MWCN NETWORK NEWS

education thoice 1 quality
HOLISTIC health Care

Fall 2023

Message from the 2023 MWCN President

Tim Shryack, RN, BSN, MPH

Missouri Ozarks Community Health

I recently attended a gathering of business leaders in my home city of Springfield, MO. The afternoon focused on discussions and ideas regarding a variety of topics which I will highlight in this article. I found the group discussions to be both informative and encouraging as we all seemed to face similar challenges in our organizations in an ever-changing business environment. I thought I would share the main topics and a few of the questions



"Harnessing the Power of Al".

put before the group.

- What are you hearing in your industry related to Al?
- What scares you about Al and how are you managing your fears?
- Is your executive team including this in your strategic planning?
- If you're using AI, what are some impactful examples?

"Thriving Amid Economic Shifts: Strategies for Sustainability".

- How are you guiding your organization to adapt and thrive in challenging times?
- What are your biggest fears regarding the potential of a recession or downturn?
- How are you managing your business operations to respond effectively to economic shifts?

"Building a culture of Excellence: Empowering for Future Success".

- What core elements define a culture of excellence within your organization?
- How do you identify, nurture, and retain top-tier talent within your organization?

As you have probably noticed, I did not share comments, ideas, challenges, etc. from the group discussions as I felt I would need permissions from the group to do so, which I did not ask for. However, my point in sharing is two-fold, I thought these topics would be beneficial to each of you to consider as you move forward in your strategic planning efforts and I would love to hear your thoughts on any of these topics and in response, I would be willing to share mine! So, if you would like to share your responses to these topics and questions, I feel we all could benefit! I will discuss with Amanda the best method to share responses should any of us decide to do so! Thank you for all that you do, and I hope you enjoy the cooler weather of fall and have a fantastic rest of the year.

Best wishes,



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CONTACT US

Midwest Clinicians' Network 321 W. Lake Lansing Road East Lansing, MI 48823 517.381.9441

info@midwestclinicians.org www.midwestclinicians.org

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"The Midwest Clinicians' Network. Inc.'s (MWCN) mission enhance is to professional and bersonal growth for clinicians to become effective leaders for their health centers and promoters of quality, community-based primary health care."

Virtual Group Visits Lowers AIC and Diabetes Distress During Pandemic

Health centers participating in an in-person group visit study with University of Chicago adapted their plans and converted to virtual group visits during the pandemic. MWCN would like to thank the health centers that went above and beyond during a time of great changes and uncertainty as well as the University of Chicago for adapting their project and supporting health centers during the change. The perseverance of the health centers and University of Chicago together on continuing the study provided great insights into aspects of implementing virtual diabetes group visits.



Read more here!

Diabetes Group Visit Toolkit for Health Center

We created this toolkit based on 8 years of research with community health centers across the Midwest. Our goal is to share everything we learned with health care professionals who are interested in implementing group visits for their patients with diabetes. In this toolkit, you will find information and resources to guide you step-by-step through the process of designing and conducting your group visit program.



Main Page: https://voices.uchicago.edu/diabetesgytoolkit/

*Must See – Diabetes Group Visit Planning Worksheets. Also, includes a supplemental video visit worksheet: https://voices.uchicago.edu/diabetesgytoolkit/resources/planning-sheets/

AHEAD National Diabetes Database Availability

In partnership with Northwestern University and the University of Chicago, MidWest Clinicians' Network has access to a nationwide dataset of over I million community health center patients that can be used to learn more about diabetes in this population. This dataset includes all diabetes-related diagnosis codes, medication orders, laboratory values, and visit information. If you would like to explore this dataset to answer your questions related to diabetes risk factors, diabetes management, or diabetes complications, the Northwestern team will produce de-identified data reports to share with your team. If interested, please reach out to Amanda Campbell acampbell@midwestclinicians.org.



For more information & consultation options on the AHEAD Project Diabetes Data Repository go to: https://www.feinberg.northwestern.edu/sites/ccdtr/cores/community-health-center-resources. https://www.feinberg.northwestern.edu/sites/ccdtr/cores/community-health-center-resources.

Continuous Glucose Monitoring Webinar:

In June of this year the AHEAD-CHC Center sponsored a webinar about Continuous Glucose Monitoring (CGM). There were 4 presentations given all around the many different aspects of CGM. The first presentation was provided by Dr. Amish Wallia. She talked about a study that looked at the use of CGM use for patients with both Type I and Type II diabetes. She found that only about 12% of patients with Type I diabetes are using CGM and less then I% of patients with Type II diabetes. The results also showed that minority patients are less likely to have access to CGM. The second presentation was a clinical overview of diabetes technologies by Dr. Shivani Agarwal. She discussed the use of CGM use and practical tips for providers. There was information about the different CGMs on the market and ways

Recording available:

<u>A</u>ccelerating <u>H</u>ealth <u>E</u>quity <u>A</u>nd Eliminating <u>D</u>iabetes Disparities in Community Health Centers



Matthew O'Brien, MD, MSc and Marshall Chin, MD, MPH, Co-Directors, AHEAD Core Chicago Center for Diabetes Translation Research to change your practice in order to promote the use of CGM. She gave a lot of practical information that would help providers and staff with diabetic technology. Next Dr. Juan Espinoza presented information about accessing CGM data and how it can be used to help manage patient care. The final presentation was by Dr. Rocio Pereira regarding advocacy and equity for increase access to CGM. She discussed the health disparities of minority patients with diabetes. The 2023 ADA guidelines for CGM expanded use were presented.

The four presentation together provide one of the most complete pictures we have about the use of CGM in the Community Health Center setting. This hour and a half webinar is well worth you time here is the link https://www.cdnetwork.org/library/use-of-continuous-glucose-monitoring-in-the-safety-net-clinical-pearls-data-opportunities-and-technology-access

Use of Continuous Glucose Monitoring in the Safety Net: Clinical Pearls, Data Opportunities, and Technology Access | Clinical Directors Network, Inc.

Presenters: Matthew O'Brien, MD, MSC Associate Professor of Medicine and Preventive Medicine Co-Director, Northwestern Primary Care...

www.cdnetwork.org

Empowering Your Workforce: Considerations for Implementing and Responding to Staff Satisfaction Surveys

In the ever-evolving healthcare landscape, prioritizing employee satisfaction has become a critical factor in delivering exceptional patient care and ensuring the success of healthcare organizations. Staff satisfaction surveys have emerged as powerful tools, providing invaluable data to drive positive change, optimize policies, and enhance employee retention. However, many organizations are seeking guidance on how to effectively initiate or improve their staff satisfaction survey processes.

Join our interactive webinar as we explore the key considerations for implementing staff satisfaction surveys in health centers. Participants will gain a comprehensive understanding of the essential steps involved in conducting these surveys, from thoughtful survey design and administration to skillful data analysis. We will delve into effective question strategies that elicit valuable insights from employees, helping to identify areas of strength and opportunities for improvement.

Furthermore, the webinar will offer Promising practices for harnessing survey results to drive meaningful enhancements in employee satisfaction and engagement. Participants will learn how to interpret survey data, prioritize areas for action, and develop tailored solutions that resonate with their workforce. We aim to empower attendees with practical knowledge to foster a culture of continuous improvement within their organizations.

Whether you are starting from scratch or seeking to optimize your existing staff satisfaction survey process, this webinar will equip you with the tools and insights needed to elevate employee satisfaction, nurture a motivated workforce, and ultimately elevate the quality of patient care delivered by your organization. Join us for an engaging session filled with actionable strategies that will transform your approach to staff satisfaction surveys.

See webinar video here!







visit compliantfqhc.com

for more information

Come learn why FQHCs across the country are making the switch from legacy general employee training systems to **Compliatric**, the **COMPLETE** training and compliance management system designed for FQHCs and HRSA covered entities.

OUR CORE MODULES:

- OSV Program Management
- Policy & Forms Library
- Employee Training LMS
- Incident Management
- Agreement Management

- Auditing & Monitoring
- Grant Management
- Exclusion Monitoring
- · Credentialing & Privileging
- CHC Board Management

HEALTHY & GF RECIPE: Sweet Potato, Poblano and Chorizo Chili

Sweet Potato, Poblano and Chorizo Chili is a southwest twist on classic chili with just the right amount of spice. Quick and easy to whip up, too!



Resource: https://iowagirleats.com/ sweet-potato-poblano-and-chorizo-chili/

INGREDIENTS:

- I tbsp extra virgin olive oil
- I medium sweet potato, peeled & cut into
 1/2" cubes (about 2 cups)
- I poblano pepper, seeded & chopped
- I large shallot or small onion, chopped
- salt & pepper
- 12 oz chorizo
- 2 cloves garlic, minced
- 28 oz can crushed tomatoes

- 15 oz can black beans, drained & rinsed
- 1 1/2 cup GF chicken broth
- 2 bay leaves, optional
- 2 tbsp chili powder
- I 1/2 tbsp brown sugar
- I/2 tsp onion powder
- 1/2 tsp cumin
- 1/4 tsp cinnamon
- Toppings: tortilla chips, shredded Monterey lack cheese, guacamole, sour cream, etc.

DIRECTIONS:

- 1. Heat extra virgin olive oil in a large soup pot or Dutch oven over mediumhigh heat. Add sweet potatoes, poblano peppers, and shallots, season with salt and pepper, then saute until sweet potatoes begin to soften, 5 minutes. Add chorizo then saute until cooked through, breaking it up as it cooks. Add garlic then saute for 30 seconds. Once the chicken has been marinated, grease your grill and bring the temperature to high heat. Grill both sides of the chicken for about 4-5 minutes per side.
- 2. Add remaining ingredients then stir to combine and turn heat up to bring to a boil. Turn heat down to medium-low then place a lid partially on top and simmer until sweet potatoes are tender, 10-15 minutes, stirring occasionally. Taste then adjust seasoning if necessary, and then serve with toppings. Check link for tips!

Utilizing a Clinical Gap Analysis to Improve Clinical Staffing and Operations

By Michelle Layton on behalf of Compliatric

Health centers play a crucial role in providing healthcare services to underserved communities. To fulfill their mission of delivering high quality, safe and cost-effective care, health centers must continuously adapt and optimize operations to meet the demands of the target population and ensure compliance with regulatory requirements. A clinical gap analysis is a valuable tool that health centers can utilize to help achieve this goal.

A clinical gap analysis is a comprehensive evaluation of a health center's clinical operations, staffing resources and performance metrics, as compared to industry standard benchmarks and organizational objectives. The purpose of a clinical gap analysis is to identify areas where a health center may be weak in the areas of clinical staffing, resources or operational processes, with the goal being to recognize gaps or areas with deficiencies and implement corrective plans of action.

Health centers often face challenges related to clinical staffing, including provider shortages, high turnover and inefficient scheduling. A clinical gap analysis can help a health center determine the optimal staffing levels that are required to meet patient demand. By identifying deficiencies in staffing levels and determining if clinical staff are working at the upper limits of their scope of licensure/certification, health centers can utilize the results of a clinical gap analysis to make informed decisions regarding the need to recruit additional resources or redistribute the workload of existing staff. Additionally, a clinical gap analysis can improve the patient care experience by identifying areas where patient care may be compromised due to operational inefficiencies that impact patient scheduling, wait times and total visit times.

Below are some tips to assist with the completion of a clinical gap analysis:

- Establish the Objectives The health center must first develop clear objectives and define the anticipated end result of the analysis. Objectives may include improving patient outcomes, enhancing staff productivity and optimizing the allocation of resources.
- 2. Collect the Data Gather data on various aspects of the health center's clinical staffing and operations, including patient demographics, staffing levels, staffing proficiency, clinical workflows, resource utilization and patient satisfaction. Develop a staffing profile outlining current clinical staffing numbers and clinical support staff to provider ratios. Continuously update the profile, as the document can be used to help demonstrate compliance with Element a and Element b of Chapter Five Clinical Staffing, of the Health Resources and Services (HRSA) Health Center Program Site Visit Protocol (Site Visit Protocol: Clinical Staffing).

"A clinical gap analysis can help a health center determine the optimal staffing levels that are required to meet patient demand."

- 3. Assign a Benchmark Establish standards for each aspect of clinical care. Although industry standard numbers are often used, benchmarks should be realistic and represent the ideal state and outcome desired by the health center.
- 4. Analyze the Data Compare the data collected in step one to the benchmarks created in step two to identify not only areas of deficiency, but also areas where the health center excels. A critical aspect of this phase is to determine if existing staff maintain the skillset necessary to effectively meet patient needs.
- 5. Identify the Gaps Determine the specific gaps, areas of deficiency and opportunities for improvement that require attention. These gaps may be related to staffing levels, the need for additional staff training or changes to services. Gaps should be prioritized based on the impact they have on patient care and clinical operations.
- 6. Develop a Plan Develop a corrective plan of action to address each gap that is identified. Ensure corrective plans of action assign accountability for action items, include concrete milestones and identify timelines for follow-up.
- 7. Monitor Progress Monitor the progress of corrective action plans on an ongoing basis to evaluate progress and effectiveness. Modify plans as necessary to maintain momentum and ensure ongoing improvement.

To ensure compliance with frequently changing regulatory requirements, as well as the delivery of high-quality care, health centers must continuously evaluate and improve clinical staffing and operations. A clinical gap analysis can provide a structured approach to identify areas in need of improvement and the data necessary to develop targeted strategies for enhancing patient care for the communities being served.

Medical Assistant, Al and Remote Vendor Scribing Methods

The Ohio Association of Community Health Centers (OACHC) has been working on a project with funds provided by Centene/Buckeye Health Plan to study 3 scribing methods. The scribing methods include:

I) Method I: Direct Employment of a Medical Assistant (MA)

In this method, the piloting FQHC will hire an additional MA for I-2 top performing providers. The MA will be 100% scribe for the provider and not perform other MA duties. The MA will be trained to complete documentation for the visit in the EHR real time for the provider.



2) Method 2: Digital Assistant/Artificial Intelligence (AI) - SUKI

In this method, the pilot FQHC will implement SUKI and enhanced note review through SUKI for up to 2 top performing providers. This technology performs documentation and EHR tasks through voice recognition and develops AI over time making it intuitive to each providers documentation needs.

Digital Assistant/AI – SUKI website: Home - Suki AI American Academy of Family Physicians Support of SUKI:

- AAFP article, "Latest Innovation Lab Results Show Time Savings, Burnout Reduction" <u>Phase Two Trial of AI Assistant</u> for <u>Documentation a Success | AAFP</u>
- AAFPReport: <u>Using an Al Assistant to Reduce Documentation</u>
 <u>Burden Using an Al Assistant To Reduce Documentation</u>
 <u>Burden in Family Medicine (chiefhealthcareexecutive.com)</u>

3) Method #3: Remote Scribing Vendor - ScribeEMR

In this method, the piloting FQHC will implement a six-month contract with the vendor ScribeEMR for remote scribing of up to 2 top performing providers visits. Remote Scribing Vendor – ScribeEMR website: The Virtual Medical Office Services Leader (scribeemr.com)

OACHC will collect data on the methods and experience will be compared to see if a best method for scribing is identified on the following basis:

- Is the method sustainable by six (6) months? (Defined as the provider having two (2) extra visits per day on average)
- Are providers satisfied with the scribing method?
- What is the actual cost for each method to the FQHC?

2023 BPHC Quality Update for MWCN

We hope you can join us

Wednesday November 15th at 11:30 CST / 12:30 EST

for our annual health center program update from Dr. Janette E. Dupuy, Quality Director, Office of Quality Improvement, BPHC, HRSA. Hear about programmatic developments around quality, data, UDS, OSV visits, compliance and more.

This will be a 40-minute update with time for questions/answers.



Register for the zoom at the following link: https://us02web.zoom.us/meeting/register/tZ0scOGpqjovH9fjjeEssuBzwo6qKGj]ffZO#/registration

*In the registration, there is a spot to include any questions you would like me to send to the speaker ahead of the call.





CLINICIANS AND HEALTHCARE TEAM MEMBERS ARE INVITED

TO PARTICIPATE IN A
RESEARCH STUDY ON
DIABETES TECHNOLOGY

The Accelerate AHEAD Study aims to identify factors influencing technology use, such as CGM, in the primary care setting, and then ideate and adapt potential solutions.

YOU MAY BE ELIGIBLE IF YOU ARE:

- 18 years or older
- English speaking
- A member of the healthcare team treating patients with diabetes (including clinicians, nurses, administrators, pharmacists, education specialists).

For more information, contact the study's Project Manager, Jessica Gacki-Smith at jessica.gacki-smith@northwestern.edu or (312)503-6412

PARTICIPANTS WILL BE ASKED TO PARTICIPATE IN:

- One focus group session (60 to 90 min)OR
- One individual interview (up to 60 min)

Sessions and interviews will be conducted in person or remotely (phone or Zoom) and will be recorded. Compensation and/or parking vouchers will be provided upon completion.

Webinar Recordings Available: Addressing Familial Hypercholesterolemia

This learning series offers three virtual learning collaborative presentation sessions. The sessions will provide an overview of Familial Hypercholesterolemia (FH) and discuss strategies for screening and managing FH. The goal of the learning series is to increase the number of children who receive a lipid profile screening in a timely, age-appropriate manner. This learning opportunity is appropriate for pediatricians, family medicine clinicians, nurses, nurse practitioners, physician assistants, and any other provider or individual that has an interest in learning more about familial hypercholesterolemia.

VLC #1 -Familial Hypercholesterolemia 101

August 24th 2023

Recording available here Presentation Slides here

Overview: This presentation will provide an overview of the current recommendations for pediatric lipid screening and review the implementation of those guidelines. The presentation will also provide an overview of Familial Hypercholesterolemia (FH) including a discussion of different types of FH and risk factors.

VLC #2 - Diagnosing Familial Hypercholesterolemia

September 14th

Recording available here Presentation Slides here

Overview: This presentation will provide an overview of understanding FH screening results and what a primary care provider should do with those results. The presentation will discuss effective



communication of FH screening results with families.

VLC #3-Your Patient has FH. Now What?

October 4th 1:00-2:00pm ET Register here

Overview: This presentation will spotlight one family's experience with managing Familial Hypercholesterolemia. Through the lens of this family's experience the presentation will also discuss why screening for FH matters, next steps if your patient is diagnosed with FH, and the management of FH in children.

Addressing Familial Hypercholesterolemia Resources

JOB POSTINGS

ILLINOIS

Various Positions

Family Christian Health Center in Harvey, IL, a federally qualified, state-of-the-art health center, has multiple openings: Family Practice Physicians, OB/GYN Physician, Nurse Practitioners and/or Physician Assistants, LCPC/LPC, Nurse Practitioner-Psychiatry, and Certified Medical Assistants. Excellent benefit package, competitive salary, student loan forgiveness programs. Please contact Regina Martin, HR Manager at rmartin@familychc.org or 708-589-2017 for more information.

Submit your postings for our next newsletter o Renee Ricks at rricks@midwestclinicians.org

Various Positions

Illinois Primary Health Care Association wants to help Physicians, Medical Directors, Nurse Practitioners, Physician Assistants, Certified Nurse Midwives, Dentists, Dental Hygienists, LCSWs, LCPCs and Clinical Psychologists find rewarding careers at community health centers throughout Illinois and Iowa. To take advantage of IPHCA's complimentary recruitment assistance service please contact Emma Kelley, ekelley@iphca.org, or visit www.iphca.org.

Dentist

Eagle View Community Health System is an FQHC seeking to hire a full-time General Dentist. Sign-on bonus offered for the position. A competitive salary is offered alongside a community-driven culture and eligibility for student loan

repayment through NHSC. Contact Colby Springer, HR, by email at cspringer@eagleviewhealth.org, or by mail at PO Box 198 Oquawka, IL 61469 for more information.

<u>INDIANA</u>

Various Positions

Change Lives - Achieve Balance - Receive Support. Every day at the Jane Pauley Community Health Center, you'll make a difference by bringing integrated health care to our local communities. With 10 FQHC locations across central Indiana, we have current openings for Family Medicine and OB/GYN physicians as well as Expanded Functions Dental Assistants. JPCHC provides you with work/life balance while practicing in a collaborative team-based environment. Visit www.JanePauleyCHC.org/Careers to learn more.

continued on page 9

JOB POSTINGS

IOWA

Various Positions

Eastern Iowa Health Center (EIHC) in Cedar Rapids, Iowa is looking for talented providers to serve our community. We currently have immediate full-time openings for Family Medicine Physician, Pediatric Physician, OBGYN Physician in clinic or Hospitalist setting, Dentist, and a variety of support staff. EIHC offers competitive wages and a robust benefit package. Please visit our website at www.easterniowahealthcenter.com for more information.

Various Positions

Primary Health Care, Inc. is seeking talented individuals in a variety of positions including: Chief Medical Officer, Dentist, Behavioral Health Therapist, Team RN, Clinic RN, LPN, Medical Assistant, and MORE! To view all opportunities, click here or visit photowa.org/careers. Contact us at humanresources@photoma.net if you have questions about an opening.

KANSAS

Mental Health Therapist

Salina Family Healthcare Center (SFHC) in Salina, KS is searching for a Mental Health Therapist (LSCSW, LCMFT, LCPC, or LCP) to add to our team. SFHC is an FQHC, passionate about providing exceptional care for all – no exceptions! Please contact Cassidy Maples, Sr. HR Coordinator at cmaples@salinahealth.org.

MICHIGAN

Behaviroal Health Therapist

Northwest Michigan Health Services, Inc. (is searching for a part-time Nurse Practitioner or Physician's Assistant for our Child and Adolescent Health Center located within the Manistee Area Public Schools. This is a 24 hour/week position with the possibility of growing into a full-time position over time. For more information contact Catherine Anthony at canthony@nmhsi.org, To apply go to: https://nmhsi.org/about-us/career-opportunities/

Various Positions

Western Wayne Family Health Centers (WWFHC) is seeking vibrant OB-GYN Physicians, Nurse Practitioners, Registered Nurses, LPN's, Behavior Health Therapist, Dentist, Medical Assistants. Forward your CV/resume to humanresources@wwfhc.org. Please see our "jobs" on our website at www.wwfhc.org.

Family Medicine Physicians

Family Health Care is looking for family medicine physicians at its clinics in West Michigan. Live, work, and play where others go for vacation. Family Health Care strives to provide a work-life balance that is unparalleled. Minimal nights, weekends, or on-call; 4 or 5-day work weeks; dedicated administrative time; realistic productivity standards; flexible work schedules, and much more. For more information, contact Alan Neushwander at (231) 745-0433 or apply online at familyhealthcare. org/careers.

Manager of Clinical Services

Grace Health is looking for a Manager of Clinical Services at our Battle Creek, Michigan location. Grace Health is a Federally Qualified Health Care center that focuses on patient-centered healthcare with an emphasis on excellence in quality, service, and access. Please check our website for more information: https://grace-health.breezy.hr/ or contact us at HR@gracehealthmi.org.

MD/DO

Alcona Health Center (AHC) is seeking to hire a full-time MD/DO in our Oscoda, Michigan location. New graduates welcome, loan repayment available. AHC offers a competitive starting salary of \$250,000 with additional incentives available and up to 8 weeks of PTO. Contact Carrie Porritt, Director of Provider Relations, by e-mail cporritt@alconahc.org for more information.

MISSOURI

Various Positions

Sawtooth Mountain Clinic (SMC), an FQHC in Grand Marais, MN, is seeking to hire a FAMILY PRACTICE Provider (MD,

DO, MBBS, or APRN/CNP), a Behavior Health Manager (LICSW, LMFT, or LPCC), and an RN. SMC is located on the North Shore of Lake Superior, on the edge of the Boundary Waters, and along the Superior Hiking Trail. SMC offers a competitive compensation package and a supportive team culture. Contact Erin Watson, COO, by e-mail: erin@sawtoothmountainclinic. org or call 218-387-2330 ext. 153 for more information.

Nurse Practitioner

ACCESS Family Care, a Federally Qualified Health Center, located in southwest Missouri is seeking to hire an experienced full-time Nurse Practitioner. We offer Excellent benefit package (including paid health & dental insurance), competitive salary, and student loan forgiveness programs. Please contact Nathanael Barnard, Recruiter at nabarnard@accessfamilycare.org or (417) 451-9459 for more information.

OHIO

Various Positions

Community Health Services is looking to hire an EHR Specialist, a Charge Nurse, LPN's, Patient Services Representatives (Dental & Medical) and Claims Specialists. We offer competitive salary and benefits in each of our 9 locations. If you are interested in joining our team, please visit our website at www.chsohio.com and click on careers. Please contact Abby Berndt, Director of Human Resources, by email at aberndt@chsohio.com if you have any questions.

Dentist

Are you a dentist seeking new opportunities in Ohio? At MVHC, we are seeking a dentist to join our dental team, just 45 minutes east of Columbus, OH. This opportunity takes place in an FQHC setting, offering a flexible schedule, great benefits, and a seasoned team. If interested in this opportunity, please apply at www.mvhccares.org.