

### **Newsletter January 2012**

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#### **HEALTH CENTER NEWS**

# Rep. Tipton Keynotes Pueblo CHC Opening

U.S. Rep. Scott Tipton (CD3) was the keynote speaker at the Aug. 26 opening of Pueblo Community Health Center, Inc.'s (Pueblo CHC) remodeled site that has a new enlarged patient pharmacy, as well as administrative services. The medical services facility was renovated to accommodate additional patients and services.

Rep. Tipton spoke about the importance of Community Health Centers (CHCs) as health care homes that are effective and save taxpayers money. Specifically, he mentioned that patients who receive primary health care from a CHC are one-third less likely to use the emergency room and be admitted to the hospital for preventable conditions, information based on a <u>study</u> published in <u>Health Affairs</u> in July 2011.



Charlene Trujillo, President, Pueblo CHC Board of Directors and member of Greater Pueblo Chamber of Commerce, speaks at the Aug. 26, 2011, ribbon-cutting of Pueblo CHC's new pharmacy and outreach center. Seated, from left to right, are U.S. Rep. Scott Tipton (Colo. CD3); Carmen Caldera, Ambassador, Greater Pueblo Chamber of Commerce; and Donald Moore, CEO, Pueblo CHC.

In addition, Rep. Tipton pointed out that CHCs are economic engines for strengthening local economies. In Colorado, CHCs generated \$448 million in economic activity while employing more than 3,300 people in 2010. Pueblo CHC employed 250 people in

2010 and generated \$19 million in direct economic activity, as well as an additional \$7 million in secondary activity.

The patient pharmacy's grand opening marks the last piece of Pueblo CHC's \$11 million expansion to care for an additional 6,000 people by 2015.

# Saluo Family Health Centers

# Elias Hernandez, M.D., Salud-Fort Morgan center director (in blue shirt) describes Salud's health care services to U.S. Rep. Cory Gardner (Colo. CD4) during his visit on Nov. 9, 2011. Virgilio Licona, M.D., Salud associate medical director (behind Dr. Hernandez), participated in the tour.

## Rep. Gardner Visits Salud-Fort Morgan and High Plains

U.S. Rep. Cory Gardner (CD4) toured the recently opened new building of Salud Family Health Centers (Salud) in Fort Morgan on Nov. 9, 2011. He discussed Salud's health care services with Salud clinicians and saw the geothermal energy equipment used by Salud to heat the building and reduce utility costs. Rep. Gardner expressed his support for the care provided to Coloradans by CHCs, recalling the challenges of getting medical care while growing up in rural Colorado.

Salud staff presented Rep. Gardner with petitions signed by approximately 600 patients indicating support for the value of Health Centers. The petitions urge Congress to support CHCs, recognizing their impact to provide access and reduce barriers to affordable health care services. Rep. Gardner was impressed by the outpouring of patients who receive their health care and that of their entire families at Salud. He stressed the

CCHN January 2012 - 2 www.cchn.org importance of providing access to health care, including medical, dental and behavioral health, in rural communities where geography is a major barrier to access to health care for many. He also noted the role of Salud in the economy of Fort Morgan and the surrounding area, both for the employment of Health Center staff and the economic contributions to the community.

Rep. Gardner also visited High Plains Community Health Center (High Plains) in Lamar. High Plains provides health care to communities in Prowers, Baca, Cheyenne, Kiowa, and Kit Carson counties in southeast Colorado, where geography can be a barrier to access to care as it is in the Fort Morgan area.

U.S. Rep. Cory Gardner (Colo. CD4) receives petitions from Salud patients in support of CHCs, while Dr. Alan Foutz, Rep. Gardner's district representative, looks on.

# **Collaboration in Monte Vista Addresses Local Health Care Needs**

The grand opening of the Edward M. Kennedy Health Clinic, part of Valley-Wide Health Systems, Inc. (Valley-Wide), on Nov. 17, 2011, was the result of collaboration between Valley-Wide and the City of Monte Vista. The two entities worked together to transform the delivery of integrated primary health care service for Rio Grande County residents while strengthening the social and economic health of the City of Monte Vista.



The clinic was re-named for the late U.S. Senator Edward "Ted" Kennedy (Mass.), who worked hard throughout his career for affordable health care. He was a leading supporter of the Community Health Center program over the years since he secured funding for the first Health Centers.

The project began as a means to update Valley-Wide's Rio Grande Medical Center (RGMC) in Monte Vista, which served the community since 1993 providing primary health care, physical therapy and rehabilitation services, and Women Infants and Children (WIC) program services. The project evolved into the conversion of an old hardware building, vacant for years, into a state-of-the-art medical facility where

patients can find a medical home for their comprehensive primary health care needs. As a notable building within downtown Monte Vista, the renovation compliments the city's broader development initiative and will help bring residents downtown in a pedestrian-centered area that in turn will support local services and businesses.

Residents benefit from improved access to ambulatory care through increased facility space, expanded operational hours, and patient safety. For Valley-Wide, the new and updated location improves the work environment and workflow processes, and intentionally assists with provider recruitment and retention, important for continuity of care and services to patients.

RGMC providers Melissa Franco, DO, Mike Noonan, PA-C, and Ashley Absmeier-Koppenhafer, PT, DPT are joined at the new building by Phillip Mendoza, MD, who is new to Valley-Wide. The second phase of renovation will include a dental suite and is scheduled for completion fall 2012.

In collaboration with Valley-Wide, the City of Monte Vista submitted an application and was awarded a grant for the project through the Colorado Department of Local Affairs, Community Development Block Grant program. Valley-Wide raised the remaining funding needed for phase one of the renovation through The Colorado Health Foundation (TCHF) and the Caring for Colorado Foundation.

"The support of the city, the community, and the foundations made it possible for us to focus together on finding solutions for local health care needs," said Gigi Darricades, president and CEO of Valley-Wide.

#### **New MCPN Health Center Going Up in Wheat Ridge**

Metro Community Provider Network (MCPN) broke ground on Oct. 18, 2011, for the new Jeffco Family Health Services Clinic in Wheat Ridge. The new facility will double MCPN's capacity to care for patients in Jefferson County, and will bring new employment in construction and health care to the area.

U.S. Rep. Perlmutter (CD6) spoke at the event and joined MCPN staff and other public officials in turning over the first shovels-full of dirt. MCPN staff anticipates expanding primary health care services for an additional 10,000 patients. The project will bring more than 150 construction jobs during the building phase and more than 75 permanent health care professional jobs once the facility is fully operational.

"MCPN is extremely grateful for our grant award provided through the Patient Protection and Affordable Care Act (PPACA) for capital development of our Jeffco Family Health Services Clinic," said Dave Myers, president and CEO of MCPN. "The federal grant and the grant from The Colorado Health Foundation to purchase land will enable us to build this much-needed new facility without having to take on debt. This means that future funding can remain focused on direct patient care."



U.S. Rep. Ed Perlmutter (Colo. CD7) speaks at the groundbreaking ceremony for MCPN's new Jeffco Health Center Family Health Services Clinic on Oct. 18, 2011. MCPN Board Member Barbara Shannon-Bannister, on the left, and MCPN President and CEO Dave Myers on the right await the chance to use the hats and shovels surrounding the podium.

The PPACA grant covers construction costs associated with the building of the new facility. The funding does not cover operational costs of providing health care and hiring staff. MCPN receives essential patient care funding through reimbursement from state programs that cover health care for Coloradans such as Medicaid, Child Health Plan *Plus* (CHP+), and the Colorado Indigent Care Program. Donations from local foundations and private funds, patient fees for services, and federal funds to cover the cost of care provided to the uninsured will continue to be essential.

#### Peak Vista Dedicates Dental Health Center Lobby to Dr. Kuhar

On Dec. 21, 2011, Peak Vista Community Health Centers (Peak Vista) dedicated the Dental Health Center lobby at 2828 International Circle, Colorado Springs, to Dr. James R. Kuhar, long-time Peak Vista provider and pioneer in providing access to dental care in the Pikes Peak Region. Dr. Kuhar joined Peak Vista in

1993 as one of its first full-time dentists after a distinguished career in the Air Force. He took ownership of the dental health care program, enhancing its scope and expanding its capacity.

The Peak Vista Dental Health Center began as two rooms in a building on South Wahsatch and expanded under Dr. Kuhar's leadership. It relocated to International Circle in 2002 and was renovated, complete with a new lobby, with funds raised through the Peak Vista Community Health Centers Foundation "Opening Doors to Access" capital campaign.



Dr. James Kuhar cuts the ribbon at the dedication of the Dental Health Center lobby at 2828 International Circle in Colorado Springs.

During his tenure at Peak Vista, Dr. Kuhar established relationships with

many dental residency and training programs, including with the Air Force Dental Residency Program. He oversaw the growth of Peak Vista's dental program, expansion into Divide and Fountain, as well as dental services at Peak Vista's Homeless Health Center and the Ronald McDonald Care Mobile. Today, the Peak Vista dental program serves more than 11,000 patients annually.

"Dr. Kuhar embodies the best of Peak Vista: a deep commitment to our patients and a vision for expanding their access to care. So much of our dental program's growth can be attributed directly to him, so it's profoundly appropriate that the lobby area where patients gather would bear his name," said Peak Vista President and CEO Pam McManus.

#### Valley-Wide's Garcia Receives Lifetime Achievement Award

Mitch Garcia of Center was honored Nov. 10, 2011, by a gathering of more than 150 professionals from the migrant farmworker health arena for his advocacy and work to increase access to care for farmworkers. The lifetime achievement award was given by the National Center for Farmworker Health, Inc.

Mr. Garcia served as director of farmworker services at Valley-Wide. He also served as director of the Migrant Voucher Program from 2001-2010. As a Community Migrant Health Center, Valley-Wide coordinates the voucher program to facilitate access to medical and dental services for farmworkers in six counties in western and eastern Colorado.

Mr. Garcia was instrumental in the development of Valley-Wide's migrant health program as well as implementation of other special projects. In addition, he was a lead trainer on cultural competency for the Hispanic Health Alliance and frequent presenter at the Migrant Health Stream Forums. He has worked with migrant health colleagues at the national, state, and regional levels and was active with the National Center for Farmworker Health, Inc. and as a board member of the Migrant Health Promotion. Mr. Garcia served as a farmworker representative on the Colorado Governor's Blue Ribbon Commission on Health Care Reform-Vulnerable Populations Task Force. He studied the social determinants of health during his fellowship with the Bighorn Leadership Program on Rural Health. He worked with his community to pass a ballot issue authorizing a bond for a new school in Center serving many farmworker children.

"He is very deserving and has been a champion, a cheerleader, an investigator, a staunch supporter, a caring provider and such a good friend to migrant farmworkers," said Marguerite Salazar, Region 8 administrator for the U.S. Department of Health and Human Services (HHS), and former president and CEO of Valley-Wide.

## Health Center News From Around Colorado News Briefs

#### Plains CEO Receives Hero Award

Morgan Honea, president of Plains Medical Center (PMC) based in Limon, received the Hero Award from the Centennial Area Health Education Center (CAHEC) at the annual CAHEC conference last fall.



Citing many collaborations between PMC and CAHEC, CAHEC executive director Sally Henry stated that the Health Center was rapidly expanding services. CAHEC is a non-profit that addresses health workforce shortages on the Eastern Plains. In order to expand services, health professionals from many disciplines need to be recruited and trained, a significant challenge in rural areas. CAHEC and PMC partner on a variety of programs including training medical, nursing, PA and dental students in PMC's clinics; a school-based oral health prevention program funded by the Caring for Colorado Foundation; two workforce development programs funded by the federal government; and CAHEC's Plains Partnership for Health, funded by The Colorado Trust, a program helping resident of Cheyenne, Kit Carson, and Lincoln Counties lead healthy lives by providing nutrition and physical activity programs.

#### **Salud Physician Honors Mentor**

A professor at the University of Rochester Medical Center (URMC) received a national award for her influence on a former resident, who now is medical director Salud Family Health Centers in Colorado. Susan H. McDaniel was among 15 recipients of the 2011 Elizabeth Hurlock Beckman Award honoring educators in psychology, medicine, and the law who inspired students to create an organization that benefits its community. She was nominated by Dr. Tillman Farley, medical director of Salud, whom she mentored at URMC 20 years ago. Dr. Farley, who was a family medicine resident, said that Dr. McDaniel taught him the importance of integrating mental health and medical health. He applied those lessons to programs in Palmyra, Wayne County, Texas; and the CHCs in Colorado. For the story in its entirety, click here.

## Ribbon Cut at New Montbello Family Health Center

Denver Health opened the new Montbello Family Health Center with a ribbon cutting on Oct. 24, 2011. The new clinic features pediatric dentistry, family medicine, adult care, child/adolescent services, women's care, pregnancy care, a pharmacy, and a medical laboratory. Montbello Family Health Center had outgrown the old facility due to increase demand for services. A grant from TCHF made it possible to expand to double the number of examination rooms and launch dental services.

### Pueblo CHC First Recipient of Schuett Award

Pueblo CHC was the first recipient of the Shirley Hass Schuett Award from Colorado's Women's Wellness Connection (WWC) statewide program. In Sept. 2011, Pueblo CHC accepted the award,



Left to right: Patrick Gillies, regional administrator for the Office of Regional Operations, HHS; Denver City Councilman Christopher Herndon; Denver Mayor Michael Hancock; Denver Health CEO Patricia Gabow, M.D.; Colorado State Rep. Angela Williams, Dist. 7; Hubert Farbes, chair, Denver Health and Hospital Authority Board of Directors; and Ken Floyd, chair, Denver Health's Community Health Services, cut the ribbon Oct. 24, 2011, to open the new Denver Health Montbello Family Health Center.

given because Pueblo CHC is the only WWC agency to meet all 12 quality indicators, including clinical, screening, program administration, and treatment. Bernadette Lujan, MA, was specifically recognized for her dedicated case management services and genuine passion for helping people in need.

WWC, begun in 1991, is administered by the Colorado Department of Public Health and Environment and is part of the National Breast and Cervical Cancer Early Detection Program funded through the Centers for Disease Control and Prevention. The program provides breast and cervical cancer screening free of charge to women with limited income and limited insurance 40 to 64 years of age, with emphasis on women age 50 to 64, and women who have not had a mammogram and/or Pap test in the past 12 months or women who have lost insurance, had an abnormal test result, and need follow-up.

#### **Peak Vista Hosts Seventh Annual Breakfast of Champions**

Peak Vista held its annual Breakfast of Champions on Nov. 3, 2011, at the Broadmoor's International Center in Colorado Springs, celebrating a 40 year history of providing health care to residents of the Pikes Peak Region. Rulon Gardner, Olympic gold medalist in Greco-Roman wrestling, gave the keynote speech. The event generated more than \$185,000 for primary medical, dental, and behavioral health services for working families in the Pikes Peak Region.

Raising awareness of the organization and its contributions to the community, the event also served to recognize the many champions associated with Peak Vista, especially volunteer providers and community partners. Peak Vista Community Health Centers Foundation recognized its Community Benefit Initiative Cabinet as its 2011 Champion of Community Health. Cabinet individuals were honored for their efforts in generating close to \$10 million during phase one of its campaign to fund care for an additional 10,000 patients.

#### **Denver Health CEO Named Healthcare Leader of the Year**

Denver Health CEO Patricia Gabow, M.D., was named Denver's 2011 Healthcare Leader of the Year at the Power Book Luncheon, hosted by the Denver Business Journal, on Oct. 20, 2011. In her acceptance speech, Dr. Gabow remarked that she was accepting the award on behalf of more than 5,400 employees at Denver Health who work side-by-side to provide patient care for some of Denver's most vulnerable residents. She gave accolades to the staff for their commitment to quality that ranks Denver Health number one among academic medical centers in patient survival.

#### **POLICY UPDATE**

#### **State Funding Essential to CHCs**

Colorado's 15 CHCs play a critical role in providing high quality, efficient, primary health care to more than 500,000 people, or one in 10 Coloradans. CHCs are located in high need, medically underserved areas, improving access to primary health care statewide.

Quality is demonstrated by communities with CHCs having healthier newborns, fewer hospitalizations, and fewer visits to the emergency room. Nationally, CHCs have been rated one of the most successful programs of HHS.

Efficiency is realized in Colorado CHCs' ability to provide high quality care. CHC costs are at least a dollar less per patient, per day, compared to all physician settings (\$1.67 vs. \$2.64) and far below the cost of a hospital stay. This efficiency plays out in the state budget as well. Colorado CHCs serve one-third of all

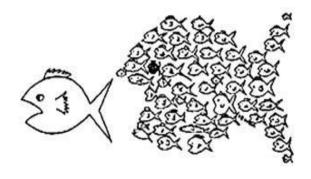
<sup>1</sup> Agency for Healthcare Research and Quality, *Medical Expenditure Survey Summary Tables*, 2008, <a href="http://meps.ahrq.gov">http://meps.ahrq.gov</a>. Bureau of Primary Health Care, Health Resources and Services Administration, DHHS. *Uniform Data System*, 2009.

Medicaid enrollees, one-third of CHP+ enrollees, and one-third of the state's uninsured, yet comprise less than three percent of the Department of Health Care Policy and Financing's annual budget.

While CHCs receive only a very small portion of the state budget, state funding is essential to CHCs, making up approximately 60 percent of CHCs' budgets on average. State funding provides the operating dollars CHCs need to stay in business, continue to employ more than 3,300 Coloradans (full- and part-time), and keep health care costs down. During the 2012 state legislative session, CCHN's top priority is to protect state funding vital to CHCs, one of the state's most efficient, high quality, health care delivery systems. In addition, CCHN will prioritize protecting current services and participating in health care reform implementation efforts to increase access to comprehensive primary care for all Coloradans.

#### 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 <a href="https://www.cchn.org">www.cchn.org</a>, 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 <a href="mailto:suzanne@cchn.org">suzanne@cchn.org</a> or (303) 867-9540.



#### **WORKFORCE UPDATE**

## Congratulations to the Kaiser Permanente Southern Colorado Loan Repayment Recipients



Pueblo CHC Round I and II recipients of Kaiser Permanente Southern Colorado Allied Health and Nursing Professional Education Investment Grantmaking Initiative. From left to right, front row, Crystal Trujillo, Grace Vigil, Rose Farmer, back row, Paulina Adjei, Gwen Martinez, Angela Coffee, Andrea Del Villar, Edith Clason, and Michelle Kiefer (Diana Vidmar not present).

CCHN has awarded 14 allied health professionals nearly \$130,000 in loan repayment, 12 from CHCs and two recipients from an urban free clinic. As the primary care association for the state, CCHN administers loan repayment and scholarship programs helping CHC employees finance their tuition or pay off student loans. This month, CCHN completed the final round of the Kaiser Permanente Southern Colorado Loan Repayment Program funded by the Kaiser Permanente Southern Colorado Allied Health and Nursing Professional Education Investment Grantmaking Initiative. Over the last two years and two complete cycles, CCHN awarded \$250,000 in loan repayment to a total of 31 allied health professionals working in southern Colorado's safety net clinics. Click here to view the past two rounds of Kaiser awardees.

Allied health care providers are clinical professionals who have a bachelor's degree, associate's degree and/or medical certifications. Professionals who are eligible to receive loan repayment are those completing job responsibilities such as medical assistant, nurses

(including licensed practical nursing), surgical technology, dental assisting, and social work among others. Personnel provide health services by administering tests, giving injections, verifying vital signs, health care education, counseling, and more.

The Kaiser Permanente Loan Repayment Program is one of many incentive programs administered by CCHN to reward the service of those who work in medically underserved areas of the state. Learn more about loan repayment or scholarship programs <a href="here">here</a>.

#### **CHAMPS UPDATE**

#### Spanish and Mid-Level Manager Trainings Now Open from CHAMPS

The Community Health Association of Mountain/Plains States (CHAMPS) is offering new and popular trainings for all levels of Health Center staff this year. The trainings include: *Critical Skills for Mid-Level Managers*, April through Oct. 2012; and the return of the popular *Spanish Language for Health Care Professionals* course, April 20-23, 2012.

Critical Skills for Mid-level Managers is a unique six-month hybrid in-person and virtual training for new and experienced mid-level CHC managers. CHAMPS joined the Northwest Regional Primary Care Association (NWRPCA) and consulted a Health Center steering committee to make sure that this critical training is driven by CHCs and develops lasting skills.

Up to 30 mid-level managers can register with a mentor who will help reinforce their freshly acquired hiring, retention, time management, team building, employment law, and accountability proficiencies in their home clinic. The event's lead trainer, Lisa Mouscher (a frequent CHC and Primary Care Association consultant and speaker) is working closely with leaders from the Northwest and Mountain/Plains states to provide a truly CHC-centric curriculum. Salud's Human Resources Director, Ann Hogan, and Assistant Medical Services Director, Virgilio Licona, MD, are among the CHC staff presenters. The course begins in late April with a face-to-face training for the managers, and will conclude with a culminating session at the CHAMPS/NWRPCA Annual Primary Care Conference in Oct. 2012.

For complete details and link to online registration, click here.

CHAMPS and the Denver Medical Society (DMS) will once again host the annual *Spanish Language Training for Health Care Providers* intensive course at the DMS offices in Denver, Colo., April 20-23, 2012. The training uses an effective immersion learning approach designed for people with limited time who need to use their new language skills with Spanish-speaking patients immediately. The course offers Continuing Medical Education credit from American Academy of Family Physicians, American College of Emergency Physicians, American Academy of Nurse Practitioners, and American Medical Association (42.5-45 hours depending on the accrediting institution).

Rios Associates has been teaching the CHAMPS course for more than a decade. The team's energetic presentation style and useful subject matter has consistently earned them high scores from past students in Region VIII. Rios Associates has been helping health professionals build their vocabulary, acquire necessary skills for routine clinical interactions, and develop cultural awareness across the U.S. since 1983. Registration is open until April 2, 2012, but applicants should be aware that the course fills up quickly!

To access the registration form and details about the event, click here.

# **Enhancing Collaborative Management in CHCs: Developing Clinical-Operations Teams Course Available**

CHAMPS and NWRPCA are collaborating with the National Association of Community Health Centers (NACHC) to present a new course in Seattle, Wash., June 18-21, 2012. The Harvard School of Public Health will provide the faculty.

CHCs can enroll a two-person team, one clinician and one operations leader, to develop expertise, side-by-side, in practical application and ongoing process improvement, including:

- Recruitment and retention
- Provider productivity
- Performance compensation
- Strengthening the group process
- Enhancing motivation
- Negotiation and conflict resolution
- Political advocacy

For details visit <a href="www.champsonline.org">www.champsonline.org</a> or email Julie Hulstein at <a href="Julie@champsonline.org">Julie@champsonline.org</a>.

#### **CCMCN UPDATE**

#### **New Faces and New Work at CCMCN**

Fall 2011 was a busy time for Colorado Community Managed Care Network (CCMCN). Between August and October 2011, CCMCN hired four new employees to fulfill Colorado Associated Community Health Information Enterprise's (CACHIE) ever-growing project needs. CACHIE is the collective project name of CCMCN's health information technology work. CACHIE's mission is to support CHCs in improving quality of care and health outcomes through data driven improvement processes.

In August 2011, CCMCN hired Laura Foster as the CACHIE director of analytics. Ms. Foster leads the Analytics Program, which includes the CACHIE Data Warehouse and Reporting. Before joining CCMCN as a staff member, Laura worked with CCMCN for a year as a contractor, where her initial efforts centered on the Regional Extension Center (REC)/Meaningful Use. Ms. Foster's extensive health care background, knowledge of Electronic Health Records (EHRs), and onsite work at CHCs during EHR implementations quickly involved her in other CACHIE work and provided a seamless transition into her current role.

Mike Martens, Rodney Cook, and Francisco Perez. Mike Martens joined CCMCN/CACHIE as the business intelligence (BI) developers. As CACHIE's BI developer, Mr. Martens supports the CACHIE Data Warehouse and Reporting Program. He has extensive experience in information technology (IT) and has worked in the field for over 30 years. At CACHIE, his current activities involve changing existing reports generated from the CACHIE data warehouse and customizing them to meet individual organizations' preferences, as well as creating and modifying the presentation of patient data and registry content in dashboards, including developing time-based charts detailing specific patient, provider, or practice-level data. He also works on updating the access and capabilities of the CACHIE Share Point site and developing self-service reporting for providers.

Mr. Cook supports CACHIE as the systems administrator and comes to CCMCN with 15 years of IT experience. As the systems administrator, Mr. Cook primarily performs system administration and supporting business applications for CACHIE's clients. His role as the systems administrator delves into many areas of CACHIE's IT infrastructure and planning. His primary focus has been to manage vendors and provide support for the many servers and applications that are in place, as well as work to create new

systems that provide more vision into offering member clinics/organizations the best support and services possible.

Mr. Perez is CACHIE's help desk case analyst. As the help desk case analyst, he is responsible for managing support tickets in CACHIE's ticketing software while also providing first level phone and email support to end-users. He is the point of contact for NextGen application support. Supporting the NextGen application involves fielding a variety of questions from "I need to create a new user" to "The application has been crashing and we need immediate help." Mr. Perez has also receives questions and troubleshoots the various networks, servers and data warehousing with which CACHIE is involved. Within his first month at CCMCN, he successfully completed more than one hundred cases.

CACHIE provides a variety of services to its members, including data analysis, application support, and hosting of NextGen EHR systems, and professional services and technical assistance (TA) for REC. Data analytics includes the following elements: data extraction, warehousing, standardization, data quality, reporting, and analytics. Application support and hosting is provided for Mountain Family Health Centers, Clinica Family Health Services, Inc., Integrated Physician Network (IPN), and the Colorado Coalition for the Homeless. Application support and hosting pertains to a menu of services offered to providers using the NextGen EHR and Electronic Practice Management systems. Professional services and TA pertains to CACHIE's work in support of CHCs achieving Meaningful Use of EHR technology via the REC efforts.

Current projects in which CCMCN/CACHIE is involved include the Scalable Architecture for Federated Translational Inquiries Network (SAFTINet), Meaningful Use/REC, and Integrated Community Health Partners, the Accountable Care Organization for Region 4. The projects work with a multitude of organizations both within Colorado and across the country, such as Tennessee and Utah in the SAFTINet project. The overarching goals shared among these various programs focus on improving patient care through improving the quality, communication, and coordination of care.

#### **UPCOMING EVENTS**

#### Save the Date

Feb. 14-15, 2012

#### CCHN's 2012 Policy & Issues Forum

CCHN's annual Policy & Issues Forum (P&I) will be held at the Warwick Hotel in Denver. For more information contact Kristen Pieper at <a href="mailto:kristen@cchn.org">kristen@cchn.org</a> or (303) 861-5165, ext. 223.

March 17, 2012

#### MCPN's 8th Annual Green Tie Gala

Click here for more information and here to RSVP.

March 21-25, 2012

#### NACHC's 2012 P&I

NACHC's annual P&I will be held at the Marriott Wardman Park Hotel in Washington, DC. Click <u>here</u> for more information.

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