



# NETWORK NEWS

April  
2018

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## Message from the MWCN President Chronic Care Management

Heather Hicks, RN and Kathy Nokes, RN  
Heart of Kansas Family Health Care

In January, I talked about all the changes and transformations we have been through over the past few years. Since change seems to be the most constant in the current environment, this month I would like to discuss a new change, especially to the FQHC world, of billable chronic care management services. Our clinic has recently started chronic care management and I have invited our care manager to discuss her experience starting this up.

Chronic care management was introduced by Medicare in 2015. At first glance, CCM seems like a no-brainer. An extra \$62.28 a month per patient (as of January 2018), for just 20 minutes of time? Terrific! Not so fast. Let's take a look at the requirements for billing G0511 in 2018: patient verbal agreement, 24/7 access to clinic staff, use of a certified EHR, patients must have two chronic conditions, development of a chronic care plan that is made available to the patient; all in order to better coordinate care for our patients. This sounds terrific. Now, let's look at the challenges: a need for reliable way to track the time spent on each patient, making sure that the patient has not received the same service from another provider during the same month, proper billing to CMS, finding the right staff to provide the services, and perhaps most importantly, buy-in from clinic staff.

Our clinic began our trek into CCM services in October, 2017. After viewing several software services for tracking time and patient contact, a contract was written. A staff member was chosen for this role, and the first group of patients were contacted by mail. We were off to a great start! Unfortunately, the software vendor was having some problems, with over a week down in both October and November; then down most of December, before permanently going offline. The easy workflow that we had designed now needed to be redesigned on the fly. Our first month's billing reimbursement came in, at a much lower amount than anticipated. A bit of investigation uncovered the root of the problem which turned out to be a set up mistake. When setting the billing rate, we erred in setting it to low. While we are looking forward to the improved rate, this was a costly mistake.

The 20 minutes per month that we are able to bill for as an FQHC is challenging, as we have found that while some patients may only need 15 minutes, other

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## Chronic Care Management

*continued from page 1*

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may require 90 minutes in a month. Perhaps the most difficult challenge has been communicating the changes with clinic staff. We can all become protective of our patients, and it can be hard to share responsibility for them with others. We are slowly working through this process, looking for a standard communication process among the staff.

Now that I have run down all the struggles, what about the benefits? Yes, the clinic has received additional income, although has not been the most important benefit. Our patients are receiving better care. Thorough chart reviews have found several corrections in patient histories and medication lists. Additional patient education has helped to decrease HgbA1C levels in several patients. Patients now have an extra point of contact to call with a concern or question. Overall, the purpose of the program is to improve the quality of care for our patients. Although it has been a slightly bumpy road, this goal is being accomplished.

We have learned a lot, and I hope you, too are looking at this and can learn from our missteps. For those starting up new workflow and process, hopefully this will help you to avoid a few of our mistakes.

1. Look for a software company with a track record – ask how long they have been in business and if possible, ask for customer recommendations. Networking with colleagues for your software is an excellent option.
2. Check your set up for appropriate billing amounts and review the billing process with your revenue cycle team
3. Create a job description and workflow to identify the care managers and care teams responsibilities and processes.

Things that worked well that I also encourage are:

4. Selecting small target populations within larger populations for initial startup population.

It is easy to say that all patients are at risk, and they all need some case management of some kind.

Selecting a target group (we followed PCMH and have several different criteria) and then further targeting the highest risk allowed us to start out with a small panel, look for problems in our processes and workflow.

5. Use your EHR features as designed - train everyone on the expected workflow and encourage continuity across all providers and practices.

This was actually one of the harder things to do, as the teams and staff all used varied processes – keeping the process uniform and using the EHR features for identifying risk levels, creating care plans and communicating between providers all function as designed – while we sometimes wish they were designed a bit different, it is much more efficient and usable when put into practice as close to design as possible

6. Include your case manager in quality projects, committees and education  
The case manager has their finger on the sickest of the sickest, can identify process issues and generally is working with multiple teams and departments.

Next steps:

- Increasing our panel population
- Leveraging our case manager and their relationship with their patient panel to facilitate patient engagement measures for Meaningful Use
- Incorporate huddles with the teams and the care manager
- Initiating patient group education sessions
- Expanding use of the EHR's care management associated functions
- Initiating analytic interfaces to identify and track population health measures
- Initiating Medicare Annual Wellness Visits

Good luck to all my colleagues, I hope you find this useful.

# Is Your EHR Overdue For Full Service Maintenance?

By Chandra Beasley, February 16, 2018

When I was in college I had a 1989 Ford Mustang that I called Old Betsy. I traveled all across the U.S. and I eventually racked up over 200,000 miles on Old Betsy. Old Betsy continued to run for many years because of the excellent maintenance that she received.

Just like with Old Betsy, EHR's require full service maintenance to assist Health Care Organizations in maximizing effectiveness in order to achieve optimal outcomes. The SCHCCN recently facilitated a three part webinar series hosted by HITEQ around EHR optimization. This article will delve into the first session topic of data definitions.



One way to optimize your EHR is by defining the data. If you have a certified EHR you should have the ability to collect and report eQCMs data within the EHR. It is critical to have an understanding of how your EHR vendor is doing eQCMs calculation. While the definition is standardized, there is considerable variability in how vendors extract required data elements from their application to calculate the eQCM. You should always obtain your data dictionary from the vendor to determine the degree to which mapping is defined for you.

If the required information has been documented in fields that do not coincide with fields the vendor has coded, the calculated eCQM will not accurately reflect your performance.

HITEQ offers a data definition worksheet tool to assist in documenting your findings in your data definition investigation. The tool also gives instructions on how to navigate through the eCQI Resource Center and USHIK site.

It is important once an EHR has been implemented to shift focus to optimization. This will help enhance a healthcare organization's patient care, revenue, and analytical capabilities.

## Resources and Tools

<http://hiteqcenter.org/Resources/HITEQ-Resources/ArticleID/1405/TitleLink/EHR-Optimization-Series-Part-One-of-Three/ArtMID/718>

[https://ecqi.healthit.gov/eligible-professional-eligible-clinician-ecqms?field\\_year\\_value=2&keys=&=Apply](https://ecqi.healthit.gov/eligible-professional-eligible-clinician-ecqms?field_year_value=2&keys=&=Apply)

<https://ushik.ahrq.gov/mdr/portals/>

Chandra Beasley is a Clinical Informatics Analyst with the South Carolina Primary Health Care Association's Health Center Controlled Network.



# Diabetes Group Visits in Midwestern Health Centers

## Request for Applications

MWCN and the University of Chicago are searching for motivated health centers interested in implementing a diabetes group visit and text messaging program in their centers.

In collaboration with MWCN, researchers at the University of Chicago are recruiting health centers to participate in a research study to train staff and providers to implement and sustain diabetes group visits, also referred to as shared medical appointments, at their health centers.

The study aims to assess the impact of diabetes group visits on patient outcomes and to assess factors associated with successfully implementing diabetes group visits from the perspective of health center staff and providers. Health centers will be asked to designate 3-4 providers and staff to participate in the training which includes two, 2-day training sessions in Chicago and monthly webinars. Health centers will implement a 6-month diabetes group visit intervention as well as enroll patients in a text messaging diabetes self-management program.

In a recent pilot study of the program, teams from 6 health centers across 5 Midwestern states participated. A total of 26 health center staff including physicians, nurse practitioners, physician assistants, nurses, medical assistants, dietitians, and behavioral health counselors were trained to implement diabetes group visits. Each health center conducted monthly diabetes group visit sessions with 8-12 patients. Group visit sessions included a medical exam and provider assessment for each individual patient, group medical education, behavioral health and self-management goal setting for the group, and review and assessment of these goals.

Patients enjoyed learning about diabetes and receiving support from other group members. As one patient said, “[The visits] opened my eyes to more people with the same problems.” All of the patients reported that they were satisfied with the group visits and gained confidence in their ability to manage

their diabetes. Patients showed improvements in self-care behaviors, glycemic control, and quality of life.

Is your health center seeking new, innovative ways to effectively care for adults with diabetes?

Diabetes group visits could have a positive impact on patients at your health center as well. This study offers the opportunity to receive training, share and learn from other health centers, evaluate your implementation efforts, and plan for sustainability.



If your health center is interested in applying, please e-mail [estaab@medicine.bsd.uchicago.edu](mailto:estaab@medicine.bsd.uchicago.edu) to receive the application and be screened for eligibility. The application is due May 1, 2018. For more information on the project, visit <http://chicagodiabetesresearch.org/research/messages/>

## Operational Site Visit (OSV) Readiness Assessment & Coaching

QFHC assists you with preparation and readiness to meet the HRSA program

requirements during an OSV or FQHC-LAL designation visit, as well as resolving conditions that may be placed based on OSV findings. Also, this coaching is excellent training for new grantees and or agencies contemplating becoming FQHCs or LALs.

QFHC coaches bring decades of FQHC experience and are all HRSA contracted consultants that perform HRSA OSVs, FQHC-LAL designation visits, and FTCA site visits throughout the US and US Territories.

**OSVAssist** provides the following:

- An on-site readiness review performed consistent with the OSV process using the HRSA Compliance Manual and Site Visit Protocol to guide the review.
- Comprehensive summary report of gaps in meeting program requirements with recommendations to resolve.
- Coaching throughout the review process which includes training in HRSA expectations, Board of Directors expectations during the OSV, interview preparation, documentation preparation, and more.
- At your fingertips are example policies, procedures, forms, templates, and other resourceful documents all within a secure online shared folder system.



***THREE OF QFHC'S COACHES WORKED WITH THE BUREAU OF PRIMARY HEALTH CARE (BPHC) ON THE DEVELOPMENT OF THE NEW SITE VISIT PROTOCOL AND WERE INSTRUMENTAL IN ITS FINAL FORM.***

[www.Qfhc.com](http://www.Qfhc.com)

[Quality First Healthcare Consulting](#)

[CJChitty@Qfhc.com](mailto:CJChitty@Qfhc.com)

## HEALTHY RECIPE: *Pesto Chicken, Tortellini and Veggies*



*A colorful and healthy Mediterranean-style one-pot meal that tastes like comfort food!*

### INGREDIENTS:

- 2 tbsp olive oil
- 1 lb chicken thighs, boneless and skinless, sliced into strips
- 1/3 cup sun-dried tomatoes, drained oil, chopped
- 1 lb asparagus, ends trimmed, cut in half
- 1/4 cup basil pesto, or more, as desired
- 1 cup tortellini, uncooked
- 1 cup cherry tomatoes, yellow and red, halved

### DIRECTIONS:

1. Heat a large skillet on medium heat. Add olive oil, sliced chicken thighs seasoned generously with salt, and half of the chopped sun-dried tomatoes. Cook over medium heat for 5-10 minutes, flipping a couple of times, until the chicken is completely cooked through.
2. Remove the chicken and sun-dried tomatoes from the skillet, leaving the oil in.
3. Add asparagus, seasoned generously with salt, and remaining half of sun-dried tomatoes. Heat for 5-10 minutes until the asparagus is cooked through. Remove to a serving plate.
4. Add tortellini to the pan and cook according to the package instructions, then drain, set aside.
5. Adjust burner to low-medium heat then add chicken mixture back to the skillet. Stir in pesto to coat and reheat 1 or 2 minutes. Remove from heat. Mix in tortellini, cherry tomatoes and more pesto if desired. Salt to taste then add everything to the serving plate with asparagus. Serves 4.

Source: <https://juliasalbum.com/one-pan-pesto-chicken-tortellini-and-veggies/>

The documentary film

## “Essence of Healing: Journey of American Indian Nurses”

has received the 2017 Sigma Theta Tau International Nursing Media Award and the Best Service Film Award from the 42nd American Indian Film Festival!

### **Congratulations to Loretta Heuer,**

professor in the NDSU School of Nursing and teams from NDSU, Cankdeska Cikana Community College in Fort Totten, North Dakota, KAT Communications in Bismarck and the UND Recruitment and Retention of American Indians in Nursing Program. They created the film that has received national and international awards. It's used to help recruit American Indians into the nursing profession, where they currently make up less than two percent of the nursing workforce.

<https://www.ndsu.edu/nursing/news/detail/31913/> #PeopleofNDSU #NDSUtrue

*Congratulations*



The abstract titled

## “Economic Evaluation of Group Medical Visits for Adults with Diabetes in Community Health Centers”

has been selected for an oral abstract presentation at the American Diabetes Association's 78th Scientific Sessions, June 22-26, 2018 in Orlando, Florida.



Join MWCN for our

**National Walk@Lunch Day**

Challenge on

**Thursday, April 26th, 2018!**



This is a great way to show your support of physical activity and a healthier workplace. Please let us know if you participate- either as a group or on your own we hope you walk at lunch.

To enter the challenge, send an email with details on how many staff participated and a photo if possible which may be used for the next newsletter to [rricks@midwestclinicians.org](mailto:rricks@midwestclinicians.org). You will be automatically entered to win a prize!

# JOB POSTINGS

## Illinois

### Pediatrician

[Asian Human Services Family Health Center \(AHSFHC\)](#) is looking for a full time pediatrician for its Skokie and Niles Clinics. Proposed start date is July 2, 2018 or earlier contingent upon completing credentialing. Bilingual Asian and/or Spanish speaking candidates are encouraged to apply. AHSFHC is a non-profit Federally Qualified Health Center (FQHC) with a mission to provide culturally competent and linguistically appropriate quality and compassionate health care services to the Asian and other under-served communities in Chicago area. Send resume to AHSFHC Chief Medical Officer Ayesha Hussain, MD., MPH at [ahussain@ahschicago.org](mailto:ahussain@ahschicago.org).

### Various Positions

Lawndale Christian Health Center seeks a Compliance and Privacy Officer and Infection Control Nurse for positions at our health clinic sites located in East Garfield Park neighborhood of Chicago. To review job descriptions or apply, please visit [www.lawndale.org](http://www.lawndale.org).



### Various Positions

Crossing Healthcare is currently seeking both a PMHNP and PA/NP for positions in Decatur. To learn more about these please submit your CV to Shawna Cole-Chief Human Resource Officer, [scole@crossinghealthcare.org](mailto:scole@crossinghealthcare.org) or visit [www.crossinghealthcare.org](http://www.crossinghealthcare.org)

## Indiana

### Family Practice Provider

[NorthShore Health Centers \(FQHC\)](#) is seeking to hire a motivated full-time Family Practice Provider for our Hammond, IN location. NorthShore is a growing healthcare facility who is looking to hire great talent. NorthShore offers a competitive salary and benefit package. Contact Kassey Jones, HR Director, by e-mail [kjones@northshorehealth.org](mailto:kjones@northshorehealth.org) or mail P.O. Box 1430 Portage, 3207 Willowcreek Road IN, 46368 for more information.

## Iowa

### Various Positions

[Primary Health Care, Inc. \(PHC\)](#) is seeking to hire a variety of positions including Family Practice Nurse Practitioner/Physician Assistants, Family Practice Physicians, Medical Assistants, Licensed Practical Nurses, Dental Assistants, and more! Navigate to our careers page at <https://pm.healthcaresource.com/cs/phc#/search> to search and apply for positions. Contact Rachael Miller at [rmiller@phcinc.net](mailto:rmiller@phcinc.net) for more information.

### Various Positions

Primary Care in Iowa's Community Health Centers- IOWA WAS RANKED #1 STATE by US News and World Report in 2018. [Iowa Community Health Centers](#) seek Family Medicine Physicians, Internal Medicine Physicians, Pediatricians, Family Nurse Practitioners, Physician Assistants, Pharmacists, Psychiatric Nurse Practitioners, Dentists, and Behavioral Health Providers and Counselors to join dedicated teams of providers and staff. Health Centers offer mission driven careers with competitive salary and benefit packages, are eligible for National Health Service Corp, and offer visa sponsorship, in their patient-centered-medical care health homes and state of the art facilities. Contact Katie Kenny for more details at [Kkenny@iowapca.org](mailto:Kkenny@iowapca.org)

## Various Positions

Peoples Community Health Clinic, Inc. Waterloo, IA. Full time FP Physician no O/B, Primary care; Full time General Dentist. Loan repayment possible. Go to [www.peoples-clinic.com](http://www.peoples-clinic.com) for more information or to submit CV to Human Resources.

## Michigan

### Various Positions

Family Health Center, a FQHC in Kalamazoo, is currently seeking medical and dental providers to join our growing team. It is a great opportunity to serve the underserved and give back to the community. Full-time, part-time and flex schedule positions available. Salary plus competitive RVU incentive program and full benefits. Brand new state-of-the-art facility. Please contact [Alyssa.rhoda@fhckzoo.com](mailto:Alyssa.rhoda@fhckzoo.com) or check out our website at [www.fhckzoo.com](http://www.fhckzoo.com) for more information.

### Various Positions

Sterling Area Health Center is seeking a Full-time Physician in Family Medicine or Internal Medicine with Geriatrics. We are a Federally Qualified Health Center (FQHC) providing high quality healthcare to underserved areas within five locations offering Medical, Pediatrics, Dental and Behavioral Health. We offer a Competitive Salary and Benefits. Qualified candidates may send CV to Rose in Human Resources at [rstachlewicz@sterlinghealth.net](mailto:rstachlewicz@sterlinghealth.net), or fax to 989-654-2348. For more information, please visit [www.sterlinghealth.net](http://www.sterlinghealth.net).

### Dentist

Family Medical Center of Michigan, Inc. has an excellent FT opportunity for a Dentist in our Adrian, Michigan Center. Ideal candidate will know all phases of dentistry, hold a Michigan license and DEA. Competitive wage and benefit pkg. Contact Laura O'Korn at [lokorn@familymedical.org](mailto:lokorn@familymedical.org) [www.familymedicalmi.org](http://www.familymedicalmi.org).

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# JOB POSTINGS

## Various Positions

Cherry Health is seeking motivated professionals for our Federally Qualified Health Center (FQHC) in the areas of Dentistry, Psychiatry, General and Specialty Medicine to join our diverse team dedicated to ensuring optimal health care. With over 20 FQHC locations in 6 counties, we offer a dynamic and expanding health care system, providing integrated health care for those who may not otherwise have access. Please visit [www.cherryhealth.org](http://www.cherryhealth.org) for more information on open positions and to view our generous benefits package.

## Various Positions

Muskegon Family Care is seeking to hire full-time PHYSICIAN ASSISTANT and GENERAL DENTIST. We are a Federally Qualified Health Center (FQHC), serving the under-served/under-insured population. We offer a very competitive wage and benefits package. Contact Ashlee Koone, Recruiter, by email [koonea@mfc-health.org](mailto:koonea@mfc-health.org) or phone 231-327-9781 (call or text). Visit our site [mfc-health.org](http://mfc-health.org).

## Various Positions

PSYCHIATRISTS, BEHAVIORAL HEALTH DIRECTOR and LICENSED MASTER SOCIAL WORKERS are needed to join our team of caring professionals at Great Lakes Bay Health Centers, located in Saginaw, Michigan. GLBHC offers competitive salaries and benefit packages including NHSC loan forgiveness. Visit our website at [www.greatlakesbayhealthcenters.org](http://www.greatlakesbayhealthcenters.org) for our open positions or we invite you to contact us through our website or call 989-759-6400 option 3 for the HR department.

## Minnesota

### Various Positions

Sawtooth Mountain Clinic is actively searching for a BE/BC Family Medicine Physician, Physician's Assistant, or Certified Nurse Practitioner. A Federally Qualified Community Health Center (FQHC), with Health Care Home Certification, and loan repayment through the NHSC, SMC provides comprehensive, primary care services, from newborn to elder care, including pre and postnatal care. Applicants must have experience in emergency room and in-patient services. Applications available on-line on SMC's website: [www.sawtoothmountainclinic.org](http://www.sawtoothmountainclinic.org). Resumes and applications can be sent to: Sue Nordman, COO, 513 5th Ave. W., Grand Marais, MN 55604, or to [sue@sawtoothmountainclinic.org](mailto:sue@sawtoothmountainclinic.org). Inquiries to 218-264-0272.

### Various Positions

Open Door Health Center in Mankato, Minnesota- If you are looking for work environment that is customer service focused and passionate about what we do, then we want to hear from you! Visit our website at [www.odhc.org](http://www.odhc.org) to review the positions under [Join Our Team](#) and to learn how to apply.

### Various Positions

Open Cities Health Center is a Federally Qualified Health Care Center located in St. Paul. We are looking for a welcoming, friendly, and reassuring Clinic Dentist and Registered Dental Assistant to join our fast-paced environment. Please visit our website for the full job postings at [www.opencitieshealth.org/work-volunteer-careers/](http://www.opencitieshealth.org/work-volunteer-careers/). If you have any questions, please contact Human Resources at [hr@opencitieshealth.org](mailto:hr@opencitieshealth.org).

## Missouri

### Various Positions

[Tri-Lakes Community Health Center](#) in Kimberling City, MO is looking to hire a Dental Hygienist. We offer a great environment, medical, vision and dental benefits and retirement options. Possible student loan repayment through National Service Corp. Please email resume to [JPiland@fordlandclinic.org](mailto:JPiland@fordlandclinic.org), or contact Liz Hendrix at 417-767-2273 x 2006.

### Various Positions

Primary Care Providers - Missouri: The Missouri Primary Care Association seeks dedicated healthcare professionals in the specialties of: Family Medicine, Internal Medicine, Pediatrics, OB/GYN, Psychiatry, Dentistry, and Pediatric Dentistry to fill positions throughout Missouri's rural and underserved areas. Competitive compensation and benefit package including Loan Repayment incentives. Contact Joni Adamson [jadamson@mo-pca.org](mailto:jadamson@mo-pca.org), 573.636.4222 or visit <https://www.3rnet.org/missouri>.

### Behavioral Health NP

Family Health Center (FQHC) in Columbia, Missouri is seeking a full-time Behavioral Health Nurse Practitioner to serve in an integrated primary care setting. FHC offers a competitive benefit and salary package. See more information on our website and apply online at: [www.fhcmo.org](http://www.fhcmo.org) Contact Jack Kelly, CEO for more information at [jkelly@fhcmo.org](mailto:jkelly@fhcmo.org) or 573-886-6713.

*If you have a job posting you would like added to our next newsletter, forward it to Renee Ricks at [rricks@midwestclinicians.org](mailto:rricks@midwestclinicians.org)*

# JOB POSTINGS

## Nebraska

### Various Positions

[OneWorld Community Health Centers, Inc.](#) in Omaha, NE is seeking Physician, Physician Assistant, Nurse Practitioner, and Registered Nurse (RN or BSN). OneWorld is a FQHC and a PCMH. Out of 1,400+ Community Health Centers nationwide, we rank in the top 2% for clinical quality. Our clinic is growing, and we need dedicated individuals to come join our team! We care about our employees, and it shows; we were recently named one of the Best Places to Work in Omaha®. We offer competitive salaries and generous benefits. Our clinicians are eligible for student loan repayment through NHSC and NURSE Corps. Please apply at [www.oneworldomaha.org/careers](http://www.oneworldomaha.org/careers)

## Ohio

### Various Positions

Community Health Centers of Greater Dayton in Dayton, OH has career opportunities for Family Practice physician or Nurse Practitioner. CHCGD offers a competitive salary and benefits. Contact Sheryl Fleming at [sfleming@chcgd.org](mailto:sfleming@chcgd.org) or visit our website, [www.communityhealthdayton.org](http://www.communityhealthdayton.org).



## Wisconsin

### Various Positions

Scenic Bluffs Community Health Centers has openings for a Behavioral Health Counselor and 3 Dentist positions. We are a mission driven Health Center providing patient centered primary care. For more information on these careers please visit [www.scenicbluffs.org](http://www.scenicbluffs.org) or contact Stacie in Human Resources at [hr@scenicbluffs.org](mailto:hr@scenicbluffs.org) or 608-654-5100 x260. Scenic Bluffs is an Equal Employment Affirmative Action Employer.

## MWCN Behavioral Health Interest Group

Wed, Apr 25, 2018  
12:00 PM - 1:00 PM EDT

We hope you can join the next Behavioral Health Interest Group (BHIG) webinar scheduled for Wednesday April 25th at 11:00 CST/12:00 EST (one hour). Our goal for the BHIG calls are to support networking and discussion among the group. Health center & PCA participants are welcome to join. The session will be facilitated by Stacey R. Gedeon, Psy.D., MS Clinical Psychopharmacology, Director of Behavioral Health & Integrated Primary Care at MidMichigan Community Health Services.

Register here: <https://register.gotowebinar.com/register/8760635260822363906>

