

## Newsletter May 2012

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## HEALTH CENTER NEWS

### Community Health Champions Honored at CCHN's Annual Policy & Issues Form



From Left: Rep. Spencer Swalm (HD 37), Sen. Jeanne Nicholson (SD 16), and Dr. Velusamy Kailasam celebrate their awards received at the CCHN P&I.

Policy and Financing (HCPF) spoke about their respective organizations' visions and how CCHN and CHCs fit into those visions.

During the advocacy training, Molly Markert of Metro Community Provider Network (MCPN) was recognized as the 2012 Community Health Advocate. Ms. Markert has been involved with CHCs for more than two decades and is a tireless advocate for patient access to health care and the importance of CHCs. Under Ms. Markert's advocacy leadership, MCPN has worked to engage staff and patients in the advocacy process. She ensures that voter engagement activities are interesting and exciting for MCPN staff and patients and involves MCPN's registered advocates in important letter writing and petition campaigns. During her acceptance speech, Ms. Markert said, "I am so very honored to be recognized for doing what I love so very much – advocating for the services our CHCs provide within our communities."

After the training day, CCHN recognized the 2012 Community Health Champions at the P&I Legislator Reception and Awards Ceremony. Rep. Spencer Swalm (HD 37) and Sen. Jeanne Nicholson (SD 16) each received a Legislator Community Health Champion Award.

Rep. Swalm has been a strong supporter of CHCs since becoming a state representative in 2006. Rep. Swalm was nominated by MCPN for this award. Rep. Swalm has consistently brought his personal beliefs and compassion to the debate around access to health care and publicly demonstrated his support for patient-centered health care and CHCs.

In 2010, Rep. Swalm was the House sponsor for SJR10-23, supporting CHCs, which many CHC staff and board members were lucky enough to hear read in both the Senate and House chambers. In 2011, Rep.

CCHN's annual Policy & Issues Forum (P&I) provides Colorado CHC staff and board members with an opportunity to learn about CCHN's top legislative priorities for the current session and to spend a day at the State Capitol speaking with elected officials. This year's forum, Feb. 14-15, 2012, focused on the value of advocacy when working with legislators and the importance of state funding to CHCs.

One of the highlights of the training day was the policy panel. Shepard Nevel, Vice President of Policy and Evaluation for The Colorado Health Foundation; Gretchen Hammer, Executive Director of the Colorado Coalition for the Medically Underserved; and Suzanne Brennan, Medicaid Director at the Colorado Department of Health Care



Molly Markert, Community Liaison, MCPN, poses with her award.

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Swalm again sponsored legislation in support of CHCs through HB 11-1101, which exempted CHCs from clinic licensure requirements. The bill passed both chambers with unanimous support.

Rep. Swalm is a visible figure at MCPN's public events. In the past year, he attended events such as the inaugural ribbon cutting ceremony for MCPN's Extended Care Clinic in Aurora, the ground breaking ceremony for their Jefferson County Family Health Services Clinic, and MCPN's Annual Green Tie, a gala fundraising event.

Sen. Nicholson has been a strong supporter and advocate of CHCs beginning with her work as a public health nurse, then a county commissioner, and continuing now as a senator. Mountain Family Health Centers (Mountain Family), in her district, nominated Sen. Nicholson for this award.

Sen. Nicholson has always supported the role of CHCs as a critical complementary resource to public health. In fact, in 2011, Sen. Nicholson worked hard to help restore some of the funds to CHCs that were proposed for cuts. She has been a strong advocate for getting people access to the care they need at a Health Center, and for public health to focus on populations and other health issues.

Sen. Nicholson has consistently said that a CHC is the right model to deliver high quality primary health care throughout Colorado and has expressed her gratitude that there is a CHC in her mountain community. She has been a strong supporter of Mountain Family's clinic in Black Hawk, where she knows many of the staff by name. She made sure that Mountain Family was a high priority for funding from Gaming Impact Funds from the Department of Local Affairs (DOLA). In her current role on the Limited Gaming Commission, Senator Nicholson has been a persuasive voice to DOLA to continue to fund health care, not just roads, bridges, and jails.

Dr. Velusamy Kailasam, a volunteer clinician at Sunrise Community Health (Sunrise), received the Volunteer Clinician Community Health Champion Award. Dr. Kailasam practices at the Allergy and Asthma Clinic in Greeley and volunteers at Sunrise on a monthly basis. He brings staff and equipment from his private practice to Sunrise's clinics when he thinks that they are needed by the patients. Though he has a special focus on allergy-related dermatology, he has helped Sunrise providers establish a better protocol for the treatment of asthma patients. In addition to the time Dr. Kailasam spends on a monthly basis at the two Monfort clinics, he also schedules evening hours to address the dermatology needs of the patients. Dr. Kailasam received a Channel 7 Everyday Hero award in 2011, for which a Sunrise patient nominated him. He is committed to providing specialty care to patients who might not be able to access this care otherwise. These champions make a difference in the lives of the people cared for by CHCs.

## Colorado CHC Advocates Visit DC's Marble Halls

In March, CHC leaders traveled to Washington, D.C., to meet with Colorado's members of Congress. Representatives of CHCs across the nation advocated for continued federal support for the Health Center program, which cares for more than 21 million people in 8,000 communities. Fifteen CHCs operate 131 sites across Colorado, caring for approximately one in ten Coloradans.

Colorado CHC staff and board members met with members of Colorado's congressional delegation. They presented the case for continued funding for the CHC program, which has a proven record of providing high quality comprehensive primary health care on a sliding fee



From left: Rep. Tipton discusses CHCs with Gigi Darricades, Valley-Wide Health Systems, Inc. (Valley-Wide) and Mary Twinem, Pueblo Community Health Center (Pueblo).



From left: Virgilio Licona, Salud Family Health Centers (Salud); John Reid, MCPN; Kenneth Floyd, Denver Health's Community Health Services (Denver Health); Jen Knellinger, Peak Vista Community Health Centers (Peak Vista); Paul Melinkovich, Denver Health; Senator Mark Udall holding his award; Pete Leibig, Clinica Family Health Services, Inc. (Clinica); Oren Olsen, Peak Vista; Polly Anderson, CCHN; Michael Moran, Clinica; Gigi Darricades, Valley-Wide; Mark Wallace, Sunrise Community Health (Sunrise); Donna Johnson, Peak Vista; and Kim Fisher and Jessica Sanchez, CCHN.

Six members of Colorado's congressional delegation were awarded the 2012 Distinguished Community Health Advocate Award for their support of CHCs and their patients. They were Sens. Mark Udall and Michael Bennet and Reps. Diana DeGette, Jared Polis, Scott Tipton, and Ed Perlmutter.

While in D.C., Colorado CHC representatives watched as Dr. Justin Wheeler, Valley-Wide, was honored before the national CHC family. He received the prestigious Emerging Leader Award from the Geiger Gibson Program in Community Health Policy of the George Washington University School of Public Health and Health Services. The Emerging Leader award was established in 2007 to highlight the accomplishments of a new generation of Health Center leaders.



Justin Wheeler at the podium accepting the Emerging Leader Award.

scale to keep it affordable. The CHC program uses locally-owned-and-run health care centers designed to coordinate care, manage chronic disease and save patients from having to visit more costly hospital emergency rooms. More than half the members of each CHC board of directors are patients.

Health Center program funding was reduced by \$600 million in Fiscal Year 2011 (FY11), a reduction that was maintained in FY12. In both years, most of the funding set aside under the Affordable Care Act (ACA) for expanding CHC services to communities still facing primary health care shortages has had to be used to maintain CHC services for patients and communities currently cared for by CHCs.

In recognition of the tight budget situation, the CHC movement is requesting only a slight increase in overall funding for the program, to allow the CHCs to continue to care for their current patient population and to allow for increases in care capacity in a small number of communities around the country.

## Celebrating 50 Years of the Migrant Health Act of 1962

More than 300 people celebrated the 50<sup>th</sup> anniversary of the signing of the Migrant Health Act of 1962 at the National Farmworker Health Conference in Denver, May 9-11, 2012. Conference speakers regaled the audience with stories of the strikes, protests, and community organizing efforts from the early days of the fight for access to health services and better wages and working conditions for farmworkers. Speakers also shared inspirational words to reinvigorate participants' commitment to provide access to quality, affordable health care for all people. Community Health Center staff who have worked many years caring for migrant and seasonal workers and emerging leaders in the health care field participated in the conference.

Speakers included Kathleen Kennedy Townsend, daughter of Senator Robert F. Kennedy, and Dolores Huerta, co-founder of the United Farmworkers. Christine and Fernando Chavez, family members of union

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organizer and activist Cesar Chavez, attended an evening celebration to share stories of their family's fight for civil rights on behalf of farmworkers. Guests attending the evening celebration included Denver City Councilman Paul D. López (Dist. 3) and members of Entravision Colorado's evening newscast team Juan Carlos Gutiérrez, Luis Canela, and Xiomara Guevara.

In response to growing public awareness about the deplorable working and living conditions of farmworkers in the 1950s and 1960s, the Migrant Health Act of 1962 established the Migrant Health Program to provide health care services to farmworkers. The Community Health Center movement grew out of this landmark legislation as the nation recognized the need to provide comprehensive health services in poor and medically underserved communities and to promote community empowerment.

Currently, there are 159 federally funded Migrant Health Centers that operate more than 700 satellite sites, caring for 803,933 patients nationwide. Of these patients, 98 percent earn less than 200 percent of the Federal Poverty Level, and 52 percent are uninsured. Top health issues include diabetes, hypertension, and dental issues. In Colorado, there are five Migrant Health Centers with 45 sites providing care structured for migrant and seasonal workers.

Migrant and seasonal farmworkers are a critical part of the \$297 billion agricultural industry in the United States. They help plant and harvest the nation's food supply, yet frequently live in the shadows of their communities in substandard housing on low wages. Estimates of the farmworker population vary, but each year a large group of workers and their families, between 3-to-5 million people, leave their homes to follow the crops. Population estimates are challenging to determine because agricultural labor requirements vary greatly between the different phases of planting, cultivating, harvesting, and processing crops in any given area. Farmworkers' labor is crucial to the production of a wide variety of crops and despite the advances of technology, the agricultural industry continues to depend on this population of workers for its economic success.

Several Coloradans attended the conference on scholarships made possible through a generous donation to CCHN by the Laboratory Corporation of America (LabCorp).

*Editor: Christy Boland, the author of this article, recently learned that graduate student interns with the Southern Arizona Area Health Education Centers are implementing a novel health care model based on Ms. Boland's research findings and work with migrant farmworkers in southern Arizona. Congratulations, Christy! Ms. Boland is the Community Liaison and Policy Analyst for Covering Kids and Families, a project of CCHN.*



From left: Salud Mobile Health Center now, and then. On the last day of the conference, attendees boarded buses and visited Salud, touring the Commerce City Health Center, the Fort Lupton Administration and Training Center, and the Mobile Unit.

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## **Health Center News From Around Colorado**

### **News Briefs**

#### **CASBHC Inspiration Award Winners Announced**

Two members of the Community Health Center family were among the winners of the annual Inspiration Awards, announced May 3, 2012, by the Colorado Association for School-Based Health Centers (CASBHC). The awards recognize the outstanding achievements of school-based health care constituents. Among this year's award recipients were Amy Hobbs of High Plains Community Health Center (High Plains), receiving an award for Outstanding Medical Provider, and Kari Kuka of Denver Health, receiving an award for Outstanding Educator.

School-Based Health Centers serve students whose access to care is limited. Services are designed to identify problems early, provide continuity of care, and improve academic participation.

#### **New Clinica Site Hosts Rep. Polis**

Rep. Jared Polis (Congressional District 2) visited Clinica's Pecos Dental Clinic and the newly opened Federal Heights Medical Clinic on Jan. 30, 2012. At Federal Heights, Rep. Polis was presented with the National Association of Community Health Centers (NACHC) 2011 Community Health Advocate Award.

Federal Heights, the newest of Clinica's five health care sites, opened in December 2011. The 17-member staff cared for 400 patients in the first two weeks. Clinica received a \$650,000 grant from the U.S. Department of Health and Human Services, part of the Health Center funding provided in the ACA to expand health care access for medically underserved communities.

Rep. Polis was instrumental in helping Clinica open its new seven-chair dental clinic. Thanks to a \$250,000 federal allocation obtained by Polis, Clinica was able to purchase the equipment necessary for the operation of the facility.

Rep. Polis, who has been a supporter of Community Health Centers since before running for Congress, was selected for the award for his outstanding leadership in expanding health care access for uninsured and medically underserved Americans. The award is given each year to members of Congress who have worked to successfully increase the number of Community Health Centers around the country that provide quality primary health care to medically uninsured and underserved people.

#### **High Plains Celebrates Contributions of Annie Gibbs**

Annie Gibbs, long-time High Plains dental hygienist, was honored by her colleagues on May 3 for her years of service to the community.

"Annie was one of the first people we hired when High Plains opened in 1995," explained Jay Brooke, High Plains executive director. "Anybody that has had the opportunity to meet Annie knows what a treasure she has been to everybody she has touched over the past 17 years."



From left: Rep. Jared Polis, Eleanor Montour, Chair of Clinica's Board of Directors, Pete Leibig, CEO of Clinica, and John Santisteven, CFO at Salud Family Health Centers celebrate Polis' 2011 Community Health Advocate Award.



## Denver Health CEO Receives Health Quality Leader Award

Denver Health CEO Patricia Gabow, M.D., was presented with a Health Quality Award by the National Committee for Quality Assurance (NCQA) at a ceremony in Washington, D.C. on March 27, 2012. Dr. Gabow is one of only four persons in the United States to receive the 2012 award, the highest bestowed by NCQA.

Dr. Gabow's pioneering use of "lean" management techniques has assured high-quality care for some of Denver's most vulnerable and at-risk residents, keeping care affordable and reducing wasteful care.

Dr. Gabow joins a prestigious group of NCQA award recipients, including former Pennsylvania Governor Edward Rendell, former California Governor Arnold Schwarzenegger, the Honorable Hillary Rodham Clinton, former U.S. Surgeon General David Satcher, Senator Edward Kennedy of Massachusetts, actress and advocate Mary Tyler Moore, and The Cystic Fibrosis Foundation.

[NCQA](#) is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations, and recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers. Denver Health's Community Health Services operates 23 community and school-based sites.

## New Medical Director for Uncompahgre Medical Center

Dr. David Homer, Uncompahgre Medical Center's (UMC) medical director, has closed his private practice to work at UMC full time. Dr. Homer is interested in the FQHC model due to its proactive approach in addressing primary and preventative care.



Dr. Homer told the Telluride Newspaper, *The Watch*, "I have always followed what interests me, and I found that I was just more and more interested in this health care delivery model. It has a top-notch staff and it's on the forefront of health care reform. I think we [UMC] are really in a position to take health care up to the next step."

UMC provides comprehensive primary health care and includes a center for mental health care, a four-chair dental clinic, and an emergency room with a helicopter pad. Dr. Homer became UMC's medical director in 2011.

## Baby Shower Benefits Denver Health Foundation's Newborns in Need Program

In January 2012, Mrs. Durgin's first grade class at Cory Elementary (Denver Public Schools), in which Caroline Brown, daughter of Colorado Community Managed Care Network's (CCMCN) Operations Director Molly Brown is a student, hosted a baby shower to benefit the Denver Health Foundation's Newborns in Need Program. Newborns in Need supports babies born into families who live below the Federal Poverty Level. Caroline's class collected numerous blankets, newborn clothing sets, and diapers to donate to families in need.

According to the program's website, "Through a series of baby showers, the Newborns in Need campaign collects thousands of new baby items and cash and distributes them to those in need, so their babies get the healthy start they deserve. Every year, thousands of families receive 'Warm Welcome' bags filled with essentials like blankets, diapers, clothing, and car seats." To learn how to donate money or baby items, please visit the Newborns in Need [website](#).

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## McManus Selected for Community Leadership Award

Peak Vista President and CEO Pam McManus received the Modeling the Way Community Leadership Award from Leadership Pikes Peak on April 21, 2012. The award is in recognition of Ms. McManus' leadership in her professional and personal life, as well as her outstanding initiative in motivating colleagues, friends, family, and community leaders to get involved in their local area. She is widely recognized in the Pikes Peak region as a team builder and pioneer in bringing service providers from across El Paso and Teller counties together in collaborative partnerships.

Leadership Pikes Peak provides community-focused leadership development programs that promote community engagement in the Pikes Peak region. For more information, click [here](#). For more information on Peak Vista, visit [www.peakvista.org](http://www.peakvista.org).



Peak Vista President and CEO Pam McManus (center) receives the Modeling the Way Community Leadership Award from Leadership Pikes Peak Executive Director Susan Saksa (left) and Sue Ross, Board President of LPP.

## March of Dimes Walk for Babies in Pueblo, CO

Thousands of dollars were raised when Pueblo Community Health Center (PCHC) joined others in Pueblo to raise money to support the care of babies born too early. On Saturday, April 28, 2012, PCHC's team of 34 people joined teams from Parkview Medical Center, St. Mary-Corwin Medical Center, Colorado State University-Pueblo, Trane Corporation, Target Distribution Center, and many other corporations and individuals in the March of Dimes Walk for Babies. PCHC's President and CEO Donald Moore co-chaired the event with the CEOs of both local hospitals.

## POLICY UPDATE

### State Legislative Session Ends

Colorado's 2012 legislative session ended on May 9. The Colorado legislature agreed to a \$19 million balanced budget for FY 2012-13. Optimistic state revenue forecasts enabled the legislature to fund a \$98.5 million property tax break for seniors, avoid further cuts to K-12 education, and allocate \$33 million back to grants for tobacco cessation and prevention for cardiovascular and other diseases. In addition, proposed cuts to school-based health centers and an increase to Medicaid co-pays did not pass.

CCHN staff and lobbyists and CHC staff worked hard throughout the session to ensure that legislators were aware of the valuable role CHCs play in providing health care to Coloradans and the impact that cuts to the state budget have on patient access. CCHN and Colorado CHCs are grateful to all of the legislators who worked to protect the state's investment in CHCs during the 2012 legislative session.

CCHN and Colorado's CHCs are very invested in HCPF's Accountable Care Collaborative (ACC) and continue to be interested in payment reform options. As a result, CCHN worked to support HB1281, "Medicaid Payment Reform Pilot Program." This bill, sponsored by Reps. Cheri Gerou (HD 25) and Dave Young (HD 50) and Sens. Pat Steadman (SD 31) and Ellen Roberts (SD 06), is awaiting signature by Gov. Hickenlooper. The bill creates the Medicaid payment reform and innovation pilot program for the purpose of implementing payment reform projects in Medicaid within the framework of the ACC.



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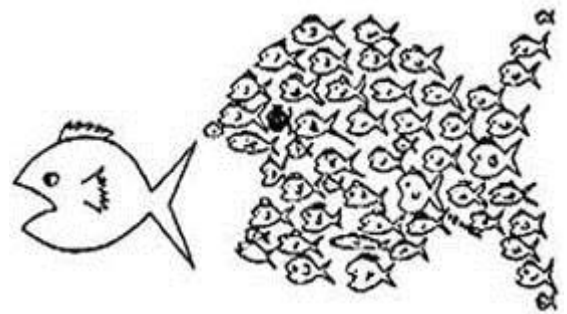
CCHN is an advocate of the importance of dental benefits and actively supported HB1326, “Concerning Assistance to the Elderly,” and SB108, “Medicaid Dental Services Pregnant Women.” HB1326, sponsored by Reps. Cindy Acree (HD 40) and John Kefalas (HD 52) and Sen. Michael Johnston (SD 33), appropriates money for the Old Age Pension dental program, which covers persons 60 years of age and older with a family income at or below 135 percent of the Federal Poverty Level. HB1326 was signed by Gov. Hickenlooper on May 22.

Unfortunately, SB108, sponsored by Rep. Ken Summers (HD 22) and Sen. Jeanne Nicholson (SD 16), did not pass before the regular session ended and was not included for consideration during the special session called by Gov. Hickenlooper. SB108 would have added dental services as a benefit for pregnant women under Medicaid.

CCHN also supported SB134, “Hospital Payment Assistance Program,” which was sponsored by Rep. Cindy Acree and Sen. Irene Aguilar (SD 32) and was signed by Gov. Hickenlooper on May 7. SB134 requires hospitals to make information about discount programs and charity care available in hospitals and on hospital websites, screen uninsured patients for the discount program established by the bill, as well as any other financial assistance or charity care programs offered by the hospital, and limits the amount that low-income, uninsured patients are required to pay on a hospital bill.

## **Get Active! and Influence Policy: Your Voice Needed Now**

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 emails 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](http://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 Kristen Pieper, policy analyst, at [kristen@cchn.org](mailto:kristen@cchn.org) or (303) 867-9526.



## **WORKFORCE UPDATE**

### **“Mission Driven Health Care” Workforce Recruitment Campaign Underway**

In 2009, Colorado CHCs began implementing Access for All Colorado, a five-year plan to expand access to care to twice as many Coloradans as CHCs currently serve. To meet the need, Colorado CHCs launched a campaign to double the workforce at CHCs. The workforce campaign, titled “Mission Driven Health Care,” was developed by CCHN and the CCHN board-appointed Strategic Workforce Committee. Through media, advertising, social media, presentations, videos, and a new website, the campaign aims to educate students, recent graduates, and health care professionals about the valuable, gratifying, and challenging work done at Colorado CHCs – and the rewarding career opportunities available.

CHCs are on the forefront of outcomes-based medicine in a setting that is digitized, integrated and forward-looking. CHCs are considered by many to be the future of health care because they provide medical homes where patients can access a broad array of services that include medical, dental and behavioral health care. Employees are attracted by the collaborative approach and high-tech facilities that help patients manage complex and chronic conditions.

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CHCs can access the marketing materials by contacting Tanah Wagenseller, health center workforce manager, at [tanah@cchn.org](mailto:tanah@cchn.org). Visit the website at [www.missiondrivencareers.org](http://www.missiondrivencareers.org), and the social media channels at <http://www.facebook.com/coloradocommunityhealthcenters>, <https://twitter.com/#!/cochcs>, and <http://www.youtube.com/user/ColoradoCHC/videos>.

## **CCHN Provides Leadership Training to Health Center Employees**

CCHN, in conjunction with the Colorado Center for Nursing Excellence, conducted the Community Health Center Frontline Supervisory Leadership Program in February 2012. The program is designed for CHC clinical and administrative supervisors/managers to receive ongoing leadership development training and coaching. Leadership development fosters and creates productive, committed, and informed managers/supervisors. The training also cultivates leaders for each CHCs succession planning efforts.

In a four-day workshop, managers/supervisors learned communication, conflict resolution, cultural competency, leadership, teambuilding, and process-improvement skills. Participants were paired with a coach, who also attended a separate two-day training that encompassed a summarized version of the participants' training as well as learned essential coaching skills. Each workshop included presenters who come from many different backgrounds sharing a wide variety of knowledge. Each participant will meet and work with a coach selected by his or her CHC. In the six months following the workshop, participants will practice their newly learned skills in their workplaces through structured coaching sessions and a capstone project.

CCHN will hold a third and final training for coaches Aug. 16-17, 2012, and for leaders Aug. 21-24, 2012, at Salud Family Health Centers' administration/training facility in Ft. Lupton, Colo. At the completion of three rounds of leadership and coaching training, CCHN will have trained more than 130 leaders and coaches from CHCs throughout Colorado. If you are interested in participating in the third round of training, please contact your HR department for more information.

## **CHAMPS UPDATE**

### **Mark Your Calendar and Submit an Abstract: CHAMPS/NWRPCA Annual Primary Care Conference**

Community Health Association of Mountain/Plains States (CHAMPS) and Northwest Regional Primary Care Association (NWRPCA) will hold their combined Regions VIII and X Annual Primary Care Conference Oct. 14-17, 2012, in Denver, Colo. The conference will include clinical, operations/IT, fiscal, human resources/workforce, policy, and governance tracks.

CHAMPS and NWRPCA are seeking innovative program, process change, and other best-practice abstracts to fill the conference with productive sessions for boards of directors, medical directors, clinicians, CEOs, CFOs, COOs, HR and IT personnel. Submit presentation ideas through the online abstract portal by **June 8** at [www.nwrpca.org/abstracts](http://www.nwrpca.org/abstracts). Conference organizers are particularly interested in abstracts related to health care reform, patient-centered medical home, outcome measures, expanding services at CHCs, recruitment and retention, meaningful use, public health/primary care, clinical topics including diabetes and hypertension, telemedicine, behavioral health integration, and emergency preparedness.

### **CHAMPS GPO for UpToDate Re-opened**

CHAMPS re-opened its Group Purchasing Offer (GPO) for UpToDate in April 2012. UpToDate is an evidence-based information source for health care providers to use on computers and mobile devices. The point-of-care tool is used for referencing disease, treatment, drug, visual imaging, and other patient care

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information. UpToDate also offers continuing medical education credits to subscribers who perform clinical research or literature reviews.

Enrollment for the CHAMPS UpToDate GPO is open through Nov. 1, 2012. CHAMPS organizational members can purchase subscriptions for \$419 (a savings of \$80 off the \$499 retail rate), plus a one-time \$15 processing fee, per individual subscription through the offer. Members who renew subscriptions in 2013 will save an additional \$30 off the retail renewal rate for a total savings of \$110 per subscription over a two-year period.

Click [here](#) for more information on the CHAMPS UpToDate GPO. Contact Shannon Kolman, CHAMPS clinical programs director, at [Shannon@CHAMPSonline.org](mailto:Shannon@CHAMPSonline.org) or (303) 867-9583 with any questions regarding the offer.

## **New CHAMPS Online Oral Health Resources and Behavioral Health Resources**

CHAMPS developed two new Web pages packed with resources to aid Health Centers in providing quality, integrated health care: Oral Health Resources and Behavioral Health Resources. The new Behavioral Health Web page provides information for both behavioral and primary health care providers, including current articles and evidence-based clinical guidelines addressing substance abuse, suicide prevention, depression, rural mental health, and much more. There are also provider tools including motivational interviewing, screenings, questionnaires, communication tips, and patient education materials. Click [here](#) to visit CHAMPS' Behavioral Health Resources Web page.

The new Oral Health Resources Web page provides resources for dental and primary care providers including evidence-based guidelines, operations and start up tools, patient education materials, and links to provider education and Webinars. All resources provide valuable information for dental practice in the primary care setting. Click [here](#) to visit CHAMPS' Oral Health Resources Web page.

## **CCMCN UPDATE**

### **CCMCN's Website Goes Live**

In April, CCMCN unveiled its [website](#). Information regarding CCMCN's programs and services, member organizations, background, career opportunities, and other helpful information is provided on the site.



Microsoft  
From left: KG Subramanian, Chief Technology Officer of PluralSoft, Dr. Chris Tonozzi, Chief Medical Informatics Officer of CCMCN, and Steve Aylward, General Manager, US Commercial Health & Life Sciences at Microsoft.

### **CACHIE/PluralSoft Recognized for Innovation**

CCMCN and PluralSoft were recently awarded the Microsoft Health Users Group 2012 Innovation Award in the category "Modernizing Health Systems and Information." This award recognizes "forward-thinking health organizations and their technology solutions partners who use Microsoft-based technology to improve patient care, reduce costs and streamline clinical and business processes in measurable ways that can serve a model for others."

Colorado Associated Clinical Health Information Enterprise (CACHIE) is a program at CCMCN that encompasses CCMCN's health information technology projects: Analytics, Electronic Health Record (EHR) and Electronic Practice Management (EPM) System Hosting and IT Support, and Regional Extension Center/Meaningful Use. The Innovation Award recognizes work done in CACHIE Analytics.

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CACHIE Analytics continues to build out its data warehouse that extracts data from the EHR and EPM systems from CCMCN's member CHCs. The data from the warehouse enables the clinical quality reporting and analysis used to manage chronic diseases and preventive care. CACHIE leverages Microsoft technology to improve data-driven processes and enable faster information delivery. Through the use of CACHIE, FQHCs have seen improvements in internal, state, and federal reporting, workflow, and clinical quality including an increase in immunization rates for children under two years old by 16 percent.

PluralSoft is a Denver-based data-analytics company with which CACHIE has been working since 2008. Mountain Family created the original design and was the first user of the data warehouse now being developed at CACHIE.

## **CCHN UPDATE**

### **CCHN Welcomes New Staff Members**

Alice Gibbs is CCHN's Special Projects Assistant for the Policy Division, joining CCHN in May 2012. Her primary responsibilities include providing administrative support and working on various projects for the Policy Division. Ms. Gibbs is a graduate of the University of Colorado with a bachelor's degree in political science. She has worked in multiple nonprofit settings, including a nonprofit consulting firm based in Washington, D.C. responsible for the management of corporate and government funded water access programs, and a Colorado-based nonprofit dedicated to providing shelter and care for at-risk youth.

Max Salazar is CCHN's Manager of Business and Economic Development, joining CCHN in April 2012. His primary responsibility is to oversee the management and growth of the CCHN Ventures Loan Program and all of CCHN's group purchasing activity. Mr. Salazar earned a bachelor's degree in linguistics from the University of New Mexico and his Juris Doctor from the American University in Washington, D.C. As a law student, he served as a legal intern in the D.C. Superior Court, a senior editor of the Business Law Brief, and was a founding member of the American University Business Law Review.

Stephanie Brooks is CCHN's Special Projects Assistant for the Health Center Operations Division (HCOPs), joining CCHN in March 2012. Her primary responsibilities include providing administrative and other support for the varied team responsibilities completed by HCOPs. Ms. Brooks earned a bachelor's degree in biology from the University of Colorado at Boulder, and later a master's degree in communication from the same institution. She has previous experience in health communication research, and developing, implementing, and evaluating health campaigns; as well as health writing.

Victoria Gersuk is CCHN's Special Projects Assistant for the Quality Initiatives Division (QiD), joining CCHN in May 2012. Her primary responsibilities include providing administrative support for QiD projects that help CHCs provide high quality health care to patients. Ms. Gersuk earned a bachelor's degree in sociology from Bucknell University. She has worked as a job developer and case manager in a community corrections setting; and as a community organizer, raising awareness and working to end sexual violence. She has a background in public health, working at an international development and public health nonprofit organization in Washington, D.C.

### **CCHN Makes Staff Changes**

Several CCHN staff members have changed roles due to position openings and realignment of staff and programs to assure CCHN remains effective and agile moving forward.

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Polly Anderson is CCHN's Chief Policy Officer. She joined CCHN in 2004. She provides leadership and partnership to the chief executive officer in the administration and execution of CCHN's strategic plan. Ms. Anderson was formerly Director of the Policy Division.

Jessica Sanchez is CCHN's Chief Quality Officer. She has worked at CCHN for more than a decade on improving access to high quality clinical care for underserved Coloradans. She continues to lead Health Centers' and CCHN's quality efforts.

Kristin Laux is CCHN's Chief Financial Officer. She joined CCHN in 2010. She has taken on new duties and leadership roles at CCHN, including providing financial leadership overseeing the financial and accounting systems for the organization.

Nick Howell is now CCHN's Operations Manager. He joined CCHN in 2011. In his new role, Mr. Howell is responsible for providing support and oversight for the operations of CCHN and CHAMPS.

Suzanne Smith is CCHN's Health Center Data and Operations Manager. Ms. Smith has worked for CCHN for four years, formerly in the Policy Division. She is responsible for helping CHCs sustain and strengthen existing operations and helping to expand the CHC model across Colorado.

Kristen Pieper is CCHN's Policy Analyst. She joined CCHN in 2009 and has recently moved into the role of policy analyst. Ms. Pieper's primary responsibilities include monitoring, analyzing, and influencing health care legislation and other policy issues based on CCHN's public affairs agenda.

Jennifer Rose is CCHN's Human Resources and Financial Analyst. Ms. Rose joined CCHN in 2011. Formerly with QiD, she now provides support in the human resources and financial activities of the organization.

Angela Rose is CCHN's Health Center Operations and Workforce Coordinator. She joined CCHN in 2010 and has taken on many new responsibilities in her new role. Her primary responsibility is coordinating workforce development in CHCs.

## UPCOMING EVENTS

### *Save the Date*

*Aug. 5-11, 2012*

#### **National Health Center Week**

The theme for this year's National Health Center Week is "Celebrating America's Health Centers: Powering Healthier Communities," and events will be held at Health Centers across the state. Stay tuned for a calendar of events in the July newsletter.



## GUEST COMMENTARY

### **Migrant Health: A Personal Experience**

*Cindy Masias, farmworker outreach worker for Valley-Wide Health Systems, Inc., attended the National Farmworker Health Conference and shared her thoughts about her work.*

May 3, 2012

I did not choose to work in the migrant health field, an opportunity presented itself and I took a chance to do something different than anything I had ever done. My employment began in late August of 2007 and within a few months, I realized that this was the type of work I should have been doing all my life. I have

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always been a passionate advocate for less fortunate people and it has been my calling to assist people that need help. I could never hear of an unfair situation without feeling obligated to help, so working in the field of migrant health was right where I needed to be.

The most difficult part of working in migrant health I experienced was gaining the trust of my patients. Initially, I was looked at suspiciously and I understood their reluctance to let one more “do gooder” into their lives. I kept interacting with my patients in many different ways professionally, but, also by greeting them while shopping or at church services. At first they seemed surprised by my speaking to them, but, gradually I felt the trust being built up. Today, after four years, my patients initiate calls to me for everything from health care to questions about school notices for their children, immigration letters and for any type of assistance they need. I believe they know if I don’t have the answer for them, I will work hard to get it for them or direct them to the person/agency that can.

One of the more satisfying events that I participated in was at a community breakfast in our area. This was part of the local chamber of commerce with over 50 businesses present. Valley-Wide was the sponsor that month and I was able to set up the entertainment. I personally knew two farmworker girls who were Folklorico dancers and had never danced outside of church functions. For this event, I also invited several monolingual Spanish-speaking farmworkers to attend. I explained to them that they were part of this community and should be involved in these types of activities. Although I had some reservations that this group would attend, they showed up at 6:00 a.m. and fit right in. The community members acknowledged their presence and were welcoming; and the girls were a big hit with all attending, the local paper even had their picture on the front page. Although my primary responsibility is health care and I work very hard at that, I also believe that we need to include our farmworker population into our communities because they are a very important part of our community.

I truly believe that health care is a basic human right and I advocate for this right on the part of farmworkers. If my organization cannot meet their needs, I look for someone or an organization that can. I’ve worked to achieve health care for a young, uninsured woman with a lump in her breast to high school students who weren’t able to play sports because they were uninsured. In both cases, and even though this is not technically part of my job, I found funding to get this taken care of. Thankfully the lump was not cancerous and the students were able to play sports.

My plan is to continue to work in the field of migrant health. I want to learn more from people with more experience than I. I have the passion and knowledge to find things out on my own, but, I believe I need to hear from experts rather than going only learning on my own. I know that attendance at conferences where people are more knowledgeable and experienced will offer me a chance to learn and be of more assistance to the group I serve.

<p>CCHN Newsletter Editor: <a href="#">Maureen Maxwell</a>; Assistant Editors: <a href="#">Kristen Pieper</a>, Alice Gibbs Contributors: <a href="#">Christy Boland</a>, <a href="#">Suzanne Smith</a>, <a href="#">Sonia Sheck</a>, <a href="#">Tanah Wagenseller</a>, <a href="#">Angela Rose</a>, <a href="#">CCHN</a>; Molly Brown, Debbie Dion, Meredith Warman, <a href="#">CCMCN</a>; <a href="#">Stephanie Booker</a>, <a href="#">CHAMPS</a>; Cindy Masias, <a href="#">VWHS</a>; Susan Wortman, <a href="#">Clinica</a>; Janet Fieldman, <a href="#">Pueblo CHC</a>; Jay Brooke, <a href="#">High Plains</a>; Randy Hylton, Kathy Hook, <a href="#">Peak Vista</a>.</p>
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