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Clinical Quality Achievements at Community Health Centers Honored

In a red-carpet ceremony on March 11, 2010, the Colorado Community Health Network (CCHN) announced the winners of the 2010 Qualies. These awards recognize clinical quality achievement at Colorado’s federally qualified Community Health Centers (CHCs). CHC teams from across the state were recognized for their work to meet high clinical quality standards for emergency preparedness, blood pressure control, improvements in screenings and follow-up services in women’s health, and increased immunization rates for children.

“It is not accidental that national health reform proposals recognize the important role of federally qualified Community Health Centers and other community clinics in our efforts to improve and reform the health care service delivery system,” said guest speaker Joan Henneberry, executive director of the Colorado Department of Health Care Policy and Financing (HCPF). “You are vital to our plans and progress in Colorado and essential in our desire to ensure access to quality, cost effective services for all Coloradans,” she told the gathering.

The awards and winners:

- Hypertension Hero: High Plains Community Health Center, for the Heart Smart Navigation Program team with the best improvements in patient high blood pressure control.
- Pink Ribbon Award: Clinica Family Health Services, Inc., for increasing access to breast screenings and appropriate follow-up services.
- Best Shot Awards: Pediatric Health Center – Peak Vista Community Health Centers, Westwood Family Health Center – Denver Health’s Community Health Services, Arvada Clinic – Metro Community Provider Network (MCPN), and Estes Street Community Clinic – MCPN, for increasing immunization rates.
- Women’s Wellness Warrior: Pueblo Community Health Center, Inc., for improving access to timely, high-quality screening and diagnostic services to detect breast and cervical cancer at the earliest stages.
Community Health Center Advocates Visit State Capitol

In March, CCHN hosted its annual Policy and Issues (P&I) Forum. This event provides Colorado Health Center staff and board members an opportunity to learn about CCHN’s top legislative priorities for the current session, and spend a day at the state capitol speaking with their elected officials about these priorities. The 2010 P&I drew more than 60 Health Center advocates, who met with 47 of the state’s 65 legislators. The forum focused on the value of advocacy when working with legislators, the importance of state funding to Health Centers, and the positive impact passage of HB10-1138 would have on the recruitment and retention of primary care providers in Colorado.
At this year’s P&I, CCHN recognized the Community Health Champions: Sen. Rollie Heath (SD-20); Rep. John Kefalas (HD-33); Dr. Thomas Gottlieb, volunteer clinician for MCPN; and Loretta Sword, reporter for the *The Pueblo Chieftain*. Also recognized was the 2010 Community Health Advocate, Donald Moore of Pueblo Community Health Center, Inc.

Pueblo Community Health Center leaders visited *The Pueblo Chieftain* offices on April 29, 2010, to present CCHN’s 2010 Media Community Health Champion Award to Loretta Sword, reporter for the *Chieftain*. From left, Donald Moore, CEO of Pueblo Community Health Center; Loretta Sword; Janet Fieldman, chief foundation officer of Pueblo Community Health Center Foundation; and Cora Zaletel, president of the foundation, April 29, 2010.

From left, front row: Polly Anderson, policy director, CCHN; Rep. John Kefalas, Ft. Collins, holding a thank you card signed by staff and patients of Salud Family Health Centers (Salud); Jerry Brasher, executive director, Salud; and Dr. John McFarland, dental director, Salud. From left, back row: Salud staff members John Santistevan, director of accounting and finance; Jennifer Morse, development director; and Dr. Virgilio Licona, associate medical director.
During the second day of the P&I, CHCs were honored by the Colorado General Assembly with the passage of a joint resolution recognizing the work of Colorado’s CHCs in providing comprehensive primary health care for hundreds of thousands of people in Colorado. The bipartisan resolution was sponsored by Rep. Spencer Swalm (R-Centennial) and Sen. Rollie Heath (D-Boulder). Several senators and representatives spoke on behalf of CHCs, and support was so strong that all members present in the House and the Senate at the time of the votes were added as cosponsors of the legislation.

Quality Improvement Leader Discusses “Medical Homes” with Colorado CHCs

Dr. Ed Wagner, from the MacColl Institute for Healthcare Innovation, gave an address at the Safety Net Medical Home Initiative (SNMHI) Colorado Regional Learning Session on April 20, 2010, in Lakewood, Colo. Dr. Wagner was a leader in the development of the Chronic Care Model that has been the cornerstone of quality improvement projects at CHCs for the last decade.

“The medical home model is not a fad. It is a rationale for better payment because it increases the expectations of primary care,” said Dr. Wagner to explain the rationale for demonstrating the medical home model at CHCs. “It isn’t ‘life support’ for primary care, but it invigorates and revitalizes primary care. There is no question that it is what patients want and need.”

Dr. Wagner provided an in-depth explanation of the eight “change concepts,” or pillars, of the SNMHI on which participating clinics will focus their quality improvement work over the next three years. The change concepts include engaged leadership, quality improvement strategy, empanelment, patient-centered interactions, organized and evidence-based care, continuous and team-based healing relationships, and enhanced access and care coordination.

The SNMHI is a joint effort of CCHN, The Colorado Health Foundation, and The Commonwealth Fund. Thirteen clinic sites, including three non-FQHCs, are participating in the SNMHI and have identified clinic-based practice transformation teams that design, implement, and measure changes to patient care as a
result of participation in the program. The Learning Session is an annual event that allows teams to share successes, “steal” ideas, and learn from experts in the field about the patient-centered medical home.

For more information on the SNMHI, please contact Sonia Sheck at sonia@cchn.org or (303) 861-5165, ext. 291. The project Web site is http://www.qhmedicalhome.org/safety-net/rcc/colorado.cfm.

Coloradans Advocate for CHCs in Nation’s Capitol

In February, CHC staff and board members traveled to Washington, D.C., to meet with Colorado’s members of Congress. They were there in the midst of the debate about health care reform, a major topic of their meetings on Capitol Hill. They also discussed the impact of the economic downturn on the communities that the CHCs care for and how CHCs are working to meet the increasing demand for services. They discussed primary health care workforce issues and the role of CHCs in health care reform.

Representatives of CHCs across the nation were in Washington at the same time, attending the annual policy meeting of the National Association of Community Health Centers (NACHC). Several members of the Colorado congressional delegation were honored with NACHC awards for their support of CHCs and their patients. Rep. Diana DeGette received NACHC’s Distinguished Community Health Defender Award. NACHC’s Distinguished Community Health Superhero Award went to Reps. Jared Polis, Betsy Markey, Ed Perlmutter, John Salazar and Sens. Mark Udall and Michael Bennet.

Denver Health Director of Community Health Services Paul Melinkovich, center, presents Rep. Diana DeGette with the Defender Award on Feb. 25, 2010. Kenneth Floyd, chairman of the board for Denver Health’s Community Health Services stands on the left; to the right of Melinkovich are board members April Kalish and Anthony Graves.


Sunrise Dentist of 30 Years Departs

Sunrise Community Health, Inc., in Greeley, bid a sad and fond farewell to Dr. Kent Day, dentist, on May 14, 2010, where he cared for patients for 30 years. When Dr. Day took the job, he was working in a two-chair oral health facility then housed in a trailer next to the old Gill High School. He stayed, moving with Sunrise to two other sites over the years.

“It is certainly sad to see Kent go but we can do nothing but celebrate his time with us, the thousands of patients he touched, and his dedication to the Community Health Center mission,” said Mitzi Moran, president and CEO of Sunrise. “He has been an inspiration to many of us. We will miss him very much.”

Dr. Day moved to Germany to serve as a dentist for the U.S. Army, a contract that will last two to three years. He and his wife plan to return to northern Colorado.

Denver Health Van Simplifies Enrollment

Denver Health launched their new Health Access Express Enrollment Van on Feb. 11, 2010, at The Gathering Place. The van is designed to help eligible residents in Denver communities in publicly funded health programs, such as Medicaid and the Child Health Plan Plus (CHP+). Approximately 7,200 individuals are expected to benefit from this program over the next three years. The distinctive van, decorated with artwork donated by Tony Ortega, is equipped with three work stations for bilingual staff members to complete enrollment screenings. A small family-friendly waiting area includes a children’s play area.

Outreach enrollment sites include Denver Head Starts and child care centers, Denver Public Schools, Denver Housing Authority, churches, community-based organizations, agencies serving the homeless, businesses, big-box stores and many other locations. The schedule includes early morning, evening and weekend hours. The Health Access Express is supported by The Colorado Health Foundation. People interested in scheduling an enrollment appointment should call (720) 545-8349.

Pueblo’s Fieldman Honored

Janet Fieldman, chief foundation officer, Pueblo Community Health Center Foundation, was one of the five women chosen to receive the YWCA Anna Taussig Outstanding Achievement Award. This award is given every year to women who are role models for other women and girls, women who symbolize the YWCA’s mission of empowering women and eliminating racism.

“Since we all know Janet very well, we were not surprised that she was selected,” said Donald Moore, CEO of Pueblo Community Health Center, Inc. “But, it is wonderful that more of the community has had their eyes opened to the contributions Janet makes to Pueblo.”

A committee composed of out-of-town women reviewed the nominations to assure objectivity in the selection process. The awards were presented at the YWCA Tribute to Women held May 20, 2010, at the Pueblo Convention Center. Actress Shirley Jones gave the keynote speaker.
New Senior Health Center Opens in Colorado Springs

Peak Vista Community Health Centers opened its new Colorado Springs Senior Health Center on April 19, 2010. The new facility south of downtown is in addition to Peak Vista’s Senior Health Center at Union and Vickers. The new facility has programs and services tailored for seniors, and both sites accept new Medicare patients. Peak Vista staff will welcome the public to an open house on June 17, 2010, from 5:30 to 7:30 p.m.

Seniors in need of urgent care also can visit Peak Vista’s Immediate Care Center on East Pikes Peak Avenue. Go to http://www.peakvista.org for more information about all of Peak Vista’s services and locations.

Care for Homeless Hits the Road in Colorado Springs

Peak Vista introduced its new “Bridging the Gaps” Homeless Medical Van at a gathering on Feb. 10, 2010, in Colorado Springs. The van provides care similar to that provided at Peak Vista’s Homeless Health Center on West Rio Grande, but will make it possible for Peak Vista to reach more rural homeless individuals and families in El Paso County. The new mobile unit operates in partnership with El Paso County and Catholic Charities. It is expected to provide care to 500 patients annually.

Colorado CHC Leader Named HHS Regional Director

Marguerite Salazar, formerly president and CEO of Valley-Wide Health Systems, Inc., was appointed U.S. Health and Human Services (HHS) Regional Director. She oversees HHS activities in Region VIII, which includes Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming. She began her new responsibilities in May 2010.

“We in the Community Health Center movement have had the privilege of working with Marguerite for years and we know of her exceptional qualities,” said Annette Kowal, CEO of CCHN. “She has been a dedicated champion of Community Health Centers and community health. She has tireless energy for advocating on behalf of the underserved populations and the community in Alamosa and surrounding areas.”

Ms. Salazar served as president and CEO of Valley-Wide since 1989. Valley-Wide is one of the largest rural CHCs in the country, providing primary health care to more than 40,000 residents of the San Luis and Arkansas River Valleys in Colorado.

Salud Celebrates 40th

This year marks 40 years of Salud Family Health Centers providing health care for people in Colorado. Salud staff will be celebrating with a barbecue picnic on June 25, 2010, in Fort Lupton. To learn more about Salud over the past four decades, watch the video posted at http://www.saludclinic.org/.
Dia de los Niños Celebrated at Salud-Longmont

Salud-Longmont hosted 600 participants at its twelfth annual Dia de los Niños on April 30, 2010. Salud staff provided immunizations, dental and developmental screenings, health education, CHP+ and Medicaid enrollment, community resource booths along with games, entertainment and raffles.

Children line up for face painting at Salud-Longmont’s Dia de los Niños event April 30, 2010.

Salud Breaks Ground in Fort Morgan

Salud-Fort Morgan hosted a groundbreaking on April 29, 2010, to begin construction of a new clinic expected to be completed in May 2011. The new clinic will contain 24 exam rooms and seven dental operatories. It will incorporate energy efficient design including geothermal heating and cooling.

Salud-Fort Morgan staff gets ready to break ground April 29, 2010. From left: Margaret Juanes, Sandi Garcia, Kristin Burden, Elias Hernandez, Jacque LeBlanc, Jeff Cook, and Aline Hansen-Guzman.

POLICY UPDATE

State Legislative Session Ends, State Budget Primary Topic of Session

Colorado’s 2010 legislative session ended on May 12. The primary focus of the session was the state budget, with legislators looking at revenue options, such as eliminating tax credits, and attempting to streamline current public programs. Due to the tight constraints on the state budget, legislators had to carefully consider the impact that all legislation would have on the budget. CCHN staff and lobbyists worked hard throughout the session to ensure that legislators were aware of the valuable role CHCs play in providing access to health care to all Coloradans and the impact that cuts to the state budget have on CHCs’ abilities to provide this access.

Here are the highlights for Colorado CHCs:

**HB10-1138, Colorado Health Service Corps:** This legislation strengthens the state’s student loan forgiveness program for health care providers practicing in underserved areas. This legislation renames the State Health Care Professional Loan Repayment Program as the Colorado Health Service Corps. The bill was signed by Gov. Ritter.

**HB10-1033, Concerning the provision of services through Medicaid to treat substance abuse:** This legislation would allow providers to bill Medicaid for Screening, Brief Intervention, and Referral to Treatment (SBIRT) for individuals at risk for substance abuse. Many CHCs already provide SBIRT services to patients, and the passage of this bill will allow CHCs to better capture the cost and be reimbursed for providing these services. The bill passed both the House and Senate and is awaiting Gov. Ritter’s signature.
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, policy analyst, at suzanne@cchn.org or (303) 861-5165, ext. 234.

WORKFORCE UPDATE

CHCs Receive Critical Workforce Help

Recently announced loan repayment awards from the Colorado Health Service Corps and from The Colorado Health Foundation (TCHF) Physician Loan Repayment Program are helping improve access to health care providers to people across Colorado. CHCs are the backbone of Colorado’s safety net. As such, they are non-profit entities located in areas often underserved by health care. This means they have some challenges in competing with other health care employers when it comes to attracting the best and the brightest. Student loan repayment is a critical and effective tool for helping CHCs recruit and retain employees, and for helping CHC employees choose to work at CHCs.

Listed below are the award recipients at CHCs.

Colorado Health Service Corps: These awards are made to primary health care professionals caring for Colorado’s medically underserved residents. The program is administered by the Primary Care Office at the Colorado Department of Public Health and Environment (CDPHE). The recipients are selected by the governor-appointed Colorado Health Service Corps Advisory Council. The following award recipients were announced in May 2010.

- Kristin Andreen, physician, Clinica Family Health Services, Inc., Lafayette
- Jennifer McLean, physician, Clinica Family Health Services, Inc., Lafayette
- Jeffrey Johnson, nurse practitioner, Sunrise Community Health, Inc., Evans
- Preston Karr, general dentist, Sunrise Community Health Center, Inc., Greeley
- Gregory Jaramillo, physician, Salud Family Health Center, Longmont
- Darryl Lacy, physician assistant, Valley-Wide Health Services, Inc., Rocky Ford
- Jennina Townsend, general dentist, Plains Medical Center, Inc., Strasburg

TCHF’s Physician Loan Repayment Program Awards: These awards are given to physicians serving Colorado’s CHCs and other safety net facilities who demonstrate exemplary commitment and service to the underserved populations and communities in Colorado. The following are the 2010 award recipients working at CHCs.

- Amy Brown, Mountain Family Health Centers, Glenwood Springs
- Anand Magoon, Pueblo Community Health Center, Inc., Pueblo
Colorado’s CHCs employ more than 3,000 full time employees. An additional 3,000 full time jobs are created across the state in other businesses and industries that support CHCs. CHC employees include people who are giving back to the communities they grew up in, and others who are newcomers, or were when they started working at CHCs.

The Colorado Health Service Corps will accept applications for awards in July and November 2010. For more information about the Colorado Health Service Corps or to apply to the program, visit www.coloradohealthservicecorps.org or call (303) 692-2466.

For more information about The Colorado Health Foundation program, please visit http://coloradohealth.org/ or contact Tanah Wagenseller at tanah@cchn.org or (303) 861-5165, ext. 241.

CHAMPS UPDATE

CHAMPS Celebrates 25th

Feb. 19, 2010, marked the 25th anniversary of the founding of Community Health Association of Mountain/Plains States (CHAMPS). Countless individuals and organizations have been instrumental in the success of CHAMPS, contributing their talents, wisdom, resources and vision to enable CHAMPS to serve HHS Region VIII for a quarter of a century.

CHAMPS will continue to strengthen the Region VIII CHC network by offering innovative education and training for CHC staff at all levels, providing networking opportunities, supporting workforce development, and promoting best practices in staff recruitment and retention. CHAMPS also will advocate for the health care needs of special populations and work to ensure Region VIII state issues are brought to the forefront of regional and national decision-making.

For more information about CHAMPS, please visit http://www.champsonline.org/.

Data Collection Under Way for Region VIII Salary, Benefits and Turnover Survey

CHAMPS and Region VIII state primary care associations are conducting the Region VIII Health Center Salary, Benefits and Turnover Survey. Published every two years, the resulting report of collected data is a valuable tool for evaluating salary and benefits structures for CHC employees, assessing workforce trends, and is a component for determining economic impact of CHCs.

All Region VIII community, migrant, and homeless Health Centers are encouraged to participate in this opportunity to provide a regional snapshot of salary and benefits structures and workforce trends across the mountain and plains states. The 2010 survey tool was e-mailed to CHC executive directors, finance directors, and human resources contacts on May 3 and responses are due back to CHAMPS by June 15, 2010. The report will be published in October 2010.

Please contact Tanah Wagenseller at tanah@cchn.org with questions about the survey.
Webcasts to Help Manage Change for CHCs

Even without the passage of health care reform, the amount of change impacting CHCs is staggering. To address these changes, the primary care associations of Region VIII have collaborated to produce a series of webcasts entitled “Managing Change Series: Empowering CHCs to Succeed.” The webcasts will be presented by Patricia Moten Marshall of SynerChange Chicago and are directed towards CHC staff and members of CHC boards of directors.

Before the webcasts, registrants will identify a change project within their area on which to focus. Throughout the webcasts, participants will be guided through how to successfully achieve their change objectives. Participants may attend any combination of sessions. However, those interested in Staff Sessions 2 and 3 are strongly encouraged to attend Staff Session 1 on Aug. 25, 2010, as the next two staff sessions will build upon concepts and skills covered in the first one.

Advance registration is required. For more information or to register, please visit http://CHAMPSonline.org/Events/Distance_Learning.asp#change.

CCMCN UPDATE

Meaningful Use Webcast Scheduled

The Colorado Community Managed Care Network (CCMCN) / Colorado Associated Community Health Information Exchange (CACHIE) is a Colorado Regional Extension Center (CO-REC) partner subcontracting with Colorado Regional Health Information Organization (CORHIO). Regional Extension Centers (RECs) have been established and funded to support Eligible Professionals (EP)/Priority Primary Care Providers (PPCP) in becoming ‘Meaningful Users.’ CCMCN/CACHIE will support CHCs to achieve Meaningful Use (MU). To receive Meaningful Use incentive payments, an EP/PPCP must demonstrate Meaningful Use of a certified Electronic Health Record (EHR) in three areas: e-prescribing, electronic exchange of health information, and the ability to report on quality measures.

CCMCN is hosting a webcast on June 7, 2010, from 12:00-1:00 p.m. MDT to review Meaningful Use. The webcast will be conducted by Dr. Chris Tonozzi, chief medical information officer at Mountain Family Health Centers, with support from Heather Stocker, CCMCN director of clinical programming and development, who is leading the CCMCN/CACHIE Meaningful Use/REC Efforts.

Please RSVP and send any WebEx related questions to Debbie Dion at debbie@cchn.org or (303) 861-5165, ext. 250. For further information regarding Meaningful Use or the Regional Extension Center (REC), please contact Heather Stocker at heather@cchn.org or (303) 861-5165, ext. 229.

CCHN STAFF UPDATE

CCHN Welcomes New Finance Director

Kristin Laux is the finance director, joining CCHN in February 2010. Her primary responsibilities are to provide financial leadership for the organization and to oversee, monitor and maintain the financial and accounting systems for CCHN. Kristin earned a bachelor of science degree in accounting from the University of Oregon. Since obtaining her CPA in 2003, Kristin has focused her career in health care and held financial management positions at a large public hospital system and a community health center.
Moving Up in Workforce

Tanah Wagenseller is the health center workforce manager for CCHN’s Health Center Operations (HCOPs) division. Her primary responsibility is to manage and implement programs that promote and sustain the operations and workforce of CHCs. Previously, Tanah was the health center operations and workforce coordinator for the HCOPs division.

UPCOMING EVENTS

July 1-2, 2010
Colorado Rural Health Conference
Beaver Run Resort, Breckenridge, Colo.

The Colorado Rural Health Center is hosting its annual Colorado Rural Health Conference providing participants with a wide range of educational topics, resources, networking, and more. The cost is $220 for CRHC members if registered by June 1; $370 for non-CRHC members if registered by June 1; prices increase after June 1. Information on sponsor and exhibitor opportunities, as well as registration materials, is available online. Visit http://www.coruralhealth.org/events/annual.htm for more details, or contact the event staff at (303) 832-7493 with questions or for more information.

Oct. 23-27, 2010
CHAMPS/NWRPCA Annual Primary Care Conference
Denver, Colo.

CHAMPS and the Northwest Regional Primary Care Association (NWRPCA) of Region X are holding their annual primary care conference in October in Denver, Colo. The conference is an opportunity for education and to network among health professionals from community health centers in Region VIII (Colo., Mont., N.D., S. D., Utah and Wyo.) and Region X (Alaska, Idaho, Ore. and Wash.). Clinicians, board members and CHC staff are encouraged to attend. Experts from the U.S. Health Resources and Services Administration (HRSA), NACHC and other national health organizations will be leading sessions. If interested in volunteering to help plan the conference, please contact Julie Hulstein at julie@champsonline.org by June 20. For information on the 2010 Conference visit www.CHAMPSonline.org/Events/Conference.asp#looking

Save the Date

August 8-14, 2010
National Health Center Week

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