

Message from the 2023 MWCN President

Tim Shryack, RN, BSN, MPH
[Missouri Ozarks Community Health](#)



I wanted to spend a little time this quarter speaking on communication. I don't know about you, but it is something I spend a lot of time thinking about! I am always looking for better ways to communicate throughout my organization as I find it one of the more challenging (and important) aspects of my job.

So I thought I would start with a little background regarding the difficulties I have found with communication in the healthcare setting. This is mostly anecdotal and certainly not a scientific review. I guess it mostly comes from many years trying to be a better communicator!

First, a list of some of the healthcare communication challenges (and there are many more than I had space to list): healthcare delivery can be very disorganized and complex; we have many customers in healthcare – patients, staff, providers, payors, hospitals, families, vendors, attorneys, legislators, etc.; we operate daily with very busy appointment schedules and can often have staff spread across many locations and even counties; technology – good and bad; communication in organizations has historically been top-down; and effective communication skills training not always emphasized in leadership training and other educational endeavors, etc.

Second, what is effective team communication? Mayo Clinic is an example of an organization with a reputation for having extremely effective communication – “they credit their success to keeping the needs of the patient first by encouraging employees to make decisions that are always patient focused and team supported” (Berry & Seltman, 2008).

Third, Tim's four methods/skills to better communication:

1. Listening –
 - a. Realize the value of being open and truthful with staff and others (even patients 😊) and utilize their awareness of the “real problems” in the organization.
 - b. Practice “open-door” communication and both talk and listen to your customers.
2. Evaluating the Message Being Communicated –
 - a. Quite often the message itself is not as important as the way it is being communicated
 - b. Imparting information is much easier through mutual trust and when the group/person knows “why” the message is being communicated.
3. Communicating with Passion and Enthusiasm –
 - a. The healthcare manager must believe in the mission/vision of the organization to be passionate about sharing it with others.
 - b. Passion and enthusiasm, that the receivers perceive to be real, can make the message more meaningful.

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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.”*

4. Avoiding Overdependence on Electronic Communication –
a. Technology is very important and useful, e.g., timeliness of sharing information; however, can lead to negatively impacting personal relationship (in my opinion, but I may just be old! 😊).

Finally, there is much more I would love to share but as the song goes, “it’s 5 o’clock somewhere” and I will close with the following tips – communicate face-to-face when possible; be prepared and provide clear/accurate information; don’t just hear but listen; ask questions for clarity; and offer positive feedback when appropriate!

Let me know your thoughts and please share your “words of wisdom”.

Resource: Diabetes Research Support

Acceleration Health Equity and Eliminating Diabetes Disparities in CHCs (AHEAD-CHC) offers support to health centers engaging in diabetes research. The new website is now available for access to the services. The website is housed on the Chicago Center for Diabetes Translation Research page. AHEAD-CHC site is listed under “Cores”. You will find information about funding opportunities for pilot projects as well as how to request support for 3 types of services offered to diabetes researchers and clinicians nationwide. The services are:



1. Diabetes Data Repository: The repository enables access to community health center data of approximately 5 million patients nationwide.
2. Consultative Services: Experienced community health center and academic leaders discuss and advise on topics related to diabetes research in community health centers, including but not limited to: identifying research partners for CHCs and navigating the barriers of conducting research in the CHC setting and assisting with protocol and best practices during your project.
3. Dissemination activities: access to conferences, presentations and webinars led by health center partner organizations.

Contact information for Dr. Marshall Chinn and Dr. Matthew O’Brien is there if you have questions or a research idea you would like to talk with them about.

Check it out here! <https://www.feinberg.northwestern.edu/sites/ccdtr/>

Learn About ASAP 340B



The Alliance to Save America’s 340B Program (ASAP 340B) supports an approach that includes all the policy areas outlined in the Principals for Ensuring the 340B Program at this link: www.asap340b.org/_files/ugd/b11210_318c9f05aca84d17abef9296659a86b8.pdf. Policymakers are encouraged to focus on all of these principles as they consider changes to realign the 340B program.

Video summary (1:17 minutes): <https://www.asap340b.org/resources>

Considerations for Safe Patient Discharge

By Michelle Layton on behalf of [Compliatric](#)

Terminating the patient-physician relationship can occur due to a variety of reasons including, but not limited to, inappropriate patient behavior, a high number of no-show appointments, non-compliance with the plan of care, and non-payment of outstanding balances. Additionally, because the patient-physician relationship is voluntary for both parties, the patient may decide to terminate the relationship as well. Regardless of the reason, terminating the patient-physician relationship should be handled carefully and only considered when all other avenues have been unsuccessful.

Discharging a patient from a multi-service community health center can present even greater challenges than dismissing a patient from a single provider practice, and comes with a different level of risk. During the COVID-19 Pandemic, many community health centers relaxed processes in place for managing no-show appointments and discharging patients, in an effort to manage significant levels of patient stress. Although this ensured full access to COVID-19 testing and treatment, staff experienced patient behavior that would not have been previously acceptable. With the Department of Health and Human Services (HHS) planning for the Public Health Emergency (PHE) for COVID-19 to expire at the end of the day on May 11, 2023 (HHS Public Health Emergency Fact Sheet), many community health centers are starting to review and revise existing Patient No-Show and Patient Termination Policies and Procedures. When doing so, the following risks and tips should be taken into consideration:

- Discrimination – The patient-physician relationship cannot be the result of discriminatory reasons including, but not limited to, gender, race, religion, disability, ethnic/national origin or age.
- Patient Expectations – Set expectations for patient behavior and compliance at the start of care. Many community health centers include this in new patient

paperwork. Documentation should be developed to outline expectations that is reviewed and signed by the patient and the provider on an annual basis.

- Patient Abandonment – The patient-physician relationship should not be terminated unless the patient is stable and not experiencing a medical or mental health crisis. If a patient is experiencing a mental health crisis, all efforts must be made to ensure stability, even if it involves maintaining a longer period of care.
- Internal Referrals for Care – Attempt to transfer the patient to another provider within the practice. Oftentimes, there is a simple disconnect and a lack of communication between the patient and the provider.
- External Referrals for Care – Ensure patients have appropriate referrals to obtain care and facilitate the transfer of medical records.
- Termination Letter – Decisions to terminate the patient-physician relationship should be documented in a termination letter that is sent to the patient via certified mail. Include the list of referral providers with the termination letter.
- Payer Contracts – Research payer contract obligations for termination of the patient-physician relationship. Many health plans specify the manner in which this should occur, along with a timeframe for termination.
- Documentation – Ensure the entire process for termination is clearly documented. Expectations for documentation should be established at the time of hire to easily determine where patient issues have occurred.

Above all, maintain the safety of employees by providing solid policies and procedures, as well as risk management training to support the management of inappropriate patient behavior. Additionally, ensure all staff members are notified and updated regarding any potential and actual patient terminations.



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

Stop Talking and Start Communicating

5 essentials for becoming a clearer, more engaging, and credible communicator



May 10, 2023
8:30 AM
to
12 Noon CDT
\$395

Want to improve your communication skills? Join Kris Baird for an information-packed, virtual, 3 ½ hour workshop designed to help you:

- Examine your personal communication style
- Recognize other communication styles and how to adapt messaging to be more effective
- Explore methods for crafting clear, succinct messages
- Establish goals for improving your communication skills

Participants will take a communication self-assessment prior to the event. The assessment will help you to understand the four communication styles and how to adapt to others with different communication styles.

This session builds on the webinar Kris delivered for the Midwest Clinicians Network in March and is sure to help you improve your communication skills. [Click here to learn more.](#)

HEALTHY RECIPE: *Asparagus and Mozzarella Frittata*

Asparagus, Mushroom and Mozzarella Frittata- the perfect nutritious, low-carb, keto breakfast for spring. Packed with veggies, this frittata is a family favorite.



INGREDIENTS:

- 6 medium eggs
- 1/4 cup half and half
- 10 large chopped asparagus (make sure you trim the ends)
- 3 medium white mushrooms, sliced thin
- 1 cup shredded mozzarella cheese (can use gouda, havarti or American cheese)
- 1 tsp salt
- 1 tsp black pepper
- 1-2 tsp butter

DIRECTIONS:

1. Melt butter in a 10 inch oven proof skillet and add mushrooms. Cook them on medium heat for 4-5 minutes, until water released, almost disappears. Add asparagus and cool on medium-low for 2-3 more minutes.
2. Meanwhile mix eggs, salt, pepper and half and half in a bowl and pour mixture over asparagus. Cook on medium heat, until almost set, but still runny on top and evenly spread cheese. Transfer to the oven to broil until cheese is melted and lightly browned for 4-5 minutes. Keep an eye on it so it doesn't burn. (If you don't have an oven proof skillet, transfer frittata to a round pan, lined with foil. It should transfer easily, since it is mostly cooked).
3. Transfer to a serving plate and cut into wedges.

Resource:
<https://cookingislife.com/asparagus-mozzarella-frittata/>



Please join us for a virtual NCQA Introduction and Advanced PCMH Program Training

Thanks to the support from the Health Resources and Services Administration (HRSA), the National Committee for Quality Assurance (NCQA) is pleased to provide this virtual training around Patient-Centered Medical Home Recognition for HRSA Region V. This virtual training will be hosted by the Wisconsin Primary Health Care Association (WPHCA) and the Michigan Primary Care Association (MPCA), and will consist of two courses:

- NCQA’s Intro to PCMH Program: Foundational Concepts of the Medical Home
- NCQA’s Advanced PCMH Program: Mastering the Medical Home Transformation

EVENT: NCQA Introduction & Advanced PCMH Program Training

WHEN: August 21-25, 2023

WHERE: Virtual

AGENDA: The tentative agenda includes a total of 7 live webinars lasting 45-90 minutes each over the course of the week. If you are unable to attend one of the live sessions, you can view the recording and receive credit for course completion.

COST: FREE for participants

PURPOSE: This training supports Community Health Centers in achieving and sustaining NCQA PCMH recognition. Participants who complete both courses will be eligible to sit for the PCMH Content Expert Certification (PCMH CCE) exam, if interested.

WHO SHOULD ATTEND: Interested staff from Health Centers (both FQHCs and Look-Alikes), PCAs, and HCCNs in HRSA Region V or who are members of MidWest Clinicians’ Network.

FORMAT: Training will be provided through a series of on-demand (recorded) lectures interspersed with live webinars that will include Q&A, polling, content review, and engagement with the training faculty. The required on-demand modules should be reviewed prior to each scheduled webinar session.

Full Agenda and Registration Information Forthcoming

Contact Lieah Wilder (lwilder@wphca.org) or Candy Vertalka (cvertalka@mpca.net) with questions.





Free Unlimited Accounts to the Clinical Risk Management Program Provided on Behalf of HRSA

Do you need risk management training for your staff? We are here to help!

The ECRI Clinical Risk Management Program includes free risk management courses, webinars, and other resources to educate your staff and improve patient safety in your organizations. **There is no limit to the number of accounts a health center or free clinic can have, so you can set up each staff member, volunteer health professional, and board member with their own account.**

4 Tips for Easy Account Activation

1. If you have a large number of individuals without current accounts who would like to register for courses or access additional resources, we can get them set up all at once! **Please send a document or spreadsheet that includes your staff members' full names and organization email addresses to Clinical_RM_Program@ecri.org.**
2. Be sure to check with your IT departments to ensure that ECRI is on your safe sender list and that you allow us to send your facility emails containing live links, since the activation email contains a live link for access.
3. Share our [eLearning and Ambulatory Certificate Course Portals User Guide](#) with your staff to help them navigate to the learning portals and enroll in courses.
4. For guidance and resources on setting up a risk management training program, please see Resource Collection: Risk Management Training. In particular, the webinars featured in the Resource Collection provide some step-by-step guidance and frequently asked questions related to risk management training.

DISCLAIMER

Information provided by ECRI is not intended to be viewed as required by ECRI or the Health Resources and Services Administration, nor should these materials be viewed as reflecting the legal standard of care. Further, these materials should not be construed as dictating an exclusive course of treatment or procedure. Practice by providers varies, including based on the needs of the individual patient and limitations unique to the institution or type of practice. All organizations should consult with their clinical staff and other experts for specific guidance and with their legal counsel, as circumstances warrant.

ILLINOIS

Various Positions

Esperanza Health Centers seeks an Associate Program Director and Site Medical Director for its new Rush-Esperanza Family Medicine Residency at its new Brighton Park facility in Chicago, IL. Contact Thomas Kim, CMO by email tkim@esperanzachicago.org or check our [career page](#) for more information.

Various Positions

Heartland Health Services is looking to hire Physicians with the Specialty of Family Medicine and Obstetrics/Gynecology to add to the compliment of our well established team. With 9 total locations in Central Illinois, we are a community based Urban setting with a Rural lifestyle if you seek a little of both. We offer a competitive base salary with incentive and bonus options along with a benefits package that is unmatched. Please contact Lauren Lenz, Vice President of Human Resources, by email at l.lenz@hhsil.com or phone 309-680-7636. Our website can be found at www.hhsil.com.

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.

General 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 complete salary is offered alongside a community driven culture and potential 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.

IOWA

Various Positions

[Peoples Community Health Clinic](#) in Waterloo, Iowa is seeking a full time PEDIATRICIAN and two full time GENERAL DENTISTS. Our clinic is committed to a healthy work life balance for all employees and offers a competitive salary and benefit package. If you are interested in hearing more about our friendly, team-oriented clinic, please contact Lorene Dehl, Human Resources Director, ldehl@peoples-clinic.com, or 319-874-3429.

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, 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.

KANSAS

Optometrist

[Salina Family Healthcare Center \(SFHC\)](#) in Salina, KS is searching for an Optometrist to add to our Optical center. 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

Family Practice Physician

[Grace Health](#) is looking for a Physician for our Family Practice/Internal Medicine department 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.

Various Positions

[MyCare Health Center](#) is seeking to hire dental staff, including a Hygienist, Dental Assistants, and a Dental Receptionist, for our brand new dental clinic scheduled to open in Spring 2023 in Mt. Clemens, MI! We also have openings for the following positions in Macomb County: Medical Assistant, Community Health Worker, and Medical Receptionist. We offer paid health insurance for our employees, competitive wages, and a generous PTO and benefits package. Please send resumes to hr@mycarehealthcenter.org to apply or go to "Careers" on our website at www.mycarehealthcenter.org

Various Positions

[Muskegon Family Care](#) is seeking a full-time Behavioral Health Therapist, Behavioral Health Case Manager and Family Physician. MFC is a place you can expect to be supported, respected and feel welcomed. Submit your application at <https://mfc-health.org/careers/> or contact Ashlee Koone at (231) 737-1711.

Various Positions

[MidMichigan Community Health Services](#) is seeking fully licensed LMSW or LPC to provide counseling services to both adult and child patients which will work as a generalist within the primary care team. Full-time employment is preferred, but will consider part-time employment as well as possibility of partial remote work schedule as manager deems appropriate. Full benefits beginning day one of employment at no cost to provider include: medical, dental, vision, short/long term disability, life and AD&D, generous PTO and CME, up to 5% 403B matching, as well as a \$5,000 sign on bonus. To apply please visit www.healthynorth.org/careers or contact Tina Jeske at Tina.Jeske@midmichiganhs.org.

If you have a job posting you would like added to our next newsletter, forward it to Renee Ricks at rricks@midwestclinicians.org

Various Positions

[Great Lakes Bay Health Centers](#) is recruiting for various Migrant worker summer positions, including Drivers, Medical Assistants, and Receptionists in the Saginaw and Belding areas! Give us a call at 989-759-6410 or email us with your resume to jobs@glbhealth.org.

Various Positions

Western Wayne Family Health Centers (WWFHC) is a FQHC with 4 Michigan locations (Inkster, Taylor, Lincoln Park) and Dearborn). We are seeking vibrant Internal Medicine Physicians, Family Practice Physicians, DO, Pediatricians, OB-GYN Physicians, Nurse Practitioners, Certified Nurse Midwives, Registered Nurses, LPN's, Behavior Health Therapist, Dentist, Dental Hygienist. We offer competitive salaries and a full benefit package including (medical, dental, vision, life insurance, short and long term disability and 403-B with 3% match). Forward your CV/resume to humanresources@wwfhc.org. Please see our "jobs" on our website at www.wwfhc.org.

BH Therapists

[Family Health Care](#) has several opportunities for behavioral health therapists at its school-based and primary care clinics in West Central Michigan. No nights, weekends or on-call. Telehealth options are available. Visit www.familyhealthcare.org/careers.

MISSOURI**Various Positions**

[Missouri's Community Health Centers](#) welcomes you! Experience what it's like to work with a team of talented and passionate health professionals and have a Career That Counts! Primary Care Medical, Dental, and Behavioral Health Professional opportunities available throughout our great state. Browse our jobs at mhpps.org or contact jadamson@mo-pca.org to learn more.

CEO

[Fordland Clinic](#) is hiring a CEO with proven leadership and relationship management experience. For more information about the role, qualifications, and community visit: [#74063 - CEO - 3RNET](#) To apply, visit our hiring page on BambooHR: [CEO - Fordland \(bamboohr.com\)](#)

OHIO**Various Positions**

[Third Street Family Health Services](#) is seeking a full-time Family Medicine Physician, a full or part-time Registered Dental Hygienist, and a Licensed Independent Social Worker to join our collaborative team. Third Street offers a comprehensive compensation and benefits package to support your medical career and future. Please contact Katie Whited, Talent Acquisition Coordinator, at 567-309-7186 or hr@thirdstreetfamily.org for more information. More details can be found on our career page at thirdstreetfamily.org.

Various Positions

Neighborhood Family Practice is seeking to hire driven individuals for various positions: Family Physician, Psychiatrist, Psychiatric Nurse Practitioner, BH Therapist and more please visit www.nfpmcenter.org NFP offers a competitive salary, lucrative benefit package, Continuing Medical Education where applicable and eleven holidays. For questions, contact Dawn Walcher, HR Generalist at dwalcher@nfpmcenter.org or 216-281-0872 ext. 1150.

Various Positions

[Fairfield Community Health Center \(FCHC\)](#) in Lancaster, OH is seeking to hire multiple full-time healthcare professionals. You will be hired for our brand-new facility and will work at our East Main St clinic until the Health Center opens June 2023. FCHC offers a competitive salary and benefit package. Contact Aimee, HR Manager, by e-mail acase@fairfieldchc.org or visit fairfieldchc.org/careers for more information.

Pediatrician

[Muskingum Valley Health Centers](#) is seeking a full-time general pediatrician at our brand-new facility in Cambridge, Ohio. This position offers flexible scheduling, a collegial care team consisting of 3 other pediatricians, and limited call schedule. MVHC offers a competitive compensation package, paid malpractice through federal tort, and opportunity for student loan repayment. For more information, please contact Olivia Brothers by email at obrothers@mvhealthcenters.org, or phone at (740) 868-8701.

WINSCONSIN**Dental Director**

Community Health Systems would like to place the following ad in the Spring newsletter. Community Health Systems, Inc. (CHS) is seeking to hire a Dental Director to oversee our Beloit and Darlington dental clinics. Primary location will be the Beloit location. CHS offers a competitive salary and benefits package. Please contact Angel Eggers, HR Director, via phone (608)361-0311, email aeggers@chsofwi.org, or Chsofwi.org for more information.

Various Positions

Scenic Bluffs Community Health Centers is seeking to hire motivated full-time General Dentists, Dental Hygienists, MD/DO and Family Nurse Practitioners. We have several worksite locations including Cashton, Viroqua, Norwalk and La Crosse with sufficient space, updated equipment and friendly, mission driven staff. SBCHC offers a competitive salary, loan repayment options and benefit package. Contact Sara Cook, CDO, by e-mail scook@scenicbluffs.org, phone 608-654-5100 ext. 262 or visit our website to find out more www.scenicbluffs.org.

If you have a job posting you would like added to our next newsletter, forward it to Renee Ricks at rricks@midwestclinicians.org