In Appreciation of Colorado Community Health Center Health Care Heroes

In honor of National Health Center Week and with Dr. Messer’s permission, I am sharing this letter he wrote to Clinica Family Health employees when Clinica was named – again – among Denver Post's top places to work. I am sharing it because it speaks eloquently to me of all the people who work at Colorado Community Health Centers for Colorado communities. We at CCHN feel honored to be a part of this mission, and I thank Joshua for his thoughtful and accurate description of who we work for and with.

Annette Kowal, CEO and President, Colorado Community Health Network

July 5, 2018
To All Staff,

If you’re like me you might have seen our recent nomination for being among all of Denver metro’s top workplaces another year in a row, and you might have been off working at another site or remembering...
the smell of glue in our building or thinking “Wait a minute, I want to change my answers to that survey” or “Hmmmmm I’m not sure we deserved that.” So I want to name that first…it has been a rough year. The flood. Financial challenges. Staff turnover. Etc. But this is not the first time we have won this award and it won’t be the last, so I want to take a minute to think about why we keep winning this distinction year after year despite not having the most expensive buildings, the highest salaries, or all the perks that our for-profit competition has. Today we are talking about the WHY of being a Top Workplace, and my answer is always going to be two things: the Mission and People.

When I think about our mission, I don’t necessarily think of it the way it is stated on our website. I think of how our staff goes above and beyond to serve people who are largely rejected or marginalized everywhere else in their lives. I think our mission is to be the one place in the community that never shrugs its shoulders and says “Oh well, I guess you’ll have to look somewhere else.” We are the place where anyone for any reason with no money or only Medicaid can show up and get high quality medical and dental care, financial screening and assistance applying for coverage, behavioral health, and even case management support for food, clothing, housing, a ride to a clinic or maybe even a home visit. And if our patients are too sick, we will take care of them in the hospital, too, or help them deliver their baby (preferably in the hospital ☺) and then we will visit them in their home when they get back. And if our patients don’t speak English, that’s fine. And if our patients use drugs and alcohol, we don’t forbid them from coming to clinic, we get them help. And if they abuse the prescriptions we’ve written, we don’t say “Never come back here.” We say “Let us help you with this problem.” We are hard on the problems of Sickness and Poverty and easy on the humans suffering from these problems. There is no person, no illness, and no set of circumstances that we say we won’t try to help. We show up with this talented group of professionals and pour our talents into making a positive impact among the neediest people in all of Denver metro.
I’ll give one example of one patient we are helping named Jose*. He is 50 years old, Spanish-speaking-only, extremely hard of hearing, and has partial paralysis of his left arm. He was gone from our clinic for years while he had Kaiser insurance and he recently came back. We helped him with Financial Screening and applying for Medicaid. Shortly after returning, he saw me for an injury he suffered at work on his good functioning right arm but his job refused to pay for that injury. His workers comp claim was denied. His injury was so clearly work-related that we could have refused to see him and we could have told him to go back to his work comp doctor for care, but instead we got him an MRI and treated his injuries and continued to take care of him AND we encouraged him to advocate for himself at work. We wrote several letters of support for his work comp claim. Our Case Managers were helping him with resources because he could no longer work. Our therapists met with him because he was anxious about finances and sleeping poorly. When he had chest pain and low oxygen, Amy Rinner took care of him at Avista. Nurses helped him get oxygen arranged for home. And when his job situation was worse and he was no longer welcome back there, our front desk staff still smiled at him and our Medical Assistants welcomed him to care here and none of us ever gave up on helping him.

That’s why we are a Top Workplace. We don’t make millions or drive fancy vans to big work parties. But we are the place where we can all show up, do our small part, and when we put it all together it’s a really beautiful investment in our community of valuing people by showing them we never give up, shrug our shoulders, and say “Oh well.” Thanks for showing up and working hard with me. This is totally worthy work and I’m so grateful we get to do this together.

- Dr. Joshua Messer, Assistant Medical Director, Clinica Family Health-Thornton

*Name changed to preserve confidentiality.

National Health Center Week Events at Colorado CHCs

Tie on your cape and get ready to leap into action, because Aug. 12-18, 2018, is National Health Center Week (NHCW)! NHCW is dedicated to recognizing the service and contributions of community, migrant, homeless, and school-based Community Health Centers (CHCs). This year’s theme is “Celebrating Health Centers: Home of America’s Health Care Heroes.”

Celebrating CHC Health Care Heroes takes more than a week, so Colorado CHC events are spread out over several weeks. Many local communities issue proclamations in support of their CHCs. Some CHCs host special clinic days for kids and teens to get up-to-date on their physicals and immunizations. And this year, some CHCs are taking their heroism to the next level and dressing up like super heroes for a day! If you want to join the action, keep reading for a list of events all over the state.

They may not have a bat signal in the sky, an invisible jet, or the ability to fly and punch through walls, but there’s no doubt about it: Colorado’s Community Health Centers are filled with heroes. So happy National Health Center Week to the people who keep Colorado healthy!
July 23, 2018

14th Annual Golf Classic

Community Health Center: Metro Community Provider Network (MCPN)

Location: The Ridge at Castle Pines Golf Course, 1414 Castle Pines Parkway, Castle Pines, Colo.

Time: Registration opens at 7 a.m. The shotgun start is at 9 a.m., and a cocktail reception and buffet begins at 2 p.m.

Come join MCPN for a wonderful day out on the green! Hosted by former Denver Broncos Defensive End Ebenezer Ekuban, MCPN’s golf classic is a great chance to practice your swing and support MCPN. For more information, email events@mcpn.org.

August 3, 2018

The Global BIG Latch On

Community Health Center: Sunrise Community Health

Location: Island Grove, 501 N. 14th Avenue, Greeley, Colo.

Time: 9:00 a.m.-12:00 p.m.

Sponsored by the Breastfeeding Foundation, this event is part of World Breastfeeding Week, an awareness week aimed at protecting, promoting, and supporting breastfeeding worldwide. The Global BIG Latch On will happen at 10:30 a.m., when moms around the world will count to zero to latch their babies. Sunrise Community Health’s WIC team will be a part of this global event.

August 5, 2018

¡Adelante! 5K Run/Walk 2018

Community Health Center: Clínica Tepeyac

Location: Stapleton Recreation Center, 5090 Broadway, Denver, Colo.

Time: Registration opens at 8:00 a.m. The race begins at 9:00 a.m.

Join Clínica Tepeyac for the annual ¡Adelante! 5K Run/Walk, Community Expo, and Kids 1/2 Mile Fun Run. Click here for more information and to sign up!
August 7, 2018

**Walk-In Wellness Day**

**Community Health Center:** Sunrise Community Health  
**Location:** Kid’s Care Clinic, 1400 37th St., Evans, Colo.  
**Time:** 8:00 a.m.-5:00 p.m.

Sunrise Community Health’s School-Based Health Center, the Kids Care Clinic, is offering a Walk-In Wellness Day on Aug. 7. The clinic will be offering wellness exams, school and sport physicals, immunizations, dental screenings, and more. All children 0-21 years old are welcome. Call (970) 348-1112 for more information.

August 9, 2018

**MCPN National Health Center Week Kickoff**

**Community Health Center:** MCPN  
**Location:** Arvada Center for the Arts and Humanities, 6901 Wadsworth Blvd., Arvada, Colo.  
**Time:** 12:30-4:30 p.m.

MCPN will be kicking off NHCW with a celebration and recognition event for its Health Center Heroes- the dedicated staff that contribute their time and talents to MCPN’s patients daily! The event will include a luncheon for staff, an address by members of Congress, an organizational update, and Health Center Hero Awards for staff members, nominated by staff members.

August 11, 2018

**Back-to-School Kickoff**

**Community Health Center:** Sunrise Community Health  
**Location:** Island Grove, 501 N 14th Ave, Greeley, Colo.  
**Time:** 10:00 a.m.-1:00 p.m.

Sunrise Community Health will be participating in an event to welcome families and kids back to school. As one of the corporate sponsors of the event, Sunrise will have a booth with kids’ activities highlighting wellness and entertainment. They will also be giving away diapers for families who need them. And of course, they’ll be celebrating the superheroes from Sunrise Community Health!
Grand Opening of the Newly Remodeled and Renamed—High Plains Family Health Center

Date: Aug. 15, 2018  
Location: 200 Kendall Drive, Lamar, Colo.  
Time: 12:00-2:00 p.m.

High Plains Community Health Center is excited to host the grand opening for their newly remodeled and renamed clinic: the High Plains Family Health Center! The new remodel will combine the old dental building with the pediatric suite to create one big family health building that will offer full medical, dental, and behavioral health services. Contact Laurie Dimitt at laurie.dimitt@highplainschc.net to learn more!

Salud Fort Collins Farmers Market

Community Health Center: Salud Family Health Centers  
Location: Two locations in Fort Collins:1830 Laporte Avenue & 1635 Blue Spruce Drive  
Time: 10:00 a.m.-1:00 p.m.

Salud is partnering with Sproutin’ Up to host their annual free Farmers Market for the community of Fort Collins in celebration of National Health Center Week. Come by either location for fresh produce and fun!

Community Appreciation Barbecue

Community Health Center: Uncompahgre Medical Center  
Location: UMC 1350 Aspen Street, Norwood, Colo.  
Time: 4:00-6:30 p.m.

Uncompahgre Medical Center is hosting its annual community barbecue. Local partners will have BBQ booths set up, and radio station 94 KIX will be broadcasting live. Additionally, there will be ambulance and helicopter tours plus firetruck rides around Norwood.
Lafayette Medical and Dental Clinic
Grand Opening Event (POSTPONED)

Community Health Center: Clinica Family Health
Time: 5:30-8:00 p.m.
Location: 1735 S. Public Road, Lafayette, Colo.

Clinica Family Health is hosting a grand opening for its brand new Lafayette Medical & Dental Clinic. The new clinic is bigger, more comfortable, and offers a full-service dental clinic. Come by to celebrate the grand opening!

10th Anniversary Barbecue

Community Health Center: Northwest Colorado Health
Location: Loudy Simpson Park, Craig, Colo.
Time: 5:30-7:30 p.m.

Northwest Colorado Health is hosting a BBQ to celebrate the 10th Anniversary of the opening of its Community Health Center in Craig. All staff, families, and the public are invited.

Sunrise Walk and Monfort Family Clinic Garage Sale

Community Health Center: Sunrise Community Health
Location: Monfort Family Clinic, 2930 11th Avenue, Evans, Colo.
Time: 9:00 a.m.-12:00 p.m.

This year, Sunrise Community Health is hosting its Sunrise Walk and Garage Sale at Monfort Family Clinic at the same time and place!

The month before National Health Center Week, Sunrise Community Health starts collecting items for a big garage sale at their Monfort Family Clinic. The garage sale is first come, first serve, so get there early!

After checking out the garage sale, you can head over to the Sunrise Walk, a community fair where local partners get to share what they do for the community. There will be activities for families and games for the kids, plus the chance to tour Sunrise’s Monfort Family Clinic.
MCPN Grand Reopening of North Aurora Family Health Services

Community Health Center: MCPN
Location: 3292 Peoria Street, Aurora, CO

Thanks to a grant from HRSA, in addition to grant support from city and private funders, MCPN's North Aurora Family Health Services has gone through a renovation, which will allow MCPN to see several thousand more patients in need of health care in their community. On Wednesday, August 29th, MCPN will have a grand re-opening of this location, to include a ribbon cutting, food, fun, and tours.

Recent Studies Highlight Improvements and Opportunities in Colorado Children's Oral Health

Children in Colorado have better oral health than a decade ago. Data from Colorado’s recent Basic Screening Survey, conducted during the 2016-2017 school year, indicate that Colorado has made progress in improving oral health outcomes for children across the state. Since the 2006-2007 school year:

- Fewer children are entering elementary school with cavities. The prevalence of caries experience (cavities) among kindergarten students decreased from 45.4 percent to 31.3 percent.
- More third graders had a sealant on at least one permanent molar, increasing from 37.1 percent to 57.4 percent. Sealants are an effective, evidence-based tool to prevent decay.

Although there has been progress, opportunities remain. Cavities continue to be the most common chronic disease of childhood across the United States. In Colorado, 31.3 percent of kindergarten students and 47.3 percent of third graders had cavities.

Colorado is implementing several efforts to prevent cavities in children and address the health of the whole family. Colorado’s Community Health Centers are on the front lines of this work, participating in innovative prevention-focused projects such as Cavity Free at Three, the Colorado Medical Dental Integration Project, and the SMILES Dental Project.

Cavity Free at Three is the subject of new research on what effectively prevents cavities in children. The program trains medical and dental professionals to provide preventive oral health services for young children.
and pregnant women, with the goal of decreasing dental disease and reducing oral health disparities for high risk populations. Research led by Dr. Patricia Braun, a pediatrician at Denver Health’s Community Health Centers, found that children who received four or more applications of fluoride varnish by age three had lower prevalence of early childhood caries than children who received fewer than four fluoride varnish applications.

Additional analysis by the Colorado Health Institute and the Colorado Department of Public Health and Environment found that when parents or caregivers receive dental care, there are positive impacts on their children’s oral health as well. The report indicates that children whose parents or caregivers accessed oral health care in the last year are:

- more likely to have excellent, good, or very good teeth,
- more likely to have seen a dentist for preventive care in the past year, and
- less likely to delay or go without needed dental care.

The positive impact of parent/caregiver access to care is more pronounced in rural areas: in rural communities, 89.6 percent of children whose parents/caregivers accessed dental care also received preventive dental care, compared with 72.7 percent of rural children whose parents/caregivers did not access dental care.

To learn more about oral health efforts at Colorado CHCs, please contact Holly Kingsbury, Oral Health Program Manager, at holly@cchn.org.

Colorado Community Health Network to Host Upcoming Building Skills for Effective Teams Training, Plus the New Leadership Development Program

Beginning August 2018, CCHN and the Center of Nursing Excellence (the Center) will host Cohort IV of the Building Skills for Effective Teams (BSET) training and launch the new Leadership Development Program (LDP). Over the past five years, more than 230 Community Health Center staff have participated in BSET training from 11 different CHCs.

The BSET year-long training includes four three-day workshops with ongoing team coaching between sessions, and the implementation of a Uniform Data System (UDS) quality improvement capstone project. LDP, a companion program to traditional BSET, will debut in late summer. This program was created to alleviate out-of-clinic time for providers. LDP includes one three-day workshop, three-web-based sessions, and a capstone project. LDP participants can choose to participate in the LDP only, or they can attend LDP as a dedicated provider who will support a BSET team.

Two training cohorts have completed the BSET program, and the third cohort will complete their training and capstone projects in January 2019. CHCs can see improvement in interprofessional team development and UDS measures as demonstrated in capstone projects, for which team participants are tasked with identifying UDS measures that could be improved upon within their clinics. Previous BSET teams have focused on measures such as colorectal cancer screenings, Hemoglobin A1C levels, sealants, and patient satisfaction.

BSET Cohort II participants presented their capstone work in April 2018. Participants commented on how the capstone was an opportunity to evaluate how to improve upon colorectal cancer screenings and current
numbers. In doing so, they were able to catch a patient who was in the early stages of cancer and prevent the condition from worsening. Other participants stated BSET is “an incubator for leaders” and many stated the team building skills allowed for improved performance and a higher level of function for the clinic itself.

Visit the BSET website to learn more, and contact Katie Ventura at kventura@cchn.org with questions about the training.

Statewide Training Model for Medical Assistants Launched

CCHN and National Institute for Medical Assistant Advancement (NIMAA) are launching the first statewide medical assistant training model in Colorado. Hands-on clinical experience at partner CHCs is central to NIMAA’s seven-month program, combined with the latest online educational instruction. CCHN and NIMAA are thankful to the Colorado Health Foundation, which is supporting a portion of start-up and internal costs for six Colorado CHCs, to make NIMAA medical assistant training possible.

Currently, CHCs are organizing efforts for training key staff, implementing externship requirements, recruiting students, and preparing all staff and CHC sites for hosting students in September 2018. As externship organizations, CHCs will be participating in an advanced model of medical assistant training for primary care and promoting best practices for person-centered team-based care.

The six CHCs are:

- Clinica Family Health;
- Clínica Tepeyac;
- High Plains Community Health Center;
- Peak Vista Community Health Centers;
- Salud Family Health Centers; and
- Sunrise Community Health.

NIMAA is a learning institute focused on a new and innovative approach to medical assistant training created in partnership between Community Health Center, Inc. of Connecticut, and Salud Family Health Centers of Colorado. The NIMAA program combines the latest online teaching tools with experiential learning in high-performing clinics to train medical assistants to be effective members of the primary care team in CHCs and other health care organizations.

The application process is now open for the September 2018 class. At the same time as students are studying online, they will be practicing their skills at CHCs. NIMAA is very affordable compared to most other medical assistant training programs. Tuition for 2018 is $6,000, plus $660 in fees, and a $25 application fee. Interested parties can learn more and apply for admission at www.nimaa.org.

In fall 2018, CCHN will be recruiting more Colorado CHCs to join the innovative NIMAA approach to training more medical assistants throughout the state. If you have questions about becoming an externship organization, please contact Angela Rose, CCHN Health Center Workforce Manager, at angela@cchn.org.
Colorado Consumer Health Initiative Launches Consumer Assistance Program

The Colorado Consumer Health Initiative (CCHI) recently launched a new program to help Colorado consumers navigate their complex health insurance claims and billing issues. These claims and billing issues add to the health care cost burden for families and contribute to family financial insecurity, especially for older adults and families with complex medical needs.

In the Consumer Assistance Program, CCHI staff are available to help consumers with a continuum of services from brief consultations and referrals to direct assistance with filing insurance appeals and complaints, negotiating payment plans, and educating consumers about the ins and outs of using their health insurance coverage.

Mountain Family Appoints New Dental Director

Dr. Stephen Glass was recently promoted to Mountain Family Health Centers’ (MFHC) dental director, effective May 28, 2018. Dr. Glass joined MFHC in 2015 and has quickly grown into a key leader of MFHC’s Dental Department. Over the past six months, Dr. Glass has served as MFHC’s interim dental director as Dr. Garry Millard, MFHC’s founding dental director, prepared for retirement.

Dr. Glass is a compassionate provider of oral health care to MFHC’s patients and a composed leader of others. In partnership with Luz Sanchez and the MFHC Dental Team, Dr. Glass has led improvements in oral health access, outcomes, and efficiency through MFHC Rifle Dental, the SMILES Dental Program in Parachute and Avon, the MFHC Mobile Dental Unit serving El Jebel and Glenwood Springs, and MFHC’s medical-dental integration program in Glenwood Springs. Today, MFHC’s Dental Services care for nearly 3,300 Coloradans annually who would otherwise not have access to dental care.

Dr. Glass is providing strategic dental direction for MFHC’s upcoming expansion efforts in both Basalt (2018) and Edwards (2020), ensuring thousands of additional individuals and families will have access to affordable, integrated dental care in Western Colorado.

To read more about Dr. Glass, visit: https://www.mountainfamily.org/care-services/find-a-provider/.

Denver Health Receives Grant to Promote Health Equity in Breast Cancer Screening and Treatment

Denver Health’s Community Health Services was awarded the NFL Breast Health Equity Grant on July 1, 2018. To date, the NFL’s work has raised nearly $15 million for American Cancer Society programs, including the Community Health Advocates implementing National Grants for Empowerment and Equity (CHANGE) program. This grant is $100,000 for two years and will support access to breast cancer screening, follow-up of abnormal mammograms, and timely access to specialty care if needed, particularly focusing on disparate populations. All 32 NFL franchise cities were provided funding for this work in collaboration with a Federally-Qualified Health Center or other community-based primary care system that serves high-risk populations.

In just four years, CHANGE grants funded by the NFL have provided more than 120,000 breast cancer screenings at low or no cost.
Registration Now Open for the CHAMPS/NWRPCA 2018 Annual Primary Care Conference!

The 2018 CHAMPS/Northwest Regional Primary Care Association (NWRPCA) Annual Primary Care Conference will be held October 20-23, 2018 in Denver, Colo., providing education and training, information and resource sharing, coalition building, and program and policy development for the like-minded community health professionals and partners of Region VIII (Colo., Mont., N.D., S.D., Utah, and Wyo.) and Region X (Alaska, Idaho, Ore., and Wash.). To learn more and to register, please visit the CHAMPS Annual Primary Care Conference webpage.

Participate in 2018 AMFOP Report

Community Health Association of Mountain/Plains States (CHAMPS) and CliftonLarsonAllen (CLA) would like to invite Region VIII CHCs to participate in the 2018 Region VIII CHC Annual Measure of Finance, Operations, and Productivity (AMFOP).

The intent of AMFOP is to provide valuable insight to Region VIII CHCs on their individual, state, and regional financial, operational, and productivity measures. These three areas have the greatest relevance to the CHC model. The specific goals of the project are:

1. Provide CHCs strategic tools for measuring and evaluating the viability of the business based on collective, regional benchmarks, and providing resources for comparison to national benchmarks.
2. Establish regional business data benchmarks in order to identify, document, and address trends in operational strengths and weaknesses.
3. Inform the CHAMPS Board and staff of long-range training and development opportunities most relevant to health centers in Region VIII.

To participate in the 2018 AMFOP or learn more, please contact Julie Hulstein, CHAMPS executive director, at Julie@champsonline.org. Submissions to AMFOP must be sent in no later than Thursday, August 16th.

Join Us for the Best Practices to Support Veterans In Your Organization Webcast

On Wednesday, July 25 from 1:00-2:00 p.m. MT, CHAMPS and the HRSA Office of Regional Operations in Denver will present a webcast on practices that improve retention of veteran employees, such as Veterans Affinity Groups. Participants will hear from a variety of experts, including an organization that has implemented various best practices to support their veterans. To learn more and to register for this event, please visit the CHAMPS Upcoming Live Distance Learning Events webpage.

New Online Resources for Community Health Center Boards

A Community Health Center’s Board of Directors guides long-term and strategic planning for the center. Visit the CHAMPS Strategic Planning Resources webpage for information intended to help Community Health Center board members understand their responsibilities and guide their centers into strong and successful futures. This new page is part of the larger Community Health Center Board Resources section of the CHAMPS website, which offers tips, tools, and resources for boards of directors on topics ranging from board composition and recruitment to effective board meetings and continuing board member education.
CCHN Staff Update

CCHN has welcomed two new staff members:

Rosario Morales is the operations coordinator and joined CCHN in May 2018. Her primary responsibility is to coordinate projects with Human Resources and Operations staff and ensure that general office and business support functions are completed on time and accurately. Ms. Morales spent 17 years with Salud Family Health Centers and served multiple functions throughout the years, most recently as a billing manager. In her time off, Ms. Morales enjoys crocheting, camping, road trips, and playing with her six-month-old German Shepherd, Bella.

Yvette Camarena is the project specialist for CCHN’s Quality Initiatives Division, joining CCHN in June 2018. Her primary responsibilities include training, coaching, and facilitating the health navigators in the CHCs. Previously, Ms. Camarena worked as a care navigator at Denver Health, which later evolved into a project management role in which she provided outreach and identified barriers to patients’ access to care. In her free time, she likes to watch dance movies, travel, and most of all spend time with her family.

CHAMPS Staff Update

This month, CHAMPS welcomed new staff member Helen Vernier, programs coordinator for population health. Ms. Vernier is responsible for spearheading CHAMPS’ Outreach and Enrollment and Special and Vulnerable Populations programs, implementing CHAMPS’ advocacy plan, supporting clinical quality improvement efforts, and otherwise assisting CHAMPS with trainings, data projects, and networking for Region VIII CHCs and Primary Care Associations. She received a Bachelor of Arts in Religious Studies from Lewis & Clark College and a Master of Science in the Politics of Conflict, Rights, and Justice from SOAS, University of London. Prior to joining CHAMPS, Ms. Vernier worked at the Institute for Behavioral Genetics at the University of Colorado as an assistant study coordinator, and at Africa Development Promise as a resource development intern. She enjoys hiking, reading, hosting gatherings, making kombucha, and listening to NPR.

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July 2018 Newsletter Contributors

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About CCHN

The Colorado Community Health Network (CCHN) is the unified voice for Colorado’s 20 Community Health Centers (CHCs) and their patients. CHCs provide a health care home to almost 790,000 of their community members - one in seven people in Colorado - from 61 of the state’s 64 counties. Without CHCs, hundreds of thousands of Colorado’s low-income families and individuals would have no regular source of health care. CCHN’s mission is to increase access to high quality health care for people in need in Colorado. For more information about CCHN, please visit www.cchn.org.

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 senior manager for federal policy and communications, at maureen@cchn.org or (303) 861-5165, ext. 259.