

MIDWEST CLINICIANS' NETWORK

NETWORK NEWS

Winter 2024

2024 MWCN President: WIN THE DAY, WIN THE YEAR

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[Bowen Center](#), Fort Wayne, Indiana

One of my favorite things is the start of a new day. I never thought I would, but I have become a morning person. I am up early, and into the office early, to get a head start on the day. I like being in the office when no one else is around, it really cuts down on the interruptions, but more than that, it gives me time to think. Most days, the things I think about most are the mistakes I made in the days prior, and how I am going to do things differently today, so I don't make those same mistakes. Each day, I try to be the best version of myself, so through my work I can help my organization be the best version of itself. Every new day is a chance to start over, a chance to do things differently, an opportunity to correct the thinking and behavior that led to the mistakes and the poor outcomes of my personal goals and agenda, the chance to be the best version of myself for at least a day. At the end of the day, when I look back, I ask myself, "Did you win the day?". I don't win every day, but I win enough of them that I can say that I won the week and I win enough weeks to win the month, and on it goes.



Here we are at the start of another year, and just like the start of a new day, a new year is also an opportunity to make changes and to do things differently than we have ever done before. As we start the year, maybe we should take a few moments and give some thought to the prior year. Maybe ask ourselves these questions:

1. What did I do well?
2. What could I have done better?
3. What opportunities do I see or think I have?
4. What is out there that could become a challenge for me?

Once that thought process is done, then identify some areas of focus, things you'd like to do or think differently. I wouldn't suggest too many areas of focus, maybe just 1-2. Have you heard the saying that when everything is a priority, nothing is a priority? It's the same thing with focus. If you are focusing on too many things, then you are no longer focusing.

The neat thing about this process is it works for personal change, but it can also work for organizational change. Substitute the "I" and the "MY" with "WE" and "OUR" and it changes from a personal journey to an organizational one. Maybe you work for a good organization, can it be better? With some changes in focus, can the things that are good become great? What outcomes might occur if we changed our perspective from one where our processes and outcomes are "good enough" to the perspective that processes can always be improved, and outcomes can almost always be better? How might it change the organization? More specifically, how might it change the organization's impact in the lives of the people it serves. I want you to notice something in that statement. Notice, I didn't say

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Patient & Employee Surveys

Click this box to see patient & employee surveys available through MWCN. Customizable survey options for your employees, board members or stakeholders.



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

“how might a change in focus improve revenue”, or how might it “reduce cost and expenses”? While it is true that process improvement can improve revenue and reduce cost through more effective and efficient processes, our first and foremost thought should always be “how will this benefit the patient”? I am convinced that if we put the patient first, everything else will take care of itself.

In my letters to you this year, you’ll probably notice an overarching theme around the value of “quality”. I have spent a lot of years working in quality, or process improvement, as a profession and while a lot has been done, there is still much to do. I don’t know how your organization views

quality, because in some it’s prized for the value it brings and in others it’s just tolerated for what it means in terms of work, resources and cost related to its tangible, revenue related benefits. If you work in quality I hope your organization values you for what you do every day. Your influence impacts the lives of every person your organization serves in a positive way. If you can “win the day” your organization just might have a good chance of winning the day as well.

Dan

60 Healthy Super Bowl Recipes from “Taste of Home”!

Don’t let game day munchies weigh you down. We found healthy Super Bowl recipes for your favorite game day fare—from snacks and appetizers to sandwiches and chili.

Some recipes include:

- Bean & Bulgur Chili
- Grilled Pepper Jack Chicken Sandwiches
- Spicy Cowboy Chili
- Veggie Quesadillas
- Avocado Salsa
- And so much more!

[Check it out here before the big game!](#)



NACHC Leadership E-Learning Module “Navigating Leadership Roles: 8 Compass Points”



Modules include:

- Foundational Management Skills,
- Improving Workplace Communication,
- Using SMART Goals,
- Ethics and More!

Intended Audience: Frontline and mid-level staff, new managers/supervisors, and employees just beginning a professional development journey.

[Click here to view the training!](#)

Patients are Highly Responsive to Interventions for Diabetes Distress



ARISE

MWCN is partnering with University of Chicago and University of California, San Francisco to support clinics to screen for and respond to diabetes distress. We are currently in the pilot phase of the study where two health centers will be implementing diabetes distress screening to patients with diabetes

and determining how to best address positive screenings in their unique settings. In 2025 we look forward to bringing this opportunity to more clinics in MWCN!

Diabetes Distress is defined as the stress, fear, and guilt related to managing diabetes. It is not a condition but rather an expected emotional response to living with a demanding chronic condition like diabetes. Diabetes Distress is linked to poor glycemic control (A1C) missed medications, less optimal dietary and exercise behaviors and disproportionately affects vulnerable populations including individuals who identify as Black/African American or as Hispanic/Latino. Diabetes distress is common, with 20-40% of adults with Type 1 and Type 2 diabetes experiencing elevated distress.

Diabetes Distress does not disappear on its own without intervention. The good news is that patients are highly responsive to Diabetes Distress interventions and studies have shown there can be a dramatic reduction in distress when addressed directly (Fisher, et al., 2019). The first step can be screening for diabetes distress to help uncover areas of emotional distress individuals are experiencing to inform follow-up and ways the healthcare team can support. The American Diabetes Association includes screening for Diabetes Distress annually in the 2024 Standards of Care. Screening for Diabetes Distress can. The Diabetes Distress

Assessment tool includes both a Core scale to assess the patient's level of distress and a Sources scale that assesses for the most common sources of diabetes distress (management demands, hypoglycemia, long-term health needs, interpersonal issues, stigma and shame, healthcare access, and healthcare provider).

"Diabetes Distress is linked to poor glycemic control (A1C) missed medications, less optimal dietary and exercise behaviors."

More information and the screening tools for Diabetes Distress can be found at <https://behavioraldiabetes.org/scales-and-measures/> and <https://diabetesdistress.org>.

References

Fisher, L., Hessler, D., Polonsky, W. H., Masharani, U., Guzman, S., Bowyer, V., ... & Wu, P. (2018). TI-REDEEM: a randomized controlled trial to reduce diabetes distress among adults with type 1 diabetes. *Diabetes care*, 41(9), 1862-1869.

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Sturt, J., Dennick, K., Hessler, D., Hunter, B. M., Oliver, J., & Fisher, L. (2015). Effective interventions for reducing diabetes distress: systematic review and meta-analysis. *International Diabetes Nursing*, 12(2), 40-55.



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

Developing a Patient Advisory Committee

By Jennifer Genua McDaniel on behalf of [Compliatric](#)

The essence of the Community Health Center (CHC) movement is the governing board of directors. The Health Center Program Compliance Manual (Chapter 20)¹ clearly outlines the composition of the board of directors. In particular, 51% of the board must be patients served by the health center. Having a patient majority board brings expertise and experiences to the development of the health center policies that impact the health center patient population. Some health centers go above and beyond the minimum HRSA requirements and develop a patient advisory committee.

A committee does its “homework” by studying issues and presenting well thought-out recommendations to the board for consideration. In general, committees review and recommend. Only the board has authority to approve or take action, which is exercised through voting when making decisions at board meetings.

The patient advisory committee does not take away the requirement of the patient majority board requirement for CHCs, but can provide an additional layer of support in ensuring that healthcare services are patient centered, responsive to community needs and aligned with the unique challenges and preferences of the patient population.

Patient advisory committees can:

- 1. Advocate for patient perspectives:** Patient advisory committees advocate for the perspectives, needs and preferences of patients within the decision-making process of the CHC. This ensures that patient voices are heard and considered in matters related to healthcare delivery and policies.
- 2. Provide feedback on services:** While it’s a requirement² to complete patient satisfaction surveys, having a patient advisory committee can add in-depth, valuable feedback on the quality of services provided by the CHC. Feedback may include accessibility, additional services needed, communication, implementation of the sliding fee and other vital operational challenges.
- 3. Developing patient education materials:** Feedback from the patient advisory committee can assist in the development and dissemination of patient education materials. This committee can play a role in ensuring that information is clear, culturally sensitive, and accessible to all individuals of the community.
- 4. Assist with outreach and partnerships with community organizations:** The best marketing and outreach is the voice of patients that use the CHC as their

health care home. Utilizing individuals that are a part of the patient advisory committee to promote the CHC at health fairs, townhall gatherings or other community events can educate other individuals as to why the CHC is a great place to receive comprehensive health care services.



Starting a patient advisory committee may not be easy, but the following best practices may help:

- Develop the committees’ purpose and goals so that it aligns with the health center’s mission and vision
- Advertise the new committee and ask staff to reach out to patients that may be interested in serving
- As the committee starts to form, conduct orientation sessions for committee members, emphasizing the importance of their role
- Schedule regular meetings and ensure that meeting times are not a barrier for committee members to attend
- Establish an effective feedback mechanism to ensure that patient input directly supports the board of director’s decision-making responsibilities

As CHCs ponder the idea of whether a patient advisory committee is right for their health center, it is important to remember that this committee will demonstrate a collaborate partnership between patients and can be reflective of the community served.

1 <https://bphc.hrsa.gov/compliance/compliance-manual/chapter20>

2 <https://bphc.hrsa.gov/compliance/compliance-manual/chapter10>

ILLINOIS

Nurse Midwife

[Heartland Health Services](#) is seeking a full-time CERTIFIED NURSE MIDWIFE. Primarily based out of our Pekin, IL clinic, the CNM will have 3.5 clinic days per week with a monthly at-home call schedule rotation. HHS offers a competitive salary and benefit package. Contact Human Resources at careers@hhsil.com for more information.

Various Positions

[Family Christian Health Center](#) in Harvey, IL, a federally qualified, state-of-the-art health center, has multiple openings: Family Practice Physicians, 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.

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.

BH & Special Populations Manager

[The Illinois Primary Health Care Association](#) is seeking to fill a Behavioral Health and Special Populations Program Manager ("BHSP") position. The BHSP Program Manager is responsible for developing, implementing, and monitoring various grant funded programs and services that benefit IPHCA member health centers. Two years of experience in either social work or substance use disorder counseling in Federally Qualified Health Centers, local health departments, or community-based

organizations preferred. Visit <https://www.iphca.org/work-with-us/> to see the full description and application instructions.

BH Therapist/Counselor

[Crossing Healthcare](#) is looking for a Behavioral Health Therapist/Counselor (Master level of above, LCSW, LCPC, LMFT, LSW, LPC,) in a Primary Care and/or Addictions Medicine setting. For more information view our careers page at <https://www.crossinghealthcare.org/careers>.

INDIANA

Dentist

[ECHO Community Healthcare](#) in Evansville, Indiana has an immediate opening for a full-time Dentist at our busy, state of the art Dental Clinic. We are also looking to fill full-time RN, LPN, CMA positions at our primary care clinics. Indiana Licensures are required. If you are interested in joining our team you can view our current opportunities here or contact Penny Ballew, HR Manager: pballew@echohc.org

Clinical Social Worker/ MH Counselor

[Valley Professionals Community Health Center](#) is hiring a Licensed Clinical Social Worker or Licensed Mental Health Counselor for our School based team in Parke and Vermillion County. Valley Professionals is a Federally Qualified Health Center located in several locations throughout west-central Indiana. Our mission is to provide comprehensive integrated healthcare for all individuals and families while promoting health education opportunities for the community, students, and health care professionals. We strive to have a great work culture, in which we support a strong work-life balance. To apply, please visit valleyprohealth.org/careers.

IOWA

Dentist

[Community health centers \(FQHCs\)](#) in Iowa have dentist openings (general and pediatrics). Locations offer competitive salary, flexible schedule, and eligibility for student loan repayment. Contact Kelly DiAllesandro kdiallesandro@iowapca.org or by phone 515-348-6587. Check out our website for the full listings: <https://iowapca.org/workforce/dental>

MICHIGAN

BH Therapist

Northwest Michigan Health Services, Inc. is looking for a full-time Behavioral Health Therapist for our Shelby, Michigan clinic. Competitive salary and benefits. For more information contact Caiti Anthony at canthony@nmhsi.org or apply on our website <https://nmhsi.org/about-us/career-opportunities/>

Various Positions

Western Wayne Family Health Centers (WWFHC) is seeking vibrant OB-GYN Physicians, Nurse Practitioners, Pharmacist, Pharmacy Techs, Behavior Health Therapist, Medical Assistants, Dentist, Dental Hygienist, Dental Assistants and Customer Service Representatives. Forward your CV/resume to humanresources@wwfhc.org. Please see our "jobs" on our website at www.wwfhc.org.

Various Positions

Center for Family Health is a thriving federally qualified health center located in downtown Jackson, Michigan. We are a multi-specialty clinic with practitioners specializing in the areas of Family Medicine, Internal Medicine, Pediatrics, and Ob/Gyn. Our agency has expanded greatly over the years, and now we offer medical, dental, pharmacy and support services as well as four school-based health centers in the Jackson area. We currently have openings

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

JOB POSTINGS

for Medical Assistants, Dental Assistants, Pharmacy Technicians, Certified Nurse Midwife, OB-GYN Physician, and a Pediatric Dentist. If you are interested in joining our team, please visit our website at www.centerforfamilyhealth.org and click on the About Us tab and select jobs or email Nicole Applegate, HR Generalist at napplegate@cfhinc.org if you have any questions.

MINNESOTA

Various Positions

[Sawtooth Mountain Clinic \(SMC\)](#), an FQHC in Grand Marais, MN, is seeking to hire a Behavior Health Manager and Behavioral Health Consultant (both must either a LICSW, LMFT, or LPCC). 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 email: erin@sawtoothmountainclinic.org or call 218-387-2330 ext. 153 for more information.

MISSOURI

Various Positions

[Missouri Ozarks Community Health](#) is seeking a qualified Dentist, Physician, and Licensed Social Worker to join our growing upbeat, positive team with focus on providing high quality care. Competitive salary/benefit package. Being nestled in the heart of the Ozarks, we enjoy the small town, slower pace lifestyle and outdoor activities while still near larger communities within a short drive. Join our team by emailing your resume to jowens@mo-ozarks.org or apply via <https://mo-ozarks.org/apply>.

Family Medicine Physician

[Family Care Health Centers \(FCHC\)](#) is looking for a Family Medicine Physician (ideally w/ OB) interested in working in a team-based environment serving a diverse patient base in the Greater St. Louis area. Our physicians are dedicated to our mission of providing exceptional health care to the underserved and underinsured. Contact our CMO Caroline Day, MD, MPH: cday@fchcstl.org.

OHIO

Various Positions

Neighborhood Family Practice is seeking to hire for the following positions: Family Physician, Advanced Practice Registered Nurse (CNP, PNP), Behavioral Health Therapist (LSW, LPC, LISW, LPCC), Behavioral Health Linkage Coordinator, Ryan White Coordinator, Medical Assistant, and Dental Assistant. NFP has seven locations on the near westside of Cleveland and offers a competitive salary and benefit package. Contact Michelle Curry, VP Human Resources & Chief Diversity Officer by email at mcurry@nfpmedcenter.org or visit our website www.nfpmedcenter.org to apply.

Various Positions

[Fairfield Community Health Center \(FCHC\)](#) in Lancaster, OH is seeking to hire full-time healthcare professionals. We have a brand-new clinic that opened in July 2023, with room for expanded services to better serve our patients and community. FCHC offers a competitive salary and benefit package, including generous paid time off, retirement plan, health insurance day one and continuing education allowance. Contact Aimee, Director of HR, by e-mail acase@fairfieldchc.org or visit fairfieldchc.org/careers for more information.

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

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