



Newsletter January 2011

CONTENTS

GUEST COMMENTARY: Health Care for All Coloradans: Looking Ahead.....Pages 2-3

HEALTH CENTER NEWS: Clinica Receives Key National Recognition for Medical Home Practice, Valley-Wide Expanding Health Care Access in Southwest Colorado, Loan Repayment Program Helps Health Care Providers Care for Coloradans, Peak Vista and Valley-Wide Reach Out to Eligible Community Members, Health Center News From Around Colorado (news briefs).....Pages 3-10

POLICY UPDATE: State Funding Essential to CHCs, Get Active! and Influence Policy.....Pages 10-11

CLINICAL QUALITY UPDATE: CCHN Scholarship Program for Institute for Healthcare Improvement Conferences.....Page 11

CCHN UPDATE: CCHN Wins Leadership Integrity Award.....Pages 11-12

CHAMPS UPDATE: CHAMPS Honors Two Coloradans for Leadership, A Warm Welcome and a Fond Farewell.....Page 12

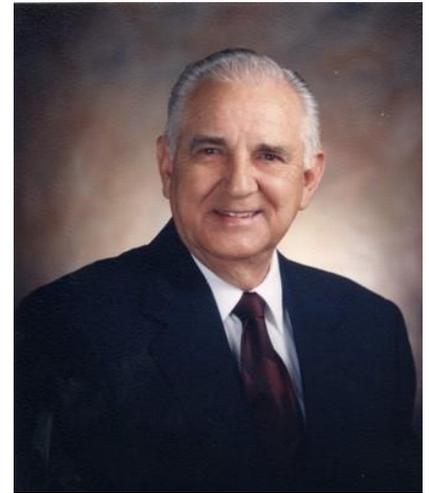
CCMCN UPDATE: CCMCN Receives Award from HHS Region VIII, Coming Aboard, Moving Up.....Page 13

UPCOMING EVENTS: 12th Annual Multicultural Conference on Breast Health, Corporate Compliance Training Coming Soon!, Training Scheduled on Bipolar and Borderline Personality Disorders, Save the Date.....Pages 14-15

Guest Commentary

Stanley “Jerry” Brasher

Executive Director, Salud Family Health Centers



Health Care for All Coloradans: Looking Ahead

The 2010 Health Care Reform legislation, the Patient Protection and Affordable Care Act (PPACA), has set the stage for Community Health Centers (CHCs) to become the model for primary health care delivery in the United States. CHCs have been recognized and are placed in a unique position to play a vital role in helping the U.S. reach the health care reform goal of increasing health care access for the many in America who are not currently well-served by the health care system.

That health centers have attained this position is remarkable. It attests to the work of many thousands of people involved in the health center movement, which began forty-five years ago within the Office of Economic Opportunity (OEO) Program, a significant part of President Lyndon Johnson’s War on Poverty of the 1960s.

Since then, it has been relatively slow but smooth sailing for the Community Health Center program, except for a few notable bumps in the road. There was the Urban Health Initiative and the Rural Health Initiative of the 1970s which added capacity and expansion of many health centers. It was through these initiatives that my own health center—Plan de Salud del Valle, also called Salud Family Health Centers (Salud)—became a full-fledged CHC. It started in 1970 as a migrant health center only. With advocacy efforts of the National Association of Community Health Centers and many who work for and with CHCs over the years, other initiatives and greater funding were made available for further expansion of the program.

It was during the early 1970s that I got involved at Salud. Having been trained in economics and further honed at Berkeley, much of my early work had been in natural resource allocation. The part I found missing was the human services part of the economic equation. So when the job of directing the work of Salud opened up, I jumped at the chance to get this human service experience. The challenges were monumental—from adapting to federal regulations and directives to providing direct primary and preventive care services to the farmworker population of the Fort Lupton area. But it was watching and being a part of our doctors, dentists and practitioners providing these services to a truly needy population that hooked me into making this my life’s work.

The Community Health Center program receives broad bipartisan support from the White House, Congress, and at home. President George W. Bush worked with Congress to nearly double the size of the system during the years of his presidency; President Barack Obama continues to support the essential role of CHCs in providing high-quality, affordable health care to many who would not otherwise have it. Members of Congress support the program for key reasons: some especially like the program for **what** is done; that is, it provides health care services to the populations who need them. Others especially like the program because of **how** it is done; that is, it is accountable, efficient, cost-effective, and its impact can be demonstrated. This is where the Uniform Data System (UDS) reporting comes in and the history of UDS is interesting.

Since the inception of the Community Health Center program, it was required that information be submitted on numbers of patients and visits seen. Some cost data also had to be provided, but this was essentially it in the beginning of UDS. Since then, much more data and information on CHC operations and patient outcome measures has been added to the annual UDS reporting process. CHCs can show by numbers

and charts, as well as patient satisfaction and loyalty, that the Community Health Center model improves the health and lives of patients and families.

Success often brings new obligations. Those of us who work in the Community Health Center program often say to ourselves, "With more resources I could help even more people." We are proud of the half of the glass we have filled in that we provide high-quality, affordable health care in communities where the need is high and health care services are undersupplied. We bring health care jobs to communities where the unemployment rate is often higher than average.

However, we also see the empty half of the glass: we know there are more people out there who need our help, people who are uninsured or inadequately insured, people who live in communities where there are not enough health care providers to meet the needs of all who live there, people who face barriers to health care such as low income, transportation challenges, language barriers, or lack of knowledge about the health care system. Congress knows these things about us, and so has both honored us and placed a big obligation on us to help meet the goals of the health care reform law. The funding provided in health care reform for the CHC program is meant to help us expand to care for twice as many people over the next five years.

It's a tough challenge—and we are looking forward to it. I would not have spent the past four decades working at Salud if I could not get up every morning looking forward to what I can do to help the half-million people in Colorado who call a CHC their health care home live better, healthier lives.

The fifteen CHCs in Colorado have a plan and a vision we call Access for All Colorado, in which we hope to leverage the federal investments under health care reform to double the capacity of the CHC system in our state from the 500,000 served now to 1,000,000 Coloradans. The initial investment of PPACA dollars will be a great help in expanding our state's primary care infrastructure. The PPACA grants that CHCs across the country will compete for cover specific projects in medically underserved areas, but will not cover the continued cost of providing health care and hiring staff. Reimbursement from state programs that cover health care for Coloradans such as Medicaid, Child Health Plan *Plus* (CHP+), and the Colorado Indigent Care Program (CICP); donations from foundations and private funding; patient copayments for services; and federal funding to cover the cost of care provided to the uninsured will continue to be essential.

It will be interesting to watch how CHCs respond to the challenges and opportunities that are now before them. My hope is that CHCs and service delivery sites will blanket the state of Colorado so that high quality primary health care services are made available relatively close to home to everyone who needs them. It is also my hope that those services be provided in an integrated way so that CHCs truly become the health care home of all Coloradans. It should be done; it can be done; and I'm certain that in time, it will be done.

Sincerely,
Jerry Brasher

HEALTH CENTER NEWS

Clinica Receives Key National Recognition for Medical Home Practice



Clinica Family Health Services, Inc. (Clinica) is the first CHC in Colorado to receive recognition as a Patient-Centered Medical Home (PCMH) through the National Committee for Quality Assurance (NCQA). Clinica received a Level 3 designation, the highest level recognition awarded by the NCQA for PCMH. The PCMH model

CCHN January 2011

- 3 -

www.cchn.org

focuses on patients receiving coordinated services from a clinical team, establishing continuity of care with a primary health care provider. Elements of the model include access and communication, care management, patient self-management support, patient tracking and registry functions, and performance reporting and improvement.

Clinica staff dedicated time and resources to prepare the extensive application for recognition, documenting the elements through which they provide patients with a medical home. Ten years ago, when Clinica started revamping its practices, staff didn't have their sights set on becoming a "medical home." They just wanted to provide better health care to the community in a manner that made sense.

"We're not perfect," said Dr. Carolyn Shepherd, executive vice president of clinical affairs at Clinica. "We're not there yet. But we have been paying attention for a long time to what patients want, and we have been working continuously to get better. This recognition is giving us credit for the work that we have been doing."

Clinica is one of twenty CHCs in the U.S. and one of 14 health care organizations in Colorado to receive this designation. The CHC is in its second year of participation in the Safety Net Medical Home Initiative, a four-year national demonstration project to accelerate medical home transformation, and reach high levels of quality, efficiency, and patient satisfaction. Initiative partners include the Colorado Community Health Network (CCHN), The Colorado Health Foundation (TCHF), The Commonwealth Fund, Qualis Health, and the MacColl Institute for Healthcare Innovation.

Valley-Wide Expanding Health Care Access in Southwest Colorado

Valley-Wide Health Systems, Inc. (VWHS) is renovating an old hardware store in Monte Vista to provide better access to health care in southwest Colorado. The project is part of the Sustainable Main Streets Initiative, although planning for it predates the program.



Colorado chose Monte Vista, located in the San Luis Valley, as one of four communities for part of its Sustainable Main Streets Initiative, giving the town added access to state expertise for community projects.

VWHS, serving 17 rural and frontier counties in southern Colorado, will renovate the old hardware store downtown to replace and expand VWHS' existing Rio Grande Medical Center (RGMC), a primary health care clinic since 1993. Co-located within RGMC are VWHS's Rio Grande Rehabilitation and Physical Therapy (RGPT) and the Women Infant and Children (WIC) nutrition program.

On Dec. 15, 2010, Governor Bill Ritter visited Monte Vista to highlight the Initiative that he hopes "will give the downtown a shot in the arm and contribute to a more livable community". The program, which is designed to help communities develop funding from other sources, is intended to encourage current residents to stay and attract new ones. "We can't afford to lose places like Monte Vista," Ritter said during one of his three stops around town.

In its present site, RGMC has operated as the primary health care safety-net provider for all Rio Grande County (County) residents as well as for neighboring Saguache and Mineral Counties. In 2009, RGMC served more than 2,469 patients through 8,617 visits/encounters, while RGPT served 218 patients through 1,871 visits.

As part of the redevelopment complementing the city's broader initiative, the new state-of-the-art Medical Office Building will help bring residents downtown in a pedestrian-centered area that in turn will support

local services and businesses. The current building housing RGMC was built in 1940, originally as a hospital, and has become obsolete with repairs straining VWHS's resources and interfering with the public's perception of access to primary health care services.

Full funding has been raised beginning with a collaborative proposal between the City and VWHS for a Colorado Department of Local Affairs (DOLA) Community Development Block Grant (CDBG) for \$1,000,000. This helped VWHS seek and receive funding from the Caring for Colorado Foundation, The Colorado Health Foundation (TCHF), and most recently through the PPACA Capital Development Grants from the U.S. Department of Health and Human Services (HHS) Health Resources and Services Administration (HRSA).

Loan Repayment Program Helps Health Care Providers Care for Coloradans

The Colorado Health Service Corps (CHSC) loan repayment program awarded nearly \$900,000 to CHC providers in 2010. The program is administered by the Primary Care Office (PCO) at the Colorado Department of Public Health and Environment (CDPHE). This public-private partnership receives funding from the state Oral Health Unit, HRSA, the American Recovery and Reinvestment Act (ARRA), The Colorado Trust, and TCHF.

Successful applicants have to demonstrate a commitment to caring for underserved people and agree to a service commitment of two or three years.

The following CHC providers were chosen to receive awards in 2010:

Clinica Family Health Services, Inc.
Jennifer McLean, Medical Doctor
Kristin Andreen, Medical Doctor

High Plains Community Health Center
Terrance Wolbaum, Doctor of Dental Surgery
Sonia Grewal, Doctor of Dental Surgery

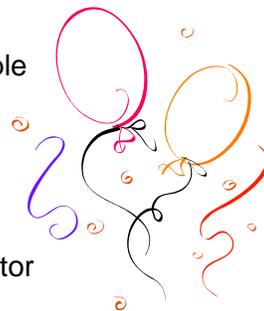
Peak Vista Community Health Centers
Jess Adams, Doctor of Dental Surgery

Plains Medical Center, Inc.
Jennina Townsend, Doctor of Dental Surgery

Salud Family Health Centers
Gregory Jaramillo, Medical Doctor

Sunrise Community Health, Inc.
Eric Scotland, Doctor of Dental Surgery
Nicholas Gagner, Doctor of Dental Surgery
Preston Karr, Doctor of Dental Surgery
Jeffrey Johnson, Nurse Practitioner

Valley-Wide Health Systems, Inc.
Darryl Lacy, Physician Assistant



Peak Vista and Valley-Wide Reach Out to Eligible Community Members

In September 2010, Peak Vista Community Health Centers (Peak Vista) and VWHS were awarded grants from the Department of Health Care Policy and Financing (HCPF) to maximize outreach, retention and enrollment (called the MORE grant program) in Medicaid and CHP+. These grants are intended to help grantees help Coloradans who are newly eligible for public health insurance under the expansion of CHP+ eligibility for kids and pregnant women and Medicaid eligibility to parents.

At Peak Vista, Randy Hylton is coordinating the effort to educate and inform parents about public health insurance programs by leveraging a close relationship with Harrison School District Two. By targeting schools with high levels of children eligible for the Free and Reduced Lunch Program, Hylton's team have reached many families who are eligible for Medicaid and CHP+.

The Peak Vista team is also conducting a door-to-door canvassing blitz in targeted neighborhoods to educate people about Medicaid and CHP+, and to encourage those households without children to inform their friends and family members who might have children eligible for the programs. Three months into the one-year grant, Peak Vista has enrolled about 250 children, halfway to their enrollment goal for the entire grant period.

At VWHS, Joe Rivera spearheads the outreach work for the MORE grant project. In an effort to reach families in a variety of settings, VWHS conducts the following activities:

- VWHS has expanded a partnership with La Gente, a community-based organization which provides services to families and promotes family self-sufficiency. Families who come into La Gente are asked about insurance status and provided with education and assistance with applying for Medicaid and CHP+ using the Colorado Program Eligibility and Application Kit (PEAK) process, an online eligibility indicator and application tool.
- In partnership with the Early Childhood Literacy Program, which includes the Bright Beginnings program, VWHS will soon be including book marks with information about Medicaid and CHP+ with the books that are distributed to children. The bookmarks have information in English and Spanish.
- VWHS will soon begin an “in-reach”/outreach program to identify families who have never been on public insurance programs, parents enrolled in CICP who may now be eligible for Medicaid, and those families whose Medicaid and CHP+ will soon need to be renewed.

Health Center News From Around Colorado News Briefs



Fort Morgan Salud staff celebrate their CERT Award.

health care professionals who choose to live and work in rural areas of Colorado. CERT programs increase the local capacity for educating medical and other health professions students by partnering with rural providers, institutions, and communities who are eager to provide students with local clinical and community experiences.

Salud Honored for Excellence in Rural Medical Training

The Fort Morgan Salud and the Colorado Plains Medical Center received the “Centers of Excellence in Rural Training Award” (CERT) by the University of Colorado. Dr. Jeff Cook of Fort Morgan Salud has been instrumental in bringing the program to Fort Morgan and coordinating the student training program. An awards ceremony and celebration was held on Dec. 16, 2010, in Fort Morgan.

The mission of the CERT program is to increase the number and variety of



Mark Deutchman, M.D., the Rural Track Director at the University of Colorado School of Medicine awards Jeff Cook, M.D. with the CERT Award.

Peak Vista Practices Wildfire Response

Peak Vista participated in a wildfire disaster exercise at their monthly management meeting in October to test the Health Center’s Emergency Management Plan. Representatives from CCHN, CDPHE, Teller County Public Health, and Teller County Office of Emergency Management presented a tabletop exercise to forty Peak Vista staff members. Participants worked through the decisions

they would make if the effects of a wildfire burning in Teller County impact the Divide Family Clinic in Divide, Colo.

The participants split into eight groups for in-depth discussion of what decisions they would make concerning closure or relocation of the clinic; how to proactively support patients affected by smoke; and Peak Vista's role in supporting evacuation shelters and fire fighters. The exercise demonstrated the strong relationships that Peak Vista has with the local emergency management community. Peak Vista staff is in the process of using the lessons learned from the exercise to revise the Emergency Management Plan.

Disaster exercises fulfill requirements for the HRSA Policy Information Notice (PIN) 2007-15 Emergency Preparedness Expectations, Colorado bio-terrorism regulations, Joint Commission, and the Accreditation Association for Ambulatory Health Care (AAAHC). For information on scheduling an exercise, please contact Nancy Gilbert at nancy@cchn.org or (303) 861-5165, ext. 258.



Aguilar receives a hug at her going-away party.

Denver Health Physician to Serve in State Senate

Irene Aguilar, a physician at Denver Health's Westside Family Health Center, recently won a race to fill the vacant seat for State Senate District 32. To fill the four-year term, Aguilar has retired from her practice at the Sam Sandos Westside Family Health Center. She fills the seat left by Chris Romer, who resigned to run for Mayor of Denver.

"Both the patients and the Westside Clinic will miss Irene," said Paul Melinkovich, M.D., director of Denver Health's Community Health Services. "But the citizens of Colorado will gain an excellent public servant."



Renovation Completed in Craig

Northwest Colorado Visiting Nurse Association Community Health Center—Moffat County completed renovations in October 2010. The renovation was supported by a Capital Improvement Program (CIP) ARRA grant. The CHC occupies 8,430 square feet of a one-story building. The facility is twelve years old and originally had six exam rooms. Funding was used to remodel 2,920 square feet of the facility to increase patient capacity from 1,200 to 2,000. Through improved space design and the addition of nine exam rooms, the CHC will accommodate an additional health care provider team, allowing more patients to be cared for while improving the quality of care and enhancing patient outcomes. The renovation improves providers' ability to work efficiently and effectively to care for increasing numbers of patients, organizing their workspace to more logically meet the needs of patients.

High Plains Redesigns Workflow to Increase Productivity

High Plains was recently featured in the study "Innovative Workforce Models in Healthcare." The study analyzed the efforts of industry pioneers who have significantly expanded the medical assistant (MA) role at their facility to improve MA retention and job satisfaction, clinical functions such as workflow and operations costs, and patient outcomes. The study was conducted by the Center for Health Professions and funded by the Hitachi Foundation.

High Plains redesigned its workflow to increase the number of support staff per provider and boost overall productivity. With funding from HRSA, High Plains began to cross-train MAs to rotate through front and back office roles. This way they were able to shift as many support activities as possible from the provider

and increase the number of patients per provider hour. Additionally, MAs, now called patient facilitators, are given ample opportunity for professional development and career advancement.

High Plains offers ongoing patient facilitator training, which is integrated into their work. A formal training is held once a week and new hires receive a competency checklist with skills and knowledge they must acquire. The enhanced on-the-job training has allowed the CHC to adopt the philosophy to “hire for attitude and train for skill”. This ensures that High Plains hires the type of individuals who thrive in this highly accountable, team-based environment. It makes it possible to tailor training to suit their specific needs, and has reduced turnover among this group of employees.

The initiative increased the number of patients per provider hour from 1.82 in 2000 to 3.0 in 2002/2003, which equated to about \$67,000 more per team per year or about \$500,000 per year in increased income for all seven teams, helping make High Plains’ budget stretch further to provide more health care services. In addition, the initiative has increased job satisfaction for the MA position, which often has high turnover rates.

High Plains plans to continue utilizing this workforce model and continues to seek funding to support its endeavors. Click [here](#) to access the home page for the study.

Congressional Staff Visits Pueblo CHC

Dr. Dan Lere, newly appointed deputy district director for U.S. Rep. Scott Tipton, visited Pueblo Community Health Center’s (PCHC) 300 Colorado Ave. site on Jan. 14, 2011, to learn more about CHCs. Donald Moore, CEO of PCHC, discussed PCHC and the Colorado CHCs with Dr. Lere, explaining their role in health care reform and in caring for Colorado’s communities. Dr. Lere toured the site and met several PCHC staff members. Dr. Lere is the former superintendent of Pueblo County School District 70.



Dr. Dan Lere, left, with Donald Moore, CEO of Pueblo Community Health Center, on Jan. 14, 2011. Dr. Lere is the deputy district director for U.S. Rep. Scott Tipton.



From left to right: Kevin Maddox, Sunrise CFO; Mitzi Moran, Sunrise CEO; Roberta Rehfeld, Sunrise Board of Directors; Gilbert Ramirez, Sunrise Board of Directors, Vice-Chair; Lonna Smith, Sunrise Dental Manager; Jessica Gomez, Sunrise Dental Lead; Dr. Mark Wallace, Sunrise Board of Directors, Chair.

Sunrise Chosen for Award for Excellence

Sunrise Community Health, Inc. (Sunrise) was selected to receive the Joel A.H. Webb Award for Excellence in Health Care from the El Pomar Foundation. CEO Mitzi Moran and Sunrise Board Chair Mark Wallace, M.D., accepted the honor on Nov. 10, 2010, at the El Pomar awards ceremony in Colorado Springs, Colo. Sunrise was among only three health care providers chosen for this award in the category of large health care providers, joining Colorado Children’s Healthcare Access Program of Aurora and the Denver Health & Hospitals Foundation.

The El Pomar Foundation honors outstanding Colorado nonprofit organizations and community leaders with its annual Awards for Excellence. The event is hosted by El Pomar trustees and more than 1,000 civic, community, and nonprofit leaders attend. Created in 1989, the Awards for Excellence program has provided nearly \$5,000,000 in grant support to more than 400 nonprofit organizations throughout Colorado.

Three Salud Physicians Receive Golden Stethoscope Award

Three of the first ten physicians to receive the Golden Stethoscope award work at Salud Family Health Centers. The new award is given to honor excellence in clinical education. It is a collaboration by the University of Colorado School of Medicine's Foundations of Doctoring, the Colorado Area Health Education Center (AHEC) Program, and Central Colorado AHEC to honor clinical preceptors nominated by the School of Medicine students who wrote compelling letters about their unique experiences. The three Salud honorees are:

- Camela Billick, M.D., Best Family Medicine Preceptor; Commerce City Salud,
- Jeffrey Cook, M.D., Best Role Model Preceptor; Fort Morgan Salud, and
- Alberto Denegri, M.D., Best Patient/Physician Communication; Fort Lupton Salud.

The three institutions plan to give the award annually.



Renaissance Uptown Lofts, at the corner of Pearl and Colfax in Denver, is CCH's newest affordable housing development for formerly homeless and low-income residents.

CCH Marks Grand Opening

The Colorado Coalition for the Homeless (CCH) and Renaissance Housing Development Corporation, its housing development subsidiary, celebrated the opening of the Coalition's 16th integrated residential community, called the Renaissance Uptown Lofts, on Dec. 16, 2010. The building at the corner of Colfax Ave. and Pearl Street in Denver blends supportive housing for families and individuals experiencing homelessness with affordable housing for working individuals who otherwise could not afford quality housing in desirable locations. In addition, CCH is committed to energy efficiency and environmentally friendly construction as benchmarks for affordable housing. Health care will be available at CCH's nearby Stout Street Clinic.

Peak Vista Hosts Sixth Annual Breakfast of Champions

Peak Vista held its annual Breakfast of Champions on Nov. 16, 2010, at the Broadmoor's International Center in Colorado Springs. Eric Heiden, Olympic gold medalist in speed skating and now an orthopedic surgeon, gave the keynote speech. The annual event raises funds for primary medical, dental, and behavioral health services for working families in El Paso and Teller counties.

Raising awareness about Peak Vista and its contributions to the community, the event also recognizes the many champions associated with the organization, especially volunteer physicians, dentists, and community partners. Ronald McDonald House Charities of Southern Colorado was honored as Peak Vista's 2010 Champion of Community Health for their partnership and ongoing support of Peak Vista's initiatives.

CEO of Lamar CHC to Serve on State Board

Jay Brooke, executive director of High Plains Community Health Center (High Plains), was unanimously elected to serve on the Center for Improving Value in Health Care (CIVHC) board.

"I have been able to attend my first CIVHC meeting and found it is very exciting and cutting-edge thinking and creativeness that they are doing. I am very pleased to be a part of that," said Mr. Brooke.



Peak Vista Opens Developmental Disabilities Health Center

Early this year, Peak Vista announced a new partnership that created the Developmental Disabilities Health Center (DDHC), a new and unprecedented health care delivery system in Colorado Springs for people with intellectual and developmental disabilities. Peak Vista's partners are The Resource Exchange (TRE) and HealthSouth Rehabilitation Hospital of Colorado Springs. The DDHC, which opened on Jan. 4, 2011, provides a new opportunity that brings accessible, integrated health care services tailored for the needs of this specialized patient population.

At DDHC, adults with intellectual and developmental disabilities who are enrolled in Medicaid can receive primary health care, behavioral health services, and referrals to specialty care providers, all with care coordination. Patients enroll with Peak Vista, which can be done at the time of appointment.

Peak Vista and its partners in this effort envision DDHC becoming a more effective, more user- and family-friendly health care alternative to local hospital emergency rooms and/or urgent care centers.



Examiners discuss clinical processes at Denver Health's La Casa/Quigg Newton Family Health and Counseling Center with Morris Askanazi, M.D., Team Leader.

Denver Health in Running for Prestigious Quality Improvement Award

Denver Health's Lean accomplishments were the subject of site visits by The Shingo Prize examiners the week of Jan. 10. The three-day site visit was similar to a Joint Commission accreditation survey, but focused on process improvement.

Lean is a quality improvement philosophy that incorporates techniques in a business process to optimize time, productivity and employees to improve quality. Denver Health uses Lean to improve efficiency through reduction of waste. By the end of 2010, Denver Health had garnered \$70 million in financial benefit for the organization, a cumulative total since the inception of the first Lean exercise in 2005.

Examiners visited family health centers, school-based health centers, the central fill pharmacy, and the Call Center to talk with employees about DCHS' successes and what they have learned about Lean in a health care environment. The Shingo Prize is named after Japanese engineer Shigeo Shingo, who was one of the world's leading experts in improving manufacturing processes. Examiners typically visit industrial locations.

POLICY UPDATE

State Funding Essential to CHCs

2011 marks the 45th year of the Health Center movement in Colorado. Today Colorado's 15 CHCs play a critical role in providing efficient, high quality, primary health care to more than 500,000 people, or one in 10 Coloradans. CHCs are located in high need, medically underserved areas, improving access to primary health care statewide.

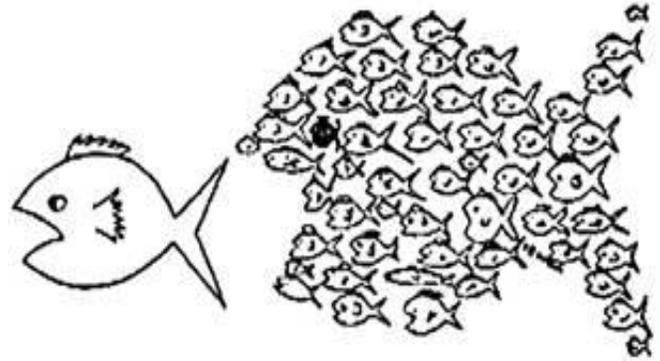
Colorado CHCs provide efficient, high quality, primary health care. Quality is demonstrated by communities with CHCs having healthier newborns, fewer hospitalizations, and fewer visits to the emergency room. Nationally, CHCs have been rated one of the most successful programs of HHS. Efficiency is realized in Colorado CHCs' ability to provide high quality care on average for less than \$2 a day, or \$680 annually per patient (fact source: 2009 UDS). This efficiency plays out in the state budget as well. Colorado CHCs serve

one-third of all Medicaid enrollees, a quarter of CHP+, and one-third of the state's uninsured, yet comprise less than three percent of HCPF's annual budget.

Importantly, while CHCs receive only a very small portion of the state budget, **state funding is essential to CHCs, making up approximately 61 percent of CHCs' budgets on average.** State funding provides the operating dollars CHCs need to stay in business, continue to employ more than 3,300 Coloradans (full- and part-time), and keep health care costs down. During the 2011 state legislative session, CCHN's top priority is to protect state funding vital to CHCs, one of the state's most efficient, high quality, health care delivery systems.

Get Active! and Influence Policy

Interested in ensuring that health care bills benefit CHCs and their patients? Join CCHN's grassroots network and make your voice heard by your elected officials. Sign up for CCHN e-mails about legislation affecting health care and your CHC. You will receive action alerts that have specific, easy-to-understand ways to talk to your legislators. How do you get active? Go to www.cchn.org, click on Get Active!, respond to any action alerts and your information will be added to CCHN's grassroots network. For more information please contact Suzanne Smith, CCHN policy analyst, at suzanne@cchn.org or (303) 861-5165, ext. 234.



CLINICAL QUALITY UPDATE

CCHN Scholarship Program for Institute for Healthcare Improvement Conferences

Kaiser Permanente Colorado (KP) on behalf of its Community Benefit Programs has awarded CCHN with a one-year grant for Institute for Healthcare Improvement® (IHI) program travel support funding. The travel support will be provided to support CHC providers and administrative leaders. The IHI program travel support is intended to provide funding for airfare, travel and lodging costs of CHC IHI scholars in conjunction with KP's national IHI program. For questions, please contact Paula Davis, CCHN clinical projects coordinator, at paula@cchn.org or (303) 861-5165, ext. 286.

CCHN UPDATE

CCHN Wins Leadership Integrity Award

The Colorado Community Health Network was one of four companies in the United States selected to receive the 2010 Leadership Integrity Award from Libby Wagner and Associates. Ms. Wagner selects companies based on their commitment to creating a work environment that fosters, recognizes, and rewards delivery of high levels of the "Core Dimensions." The four core dimensions are Respect, Empathy, Genuineness, and Specificity.



CCHN January 2011

- 11 -

www.cchn.org

CCHN staff have been working with the firm to take work processes and culture to the next level. For information about Libby Wagner and Associates, visit: <http://www.libbywagner.com>.

CHAMPS UPDATE

CHAMPS Honors Two Coloradans for Leadership

Two Coloradans were honored by their peers at the Community Health Association of Mountain/Plains States (CHAMPS)/Northwest Regional Primary Care Association (NWRPCA) Annual Primary Care Conference in October in Denver, Colo. Paul Melinkovich, M.D., director and CEO of Denver Health's Community Health Services, was selected to receive CHAMPS' 2010 Exceptional Administrative Leadership Award. Ricardo Velásquez, M.D., interim president and CEO of Valley-Wide Health Systems, Inc., was selected to receive CHAMPS' 2010 Outstanding Advocate of the Underserved Award.

Dr. Melinkovich has been involved with Denver Health since the mid-1970s. His knack for strategic administrative leadership has resulted in multiple promotions to leadership positions at Denver Health, most recently as the director of Community Health Services beginning in 2006. He oversees a staff of 600 that provides health care to more than 110,000 patients each year. His administrative leadership stands out in his ability to create new programs that positively impact the lives of traditionally disadvantaged members of society, and to make those programs sustainable.

Dr. Melinkovich has served on numerous national and statewide committees and has held leadership positions with organizations including the American Academy of Pediatrics, the National Association of Community Health Centers (NACHC), and the National Assembly on School-Based Health Care. He has also held several governor-appointed positions and has received numerous awards for his work.

Dr. Velásquez joined Valley-Wide in 1998 as a staff physician, becoming medical director in 2002. He continues to serve in this role while he leads the organization as interim CEO. He provides oversight of clinical medical activities, supervising and mentoring providers, and pursuing quality improvement policies and procedures.

Dr. Velásquez has an impressive history caring for and serving the people of southern Colorado and northern New Mexico. In addition to being a staff member of Valley-Wide for the past 13 years, he was also a commissioned officer of the U.S. Public Health Service, stationed at Valley-Wide from 1977 to 1981. His commitment to the people who live and work in this region of the country is inspirational. He knows what his patients need from him and he delivers, year after year, with dedication and compassion.

A Warm Welcome and a Fond Farewell

Shealyn Feil joins CHAMPS as the new training and programs coordinator. Shea joined the CHAMPS team in December 2010. She is responsible for the coordination and implementation of trainings and various workforce, operational, and clinical programs. CHAMPS works to promote and sustain recruitment and retention of clinical and non-clinical staff, and to increase the quality of care at Region VIII CHCs. Shealyn brings her previous experience in non-profit event management and coordination to her work for Region VIII health centers. She has a Bachelor of Science degree in marriage, family, and human development, with a minor in mathematics, from Brigham Young University, Provo, Utah.

CHAMPS bids a fond farewell to Kara Harrington, who was the CHAMPS workforce and clinical projects intern. Kara left CHAMPS at the end of December to pursue a nursing degree in Seattle, Wash.

CCMCN UPDATE



Marguerite Salazar, HHS Region VIII director, third from right, with CCMCN staff (from left) Debbie Dion, Meredith Karol, Molly Brown, Dan Tuteur, Heather Stocker, and Julie Schuster on Oct. 28, 2010.

CCMCN Receives Award from HHS Region VIII

The Colorado Community Managed Care Network (CCMCN) was awarded the Regional Director's Distinguished Public Service Award from HHS Region VIII on Oct. 28, 2010. Dan Tuteur was given the honor of being keynote speaker for the award ceremony. Marguerite Salazar, regional director for Region VIII, presented the award to Dan Tuteur and the CCMCN staff for leadership in providing high quality and effective Medicaid managed care.

Coming Aboard, Moving Up

Jill Phillips joins CCMCN and CHAMPS as accountant and human resources coordinator. Ms. Phillips worked most recently as an accounting technician at Colorado State University. She earned her Bachelor of Science in consumer sciences from Colorado State University, and is currently pursuing an MBA at Regis University, Denver, Colo. Jill worked as a contractor for CCHN, CHAMPS, and CCMCN in 2006.

Terry Seidel is working for CCMCN/Colorado Associated Community Health Information Exchange (CACHIE) as electronic health records (EHR) analyst. Mr. Seidel previously worked as an EHR support analyst at Boulder Medical Center, Boulder, Colo., and before that worked at Integrated Physician Network (iPN) as an information systems training and customer support analyst.

Lou Ann MacIntyre joins CCMCN/CACHIE as electronic practice management (EPM) analyst. Ms. MacIntyre has worked in the community health setting for ten years. Her previous jobs include billing supervisor and reimbursement manager at Mountain Family Health Centers and billing and enrollment manager at Clinica-People's Clinic in Boulder.

In addition, Molly Brown has been promoted to the role of CCMCN director of operations. Molly's scope of activities includes grants management, human resources, facilities, compliance, finance (in collaboration with Will Cheshire), contract management, and additional work specific to the CACHIE project, and numerous concurrent responsibilities.

UPCOMING EVENTS

12th Annual Multicultural Conference on Breast Health

The Multicultural Conference on Breast Health sponsored by Susan G. Komen for the Cure® Denver Metropolitan is a free one-day conference targeting minority women and men who are uninsured or underinsured. The conference gives participants access to life-saving information about breast health and breast cancer. All sessions are presented by experts in their field, with an emphasis on providing information in a culturally appropriate way. The conference will take place on Saturday, Feb. 5, 2011, from 9:00 a.m. to 2:00 p.m. MT at the Hotel Renaissance Denver. For more information, click [here](#) or contact Paula Davis at paula@cchn.org or (303) 861-5165, ext. 286.

Corporate Compliance Training Coming Soon!



CCHN is sponsoring a two-day CHC Corporate Compliance Training, developed by Feldesman Tucker Leifer Fidell LLP and RSM McGladrey Inc., with financial support from the National Association of Community Health Centers (NACHC), on Feb. 8-9, 2011, in Denver, Colo. The training is specifically designed for CHCs to learn from expert faculty about:

- The seven elements of effective corporate compliance programs;
- The key legal and financial requirements for CHCs; and
- How to conduct risk assessments, audits and investigations, as well as how to create a compliance program work plan tailored to meet the needs of individual CHCs.

PPACA and ARRA have appropriated millions of dollars to the Health Center program. At the same time, however, these laws create significant risks for CHCs that fail to take adequate steps to maintain compliance with legal, regulatory, and financial requirements. Not only are effective corporate compliance programs the best defense to an enforcement agency audit, but also compliance programs are going to become mandatory conditions of enrollment in Medicare, Medicaid, and CHP+.

For more information, click [here](#) or contact Nancy Gilbert at nancy@cchn.org or (303) 861-5165, ext. 258. To register, click [here](#).

Training Scheduled on Bipolar and Borderline Personality Disorders

CHAMPS will be hosting a distance learning event, "Bipolar Disorder vs. Borderline Personality Disorder: How to Tell the Difference and Why it Matters," on March 1, 2011, from 11:30 a.m. to 1:00 p.m. MT. Health center providers and support staff are encouraged to attend and by the end of the event, will:

- Understand the commonalities and differences between bipolar disorder and borderline personality disorder;
- Be prepared to detect and accurately diagnose these conditions; and
- Understand treatment options, particularly in integrated systems.

Attendance is free for participants from CHAMPS Organizational Members, including Continuing Medical Education (CME) credit. Non-member participants will be billed \$75/webcast link and \$15/person for CME credit after the event. 1.5 hours of CME credit will be offered for this webcast and determination of credit is pending. To determine if your organization is a current CHAMPS member, click [here](#).

Advance registration is required. Click [here](#) to register. Handouts and log-in information will be e-mailed to all registrants the day before the event.

Click [here](#) for more information or contact Andrea Martin at andrea@cchn.org or (303) 861-5165, ext. 285.

Save the Date

Feb. 15-16, 2011

CCHN 2011 Policy & Issues Forum

CCHN's Annual Policy & Issues Forum (P&I) will be held at the Warwick Hotel in Denver. For more information contact Kristen Pieper at kristen@cchn.org or (303) 861-5165, ext. 223.

March 22-24, 2011

CHAMPS/NWRPCA Core Competency Training

CHAMPS/NWRPCA will be hosting an intensive three-day program for first time community health managers and supervisors in Seattle, Wash. The course is specifically designed to increase competence and confidence on the job, and to aid in the transition from peer to supervisor. For more information, click [here](#).

March 23-27, 2011

NACHC 2011 P&I

NACHC's Annual P&I will be held at the Marriott Wardman Park Hotel in Washington, DC. Click [here](#) for more information.

<p>CCHN Newsletter Editor: Maureen Maxwell; Assistant Editor: Kristen Pieper; Contributors: Maribeth Neelis, Nancy Gilbert, Christy Trimmer, Paula Davis, Katie Jacobson, Angela Rose, CCHN; Molly Brown, Debbie Dion, Dan Tuteur, CCMCN; Andrea Martin, CHAMPS; Jerry Brasher, Jennifer Morse, Salud; Tony Encinias, Denver Health; Paola Farer, CCH; Christine Hettinger-Hunt, VWHS; Mitzi Moran, Sunrise; Suzi Mariano, NCCHC; Lisa Rassenti, Peak Vista, Jay Brooke, High Plains</p>
--

CCHN is supported in part by the Bureau of Primary Health Care of the U.S. Department of Health and Human Services through technical and non-financial assistance to Community Health Centers (Grant number U58CS06862-05-00). If you would like to be added to the newsletter e-mail distribution list, or if you have comments about this newsletter, please contact Maureen Maxwell, CCHN communications manager, at maureen@cchn.org or (303) 861-5165, ext. 259.