CO showcased their use of a Career Ladders Program to transform their workforce by offering front-line staff opportunities for advancement through defined levels of education and training.

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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.

Continuing Education on Your Schedule

Don't miss your opportunity to learn from these archived CHAMPS trainings.

Live CHAMPS Distance Learning Events are recorded to allow ongoing access to online archives, giving health center staff extra opportunities to enhance professional development, clinical knowledge, and workforce strategies. Current archived events include:



Improving Diabetes Care through Group Visits and Patient-Centered Medical Home Principles (Online through 03/31/15)

- ★ Region VIII health center group visit model of care for chronic disease
- ★ 1.5 CME credit hours available through 03/31/15

Focusing Social Media on Recruitment: It Works! (Online through 03/27/15)

- ★ How health center HR professionals can utilize social media to enhance their employee recruiting strategies

Tell Your Money Who's Boss – Get the Most Out of Your Paycheck (Online through 04/30/15)

- ★ Increasing awareness of personal finances with supporting tools and resources

Create Great Credit (Online through 05/20/15)

- ★ Information about the credit system with tips on building and improving credit scores

Foundations for Influencing (A) - Presuming Good Intent (Online through 06/18/15)

- ★ Influencing and confrontation through recognizing the importance of accountability, respect, and honesty

Immunization Update (Online through 06/24/15)

- ★ Providing recommendations on immunization practices and resources for appropriate and safe vaccines to patients

Foundations for Influencing (B) – The Art of Developing Trust & Personal Power (Core Dimensions) (Online through 07/23/15)

- ★ Defining and using the Core Dimensions in the workplace to build trust

Foundations for Influencing (C) – Influencing through Negotiation (Online through 08/20/15)

- ★ Defining and using negotiation in the workplace to move towards a common goal

Strategic Clinical Workforce Partnerships: Lutheran Medical Center Dental Residency (Online through 09/16/15)

- ★ Exploring dental residency programs as a workforce resource

Motivational Interviewing: An Introduction to Encouraging Health Behavior Change (Online through 09/17/15)

- ★ Understanding why motivational interviewing is used as a health improvement technique

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

Archived CHAMPS Outreach and Enrollment Distance Learning Events are also available. See page 11 for more details.

Many archived events are also available on CD. Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages to learn more.

NEW Webpage of Health Center Job Description Samples

CHAMPS has compiled samples of job descriptions utilized by health centers to assist others in their recruitment and Human Resources activities. This new CHAMPS webpage includes downloadable samples of administrative/management, administrative support, behavioral health, dental, and medical job descriptions. Available titles include Chief Executive Officer/Executive Director, Human Resources Director, Customer Service Support, Nurse Practitioner, Dentist, Pharmacy Technician, and more!

Visit the CHAMPS [Sample Job Descriptions](#) webpage to download samples.

CHAMPS 2014 Salary Survey Report Published

CHAMPS thanks the 51 organizations that participated in the **CHAMPS 2014 Region VIII Health Center Salary, Benefits, and Turnover Survey!** The data from these health centers has been analyzed and presented in a written report providing a regional snapshot of salary and benefits structures and workforce trends across the Mountain/Plains states, including:

- ★ **NEW** Job Description Summaries for every title in the report, to ensure health centers reported their data under the most appropriate positions and are utilizing the most appropriate data when referring to the report
- ★ Base salary data for each position title (average, median, and percentiles) with average dollar amount of benefits and average benefits as a percentage of average salary
- ★ Data breakdowns for all titles by three annual budget ranges
- ★ Data breakdowns for Administrative and Clinical Leadership Team and Clinical Team employees by years of service, number of service sites, annual budget range, and location
- ★ Data breakdowns for select support staff employees by years of service
- ★ Comparisons of 2014 Region VIII salary data with historical Region VIII data, as well as with other current state, regional, and national surveys
- ★ **NEW** section of information about additional pay (bonuses, incentives, differentials, overtime)
- ★ **NEW** section of information about health center benefits packages (insurance, retirement programs, days off, and additional benefits)
- ★ Recruitment metrics and trends, including point-in-time vacancy data for executive-level administrators, provider staff, and mid-level clinicians
- ★ Retention metrics and trends, including turnover data for all staff

Printed copies of the report were distributed to CHAMPS members and others submitting data for the survey in October 2014. Members also have access to an electronic copy of the report on the [Members Only](#) section of the CHAMPS website.

Click [HERE](#) to download a form to order additional copies.

Ensure you are using this report correctly and learn more about the data it provides by attending the **CHAMPS 2014 Region VIII Health Center Workforce Data Webcast.**

See page 6 for complete details!

Also Available – Salary Survey Companion Reports:

- ★ The **NEW 2014 CHAMPS Region VIII Health Center Medical Staffing Report** provides staffing ratios relating to Medical Provider and Medical Support employees (Members Only credentials required for download).
- ★ The **NEW 2014 CHAMPS Region VIII Medical Provider Productivity Expectations Report** will be released by December 2014, and will include information about health center expectations for weekly hours, ratio of administrative vs. patient contact hours, and completed visits for full-time Physicians, Nurse Practitioners, and Physician Assistants (Members Only credentials will be required for download).

Visit the CHAMPS [Publications](#) webpage for more information.

In the most recent National Health Service Corps (NHSC) loan repayment award cycle, **Region VIII clinicians received almost \$11.5 million in loan repayment awards.** NHSC selected 99 applicants from Colorado, 101 applicants from Montana, 29 applicants from North Dakota, 23 applicants from South Dakota, 94 applicants from Utah, and 24 applicants from Wyoming to receive loan repayment awards. Visit www.NHSC.hrsa.gov for more information.

Registration Open: 2014 Region VIII Health Center Workforce Data Webcast

During the spring and summer of 2014, CHAMPS undertook a survey of Region VIII's community, migrant, and homeless health centers to collect data to publish the **2014 CHAMPS Region VIII Salary, Benefits, Turnover, and Vacancy Survey Report** (see page 5 for details).

The upcoming webcast, **2014 Region VIII Health Center Workforce Data: Understanding and Utilizing Workforce Statistics from the 2014 CHAMPS Region VIII Salary, Benefits, Turnover, and Vacancy Survey Project**, is designed to assist Region VIII health centers utilize the report and understand the data it contains. Andrea Martin, CHAMPS Workforce Development and Member Services Director, will explain the history and methodology of the survey and highlight findings relating to salaries and benefits for all health center staff, including a **NEW** look at base vs. additional pay and the structure of health center benefits packages. She will also address trends in additional workforce metrics including vacancies, turnover, and challenging areas of recruitment and retention, and will present **NEW** analysis of data relating to medical provider vs. support staffing ratios and medical provider productivity expectations.

Date/Time: Tuesday, January 13, 2015, 11:30AM - 1:00PM MT (12:30PM - 2:00PM CT)

Target Audience: Health center staff utilizing the 2014 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report

Learning Objectives:

- ★ Understand the history and methodology of the Region VIII health center salary, benefits, turnover, and vacancy survey project
- ★ Be able to utilize the most appropriate salary/benefits data and recruitment/retention metrics as presented in the 2014 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report
- ★ Understand and utilize data presented in companion reports addressing medical staffing ratios and medical provider productivity expectations.

Cost: Participation in the LIVE version of this event is **FREE for participants from CHAMPS Organizational Members and non-members who submitted data** for the 2014 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey Report. Other participants in the live event will be charged \$75/link and \$15/person for credit after the event.

This program has been submitted to the HR Certification Institute (HRCI) for review. Determination of credit is pending.

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

To register, visit the CHAMPS [Distance Learning](#) webpage.

Health Center Staff and Students from Across Region VIII Make Lasting Connections

Over 70 health center staff, health professions students, and family practice residents gathered for the **Region VIII Meet and Greet: Job Fair and Networking Event** on Tuesday, October 21, 2014 in Denver, CO. CHAMPS, Colorado Community Health Network, Montana Primary Care Association, and Wyoming Primary Care Association partnered to host this event offering opportunities to network, learn about the benefits of working at health centers, and more. The event was paired with a pre-event roundtable (pictured at right) where health center workforce representatives discussed current challenges and successes.



Interested in attending the next recruiting networking event? Contact [Chelsea Skovgaard](#).

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.

MPCN Steering Committee Plans for 2015-2016 and Elects New Officers

The Mountain/Plains Clinical Network (MPCN) Steering Committee met on Saturday, October 18, 2014 to create the 2015-2016 MPCN Strategic Plan. During this strategic planning session, the MPCN Steering Committee determined that the **overarching goals of MPCN during 2015-2016 should be to provide education, training and resources, to increase awareness and communicate the value of MPCN, to build and nourish partnerships, and to keep MPCN informed about the changing health care landscape.** In determining these main goals, Steering Committee members reviewed the MPCN mission, accomplishments during 2013-2014, responses to a SWOT (strengths, weaknesses, opportunities, and threats) survey completed by Steering Committee and CHAMPS staff members, and recent changes in the health care industry and health center practices.

Before strategic planning, the MPCN Steering Committee elected new officers. For the next two years, Kim McFarlane, PA-C, Medical Director at Green River Medical Center in Green River, UT, will serve as the Chair, and Chastity Dolbec, RN, BSN, Director of Patient Care and Innovation at Coal Country Community Health Centers in Beulah, ND, will serve as the Vice-Chair. CHAMPS and the Steering Committee thank Keith Horwood, MD as the outgoing Chair and Pat Powell, MD as the outgoing Vice-Chair.

The **MPCN Steering Committee currently has openings** for medical, dental, and behavioral health representatives from Montana and South Dakota, dental representatives from Wyoming and Utah, and a behavioral health representative from Utah.

What is MPCN?

- ★ Facilitates the professional, administrative, and educational development of Region VIII providers
- ★ Encompasses all health care providers at Region VIII health centers and National Health Service Corps participants working in Region VIII
- ★ Governed by a Steering Committee that includes two medical, one dental, and one behavioral health provider from each Region VIII state

Visit the CHAMPS [Mountain/Plains Clinical Network](#) webpage to learn more.

If you are interested in joining the MPCN Steering Committee, visit the [MPCN](#) webpage for more information and/or contact [Shannon Kolman](#).

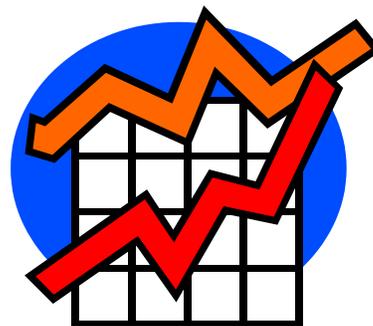
Updated Region VIII Data Now Available

CHAMPS recently updated the **Region VIII Demographics Data Summary**, providing useful statistics from each Region VIII state with comparisons to national data including information about total population, ethnicity, disability status, per capita income, and more. Some interesting findings include:

- ★ The percentage of the total population under the age of five years that speaks a language other than English in the home decreased in Colorado, Montana, South Dakota and Utah, but increased in North Dakota and Wyoming.
- ★ The percentage of the total population that are of Hispanic or Latino ethnicity has increased in every Region VIII state.

CHAMPS also publishes data summaries on Women's Health, Mortality, and Behavioral Health.

To view the data summaries, visit the [CHAMPS Publications](#) webpage.



New Report Discusses the Effectiveness of Long-Term Opioid Therapy for Chronic Pain

In September 2014, the Agency for Healthcare Research and Quality (AHRQ) published **The Effectiveness and Risks of Long-Term Opioid Treatment of Chronic Pain**, a systematic review of the current evidence on long-term opioid therapy for chronic pain. The results were used to inform the National Institutes of Health (NIH) workshop, **Pathways to Prevention: The Role of Opioids in the Treatment of Chronic Pain**. A key finding in the report was that the confidence level in the efficacy of long-term opioid therapy was ranked “no higher than low.” Another finding was that long-term opioid therapy was associated with increased risk of abuse, overdose, fracture, myocardial infarction, and markers of sexual dysfunction, with several studies showing a dose-dependent association.

To read the report published by AHRQ, click [HERE](#).

To view archived materials from the NIH workshop, click [HERE](#).

Visit the [COPE-REMS](#) website to take a free CME approved course about safe opioid prescribing.

Webinar Series: Supporting PCMH through Data Reporting

The National Association of Community Health Centers (NACHC) in collaboration with Colorado Community Health Network (CCHN), Oregon Primary Care Association, Maine Primary Care Association, and The George Washington University Milken Institute School of Public Health, will be presenting a webinar series featuring **health center efforts to strategically plan, design, and implement data feedback reports/dashboards to support practice transformation implementation**. Events include:

- ★ Webinar #1, December 8, 2014, 12:00PM - 1:00PM MT (1:00PM - 2:00PM CT)
 - The Maine Primary Care Association will discuss their efforts in **modeling shared leadership** to implement data feedback reports/dashboards.
- ★ Webinar #2, December 9, 2014, 12:00PM - 1:00PM MT (1:00PM - 2:00PM CT)
 - The Oregon Primary Care Association will highlight the **Data Transparency Project** and the **Alternative Payment and Care Model**, two programs that bring health centers together to achieve a common aim.
- ★ Webinar #3, December 10, 2014, 12:00PM - 1:00PM MT (1:00PM - 2:00PM CT)
 - CCHN will share their efforts to utilize and understand data through a **culture of transparency**.
- ★ Webinar #4, December 11, 2014, 12:00PM - 1:00PM MT (1:00PM - 2:00PM CT)
 - Tying the series together, this webinar will discuss the overall **big picture of the importance of data feedback reports/dashboards** at organizational, state, and national levels.

Series registration will be opening soon. For more information, contact pcmh-i@nachc.com.

Improve Oral Health Management with the Text2Floss App!

The [Text2Floss](#) application sends text message reminders to encourage healthy oral habits. When the user texts back, a report is created that shows progress toward good oral health. The application, which includes video tips to help users learn brushing and flossing techniques, is FREE and available for iPhone, iPad, and iPod touch.

Save the Date! CHAMPS will be hosting a Behavioral Health Integration Webcast on Wednesday, February 25, 2015. Check the CHAMPS [Distance Learning](#) webpage for more information as it becomes available.

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.

Curious about Community Health Workers? Check Out MHP Salud's Free Resources

Submitted by Elaine Ezekiel, Community Manager, MHP Salud



mhpsalud.org

The **Community Health Worker (CHW)** field has been drawing increasing attention after the model's inclusion in sections of the Affordable Care Act (ACA) as a tool to improve health outcomes and lower costs. CHWs are people who promote health in their own communities by providing leadership, peer education, and resources to support community empowerment. As members of minority and underserved populations, they are in a unique position to understand and address unmet health needs in their communities. **MHP Salud**, a national non-profit organization, has over 30 years of experience implementing CHW programs to support the health of underserved Latinos. They provide a rich collection of resources and training to share with health centers at little to no cost, and have dozens of tools on their website, including:

- ★ [CHW Program Funding Guide](#)
- ★ [CHW Program Implementation Guide](#)
- ★ [CHW Supervision Manual](#)
- ★ [Evaluation Toolkit for CHW Programs](#)

Visit the [MHP Salud](#) website to learn more.

Upcoming LGBTQ Conference

Submitted by Levi Webb, Utah Healthcare Corps Program Manager/O&E Coordinator, AUCH

On Tuesday, December 2, 2014, the Association for Utah Community Health (AUCH) will be holding the **2nd Annual Q Health Initiative Summit: Increasing the Access and Quality of LGBTQ Affirmative Healthcare**. This event will focus on healthcare issues and best practices when working with the LGBTQ community as well as individuals living with HIV/AIDS. Confirmed presenters include Dr. Harvey Makadon of Fenway Institute, Kellan Baker from the Center for American Progress, and a physician from Clinic 1A, the University of Utah Infectious Diseases Clinic. The event is free but registration is required.

For more information, visit the [Association for Utah Community Health](#) webpage.

School-Based Health Center Census Participation Request

Submitted by Kyle Taylor, MA, Communications Manager, School-Based Health Alliance

Every three years, the **School-Based Health Alliance** conducts a national census of school-based health centers (SBHCs) to collect information about school-based health center staffing, health services, prevention activities, utilization, financing, and sustainability. The data illustrates how SBHCs are growing and evolving and allows organizations like School-Based Health Alliance and their state affiliates to better advocate for more support for SBHCs on the state, local, and federal levels. The **2013-14 SBHC Census** is now open, and the Alliance hopes that every SBHC in the Mountain/Plains states will participate. The census takes 30-45 minutes to complete. School-Based Health Alliance anticipates collecting census data until February 2015.

If you are an SBHC administrator or provider, School-Based Health Alliance encourages you to complete the [2013-2014 SBHC Census](#).

Follow CHAMPS on LinkedIn!

- ★ Follow the [CHAMPS Company Page](#).
- ★ Join the [CHAMPS Region VIII Health Center Program Network Discussion Group](#).

SPECIAL POPULATIONS NEWS, *Continued*

Archived HRSA Special Populations Webinars Available

Over the last few months, the Health Resources and Services Administration (HRSA) hosted a **Special/Vulnerable Populations Enrichment Webinar Series** to assist health centers in serving the needs of special populations. Presentation slides, audio replay, and transcripts are available from these events, including:

- ★ **Health Centers Serving Migratory and Seasonal Agricultural Populations** (Originally broadcast April 22, 2014)
 - Examine current trends, needs, and opportunities of migratory and seasonal agricultural populations and obtain information about training and technical assistance available through HRSA's National Cooperative Agreements (NCAs)
- ★ **Health Centers Serving Lesbian, Gay, Bisexual and Transgender (LGBT) Populations** (Originally broadcast June 24, 2014)
 - Obtain an overview of LGBT health disparities and key strategies for providing high quality care and increased access to the LGBT community
- ★ **Behavioral Health Integration in School-Based Health Centers and National Health Service Corps** (Originally broadcast October 30, 2014)
 - Obtain an overview of current health trends and needs of school-aged children, learn about behavioral health preventive and early identification practices for school-aged children
- ★ **Health Centers Serving Individuals and Families Experiencing Homelessness** (Originally broadcast November 18, 2014)
 - Obtain an overview of current health trends and needs of individuals and families experiencing homelessness

Visit the [HRSA Training Opportunities](#) webpage to access resources from these webinars.

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 2014-2015 Has Arrived

*The second annual Marketplace open enrollment period began on November 15, 2014, and will run until February 15, 2015. Consumers who want coverage to begin on January 1, 2015 must enroll by **December 15, 2015.***

For information on the ACA, Outreach & Enrollment, and Health Insurance Literacy, visit these CHAMPS webpages:

[The Affordable Care Act](#)
[Outreach & Enrollment \(O&E\)](#)
[Health Insurance Literacy](#)



CHAMPS ACA Resources Webpage Redesign

The Affordable Care Act (ACA) resources available on the CHAMPS website have recently been redesigned for better accessibility and ease of use. Previously one page, the ACA section is now divided into five different pages: "Background and Research on the Affordable Care Act," "Health Centers and Healthcare Reform," "Health Insurance Marketplaces," "Medicaid Expansion," and "The Affordable Care Act and Specific populations."

Visit the CHAMPS [Affordable Care Act](#) web section to access the new pages.

Archived O&E Distance Learning Events



In 2014, CHAMPS partnered with Colorado Community Health Network (CCHN) and Northwest Regional Primary Care Association (NWRPCA) to bring you a distance learning series on outreach and enrollment. All events are archived online, to allow ongoing learning opportunities, including:

What All CHC Staff Should Know about O&E (Online through 04/22/15)

- ★ Key elements of outreach and enrollment

Patient Education and Health Insurance Literacy (Online through 04/22/15)

- ★ Educating patients about the complexities of health insurance

Making the Business Case for O&E (Online through 05/05/15)

- ★ How outreach and enrollment efforts impact workforce, operations, and financial stability

Best Practice for Young Adult Outreach (Online through 05/20/15)

- ★ Ways health centers can reach young adults in their communities

Maximizing O&E Staff and Continued Enrollment (Online through 06/03/15)

- ★ Ways health center outreach workers can engage patients and communities

Rural Outreach Strategies (Online through 06/24/15)

- ★ Reaching rural populations to educate about health coverage options

Outreach to Special Populations (Online through 07/22/15)

- ★ Techniques for successful outreach to American Indian and Migrant Farmworker communities

Planning for Successful Outreach (Online through 08/19/15)

- ★ How to plan, conduct, and track outreach activities

Conducting Effective Outreach for Open Enrollment (Online through 08/20/15)

- ★ Strategies and tools for planning outreach efforts

Patient Education: They're Covered, Now What? (Online through 09/10/15)

- ★ How to educate patients on effective coverage utilization

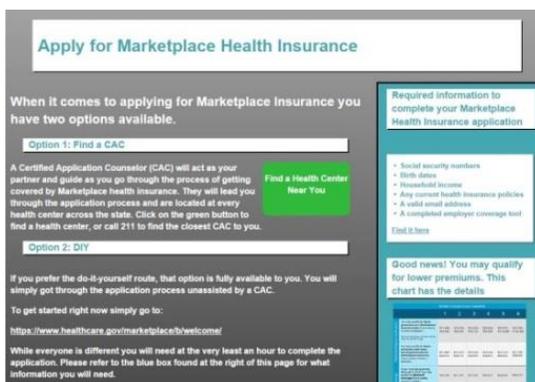
Diving Deep on Premium Tax Credits (Online through 09/23/15)

- ★ Explanation of Advance Premium Tax Credits and Cost-Sharing Reductions

For more details about each event, visit the CHAMPS [Distance Learning](#) webpage. See page 4 for information about other available archived CHAMPS trainings.

WYPCA Re-Designs Website and Adds O&E Resources

Submitted by Hannah Wickey, Communications/Outreach and Enrollment Manager, WYPCA



In October 2014, Wyoming Primary Care Association (WYPCA) launched a redesigned website including updated content, logo, layout, and new pages. One of the additions is a comprehensive “apply for Marketplace Insurance” page, aimed at providing basic information to consumers on how to become enrolled in Marketplace Insurance. It outlines two ways to complete the application—be assisted by a Certified Application Counselor (CAC) or the “Do-It-Yourself” method. The CAC option features a map of Wyoming health centers so users can identify where the closest CAC is located, and also gives the option of calling 211 to find a CAC. The webpage includes information on what kind of paperwork is required to apply for coverage and a chart to show whether or not consumers qualify for reduced premiums.

Visit the [WYPCA](#) website to view their updates and new O&E resources.

OUTREACH AND ENROLLMENT NEWS, *Continued*

Preparing for Open Enrollment #2

PCAs across Region VIII Partner with Local Organizations to Present Trainings for O&E Staff

Colorado Community Health Network's O&E Summit on Monday, September 29, 2014 in Golden, CO brought together more than 50 health center O&E staff members from 15 health centers across the state to address topics relevant to the upcoming second open enrollment period. Sessions included:

- ★ A discussion on outreach and in-reach strategies
- ★ Health literacy and creating a culture of coverage among health center patients
- ★ Medicare 101 for application assisters
- ★ Deep dives on PEAK, Colorado's comprehensive benefit application system, and Connect for Health Colorado, the state-based Marketplace

Utah's O&E Summit on Thursday, October 2 to Friday, October 3, 2014 in West Valley City, UT was organized and presented by Association for Utah Community Health (AUCH), Utah Health Policy Project, and Utah 211. Sessions included:

- ★ State-mandated trainings for assisters in Utah on their state-based SHOP Marketplace, Avenue H, and ethics for insurance brokers and application assisters
- ★ Updates on the status of the Healthy Utah Plan
- ★ Health Insurance 101 (vocabulary, plans, formularies, and referrals)
- ★ Community engagement and effective media campaigns
- ★ Tips on working with diverse populations

Montana Primary Care Association's O&E Summit took place on Tuesday, October 7, 2014 and Wednesday, October, 8, 2014 in Helena, MT. This two-day summit was attended by 85 people, 25 of which were representing the Indian Health Service, tribal health departments, or urban Indian clinics. Sessions included:

- ★ An update on the 2015 Marketplace Health Plans from the Office of the Commissioner of Securities and Insurance
- ★ Integrating health insurance literacy
- ★ Media and messaging
- ★ Enrolling Indian Country

CHAMPS' O&E Day during the CHAMPS/NWRPCA Annual Conference on Wednesday, October 22, 2014 in Denver, CO brought together more than 30 health center and Primary Care Association O&E staff members. Sessions included:

- ★ Planning and conducting outreach for open enrollment
- ★ O&E roundtable discussion
- ★ Patient engagement and health insurance literacy

Wyoming's O&E Kickoff Event on Wednesday, October 29, 2014 and Thursday, October 30, 2014 in Casper, WY was presented by Wyoming Primary Care Association (WYPCA) and Enroll Wyoming, with support from Wyoming 211. Presentations included:

- ★ Information on CHAMPS Outreach and Enrollment services
- ★ Updates from Centers for Medicare and Medicaid Services (CMS), Wyoming 211, the Wyoming Department of Insurance (DOI), WINhealth, and Blue Cross Blue Shield of Wyoming
- ★ How Certified Application Counselors (CACs) and Navigators can collaborate effectively
- ★ Training on communication styles and group dynamics

Community Health Association of the Dakotas (CHAD)'s North Dakota and South Dakota Assister Trainings each drew 30 assisters. The events took place on Wednesday, October 29, 2014 in Aberdeen, SD and on Wednesday, November 5, 2014 in Bismarck, ND. Presentations included:

- ★ Updates from health insurance companies who participate in the Marketplace
- ★ Information from the North Dakota Department of Human Services and the South Dakota Office of Economic Assistance
- ★ A demonstration of a new subsidy calculator tool

OUTREACH AND ENROLLMENT NEWS, *Continued*

Get Covered Initiative Launches in North and South Dakota

Submitted by Jill Kesler, Program Specialist, CHAD

To address the needs of open enrollment and state specific information within the Marketplace, the Community HealthCare Association of the Dakotas (CHAD) is proud to announce the unveiling of the **Get Covered North Dakota** and **Get Covered South Dakota** Initiatives.

CHAD works with health centers and other community leaders to find solutions for improving healthcare options throughout the Dakotas. As the convener of a collaborative Assister Network Group, CHAD created the Get Covered North Dakota and Get Covered South Dakota initiatives that include cohesive branding and new websites. These two statewide initiatives provide consumers with one central location in each state to find assistance and resources on health insurance options.



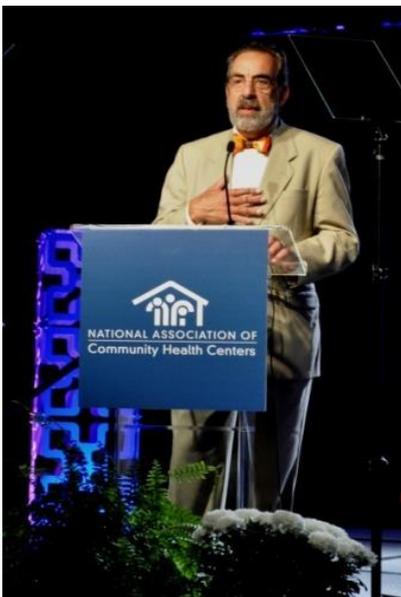
Each initiative links residents with enrollment specialists in their local communities. These specialists offer free impartial assistance to help consumers understand and locate affordable healthcare coverage. Visit [Get Covered North Dakota](#) and [Get Covered South Dakota](#) to learn more and see available interactive tools.

Spread the word about the statewide initiatives by following Get Covered North Dakota and Get Covered South Dakota on social media through these links:

- ★ Facebook: [Get Covered North Dakota](#) and [Get Covered South Dakota](#)
- ★ Twitter: [GetCoveredND](#) and [GetCoveredSD](#)
- ★ Hashtag: #GetCoveredND and #GetCoveredSD

REGIONAL AND NATIONAL NEWS

Region VIII Health Center Leader Honored at the NACHC CHI



Each year the National Association of Community Health Centers (NACHC) recognizes exemplary leaders from across the nation. This past August, a long-time Region VIII community health center staff member was honored at the NACHC Community Health Institute (CHI) held in San Diego, CA.

Paul Melinkovich, MD (retired, pictured at left) from Denver Community Health Services in Colorado received the **2014 Samuel U. Rodgers Achievement Award** for exemplifying excellence in clinical leadership. Dr. Melinkovich's first encounter with the community health center movement occurred when he volunteered as a medical student in Seattle, WA. This passion continued as he moved to Denver for residency and then in his first job working at Denver Health's Clinic – Hyde Park. In 1992, he became the Medical Director of two school-based health centers loosely affiliated with Denver Health that over the next ten years grew to 15 school-based health centers. In 2006, Dr. Melinkovich became the CEO and Medical Director of Denver Community Health Services and has grown the network to serve an additional 50,000 patients over the last seven years.

Dr. Melinkovich, CHAMPS thanks you for your long-serving leadership in Region VIII!

REGIONAL AND NATIONAL NEWS, *Continued*

HRSA Releases Sliding Fee PIN

In September 2014, the Health Resources and Services Administration (HRSA) issued the final policy on "Sliding Fee Discount and Related Billing and Collection Program Requirements" (Policy Information Notice [PIN] #2014-02). The new policy, which applies to health center grantees and FQHC look-alikes, clarifies aspects of the sliding fee discount program, including the establishment of a schedule of fees for services, a corresponding schedule of discounts for eligible patients that is adjusted based on the patient's ability to pay, governing board-approved policies, and the organization's supporting operating procedures around billing and collections.

Click [HERE](#) to view HRSA's announcement on PIN #2014-02.

Region VIII Health Center Receives Grant to Expand Access and Improve Care

Submitted by Josh Marans, Communications and Member Services Manager, AUCH

In August 2014, **Utah Navajo Health System (UNHS)** in Montezuma Creek, UT, was one of seven healthcare organizations nationally to receive a **Helping Build Healthy Communities** grant. "BD Helping Build Healthy Communities" is a multi-year initiative that expands access and improves care for underserved and vulnerable populations. The initiative is funded by BD, a medical technology company, and implemented together with Direct Relief and the National Association of Community Health Centers (NACHC). It provides awards to clinics and Community Health Centers delivering innovative models of care.

UNHS was awarded the \$100,000 grant for their work in developing a collaborative practice agreement between its medical providers and four clinical pharmacists where providers can refer patients to pharmacists for increased education, follow-up, and medication management for the treatment of diabetes and related conditions. Once patients are referred, the clinical pharmacist meets with the patient for an initial evaluation and needs assessment to evaluate the patients' educational needs, goals, family/social structure, health beliefs, and cultural or language characteristics. Education about self-care, patient-empowerment, and how to live a healthy life is then provided to the patient through the pharmacist on an ongoing basis. These enhanced pharmacist visits help reduce costs and complications by preventing unnecessary ER visits and hospital stays, acute infections, avoidable kidney disease, and eye surgeries that might be needed as a result of the patients' diabetes.

Visit the [BD Helping Build Healthy Communities](#) website to learn more.

Click [HERE](#) to read the press release about the 2014 awardees.

Montana and Wyoming Health Centers Receive Grants to Implement Depression Care Model

In May 2014, the John A. Hartford Foundation awarded grants to **Bighorn Valley Health Center** in Hardin, MT, **Community Health Center of Central Wyoming** in Casper, WY, **Partnership Health Center** in Missoula, MT, and **Southwest Montana Community Health Center** in Butte, MT to improve care for depression. The Foundation funding from the Corporation for National and Community Service provided the health centers with a combined award of \$1,232,000 over two years, which will enable them to implement IMPACT (Improving Mood – Promoting Access to Collaborative Treatment). This evidence-based care model has been shown to double the benefits of depression treatment.



Visit the [John A. Hartford Foundation](#) website to read the grant announcement.

Visit the [University of Washington](#) website for tools and training on the IMPACT model.

UPCOMING EVENTS – MARK YOUR CALENDARS

DECEMBER 2014

December 2, 2014

AUCH [Q Health Initiative Summit](#)

Salt Lake City, UT

JANUARY 2015

January 13, 2015

CHAMPS [2014 Region VIII Health Center Workforce Data Webcast](#)

Online

January 16, 2015

AUCH [UDS Training](#)

Sandy, UT

FEBRUARY 2015

February 25, 2015

CHAMPS [Behavioral Health Integration Webcast](#)

Online

LOOKING AHEAD

NACHC [Policy & Issues Forum](#)

March 18-22, 2015

Washington, DC

NACHC [National Farmworker Health Conference](#)

May 5-7, 2015

San Antonio, TX

National Health Care for the Homeless Conference

May 7-9, 2015

Washington, DC

National School-Based Health Care Convention

June 16-19, 2015

Austin, TX

December

World AIDS Day, 12/1

Hanukkah, 12/17-12/24

Christmas, 12/25

Kwanzaa, 12/26

January

New Year's Day, 1/1

Martin Luther King Jr. Day, 1/19

February

Presidents' Day, 2/16

American Heart Month

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Please contact [Chelsea Skovgaard](mailto:chelsea@CHAMPSonline.org) (Newsletter Editor) if you have any questions or comments about the newsletter, if you would like to sign up for the newsletter, or if your email address has changed.

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