



Network News

Executive Director's Corner

2009 was a challenging year for non-profits in Minnesota and across the nation. The "Great Recession" has caused cutbacks in donations and other revenue sources, as demand for services (including health care for the universal) has increased.

The Network faced similar challenges this past year. Faced with a significant budget deficit, we reduced staffing and other expenses to remain financially viable while still delivering the services needed by our member clinics. As a result, we are now confident that we will end the year with a positive "bottom line" and increased reserves, positioning us well for 2010.

The Network's Mission Statement:

*To strengthen the
community clinics
through integrated
activities so that
together we can
improve the health
of underserved
communities.*

Program highlights of 2009 include:

- Securing major grants from the federal government (HRSA) for our EHR implementation project, and from the Minnesota Department of Human Services to establish the Health Care Home Learning Collaborative.
- Successful transition of the 489-Care information and referral service to Portico Healthnet.
- Continued success in securing funding for member clinics to serve the uninsured through the Community Health Fund, the Minneapolis Department of Health contract, and the UCare Pay-for-Performance program.

As we close this year and anticipate the next, we are pleased to announce that UCare, our long-time partner and supporter, has awarded the Network a major year-end grant to support clinic services and Network activities (particularly in the areas of quality improvement and clinical data analysis). We will be communicating more information on these clinic distributions over the next few weeks. The amount allocated to the Network will be spread across three years, allowing us to sustain our QI activities over the long term. We are extremely grateful to UCare for this gift and for its ongoing support. We also expect to work more closely with UCare staff in the months ahead to identify and implement strategies to improve clinic performance on key quality benchmarks.

Continued on next page



Network News

Executive Director's Corner (cont'd)

Other major Network priorities in 2010 include:

- Establishing two new Board-level committees to: 1 – oversee our Community Health Fund and other fundraising; and 2 – to provide direction to QI and Health Care Home programs.
- Successfully “go live” with our shared EHR system at Fremont, West Side, and Indian Health Board.
- Establish a new EHR Collaborative to assist our General Member clinics with EHR planning and assessment of vendor options.

The Network's Mission Statement:

*To strengthen the
community clinics
through integrated
activities so that
together we can
improve the health
of underserved
communities.*

I would like to thank everyone who contributed their time and ideas to Network activities in 2009, especially Network staff, Board members and clinic executive directors, and clinic staff serving on Network committees and work groups. Finally, special recognition goes to Dorii Gbolo (Open Cities), Deanna Mills (CUHCC) and Mary Planten-Krell (Face-to-Face) for serving on the Network's Transition Committee, which interviewed key external stakeholders and helped us chart a course for 2010.

Have an enjoyable holiday season. We look forward to an exciting and productive 2010.

Walt Cooney
Executive Director
Neighborhood Health Care Network
651-603-6080
walter.cooney@nhcn.org

NHCN Staff

**Executive Director,
Walter Cooney**
walt.cooney@nhcn.org
651-603-6080

This position is responsible for the overall strategic direction and day-to-day management of the Network. This includes Board and Member relations; development and maintenance of relationships with various funding sources (including federal, state, and local government, and private foundations); development of an annual budget and work plan; and advocacy for the Network and its Members with outside parties such as the media.

Director, Health Information Services, Joe Kalaidis
joe.kalaidis@nhcn.org
651-603-6074

This position is responsible for short and long term IT strategy; managing the Network's practice management system and other applications software; supporting the implementation of a shared Electronic Health Record (EHR) system; managing Network IT staff and acting as a resource to member clinics.

**Application and Billing Specialist,
Sue Polzin**
sue.polzin@nhcn.org
651-603-6064

This position provides support for the practice management system and billing services for the centralized business office. This includes transaction posting, insurance claim filing and follow-up, and accounts receivable management.

**Director of Finance,
Ray Martin**
ray.martin@nhcn.org
651-603-6087

This position is responsible for accounting & financial reporting; member invoicing; budgeting; physician malpractice insurance; vendor contract management; processing clinic distributions; managing CPA audits; Finance Committee leadership; and supervising administrative staff.

**Database Application Specialist,
Suzanne Oney**
Suzanne.oney@nhcn.org
651-603-6058

This position provides database management, application support and reporting for all IT applications at the Network level, including the practice management system. This includes project management, application selection and implementation; help desk support and problem resolution.

**Administrative Coordinator,
Barb Roubik**
barb.roubik@nhcn.org
651-603-6061

This position provides administrative support to the executive director and other director positions. It is also responsible for office management, phone coverage and coordinating the publication of the Network News monthly newsletter and updating the NHCN Website.

**Director of Clinical Quality Improvement,
Mary Larweck**
mary.larweck@nhcn.org
651-603-6071

This position oversees Network level quality initiatives including patient satisfaction surveys; facilities standards reviews; clinical quality improvement; data analysis; and special projects.

**Health Care Home Project Manager,
Ruth Danielzuk**
Ruth.danielzuk@nhcn.org
651-603-6094

This position manages a medical home learning collaborative initiative supported by a grant from DHS.

**EHR Project Managers,
Nancy Kitts and Mary Niska**
nkitts@westsidechs.org
281-777-0201
mniska@fremonthealth.org

These positions provide leadership of the EHR implementation project..

December Is...

Nationally:

Safe Toys and Gifts Month (Today's highlight)

Help Keep the Holidays Merry and Bright by Giving Safe Toys and Gifts to Children This Year

Prevent Blindness America Offers Tips on Ways to Protect Children

CHICAGO (Nov. 23, 2009) – To boost sales, retailers are already starting their holiday sales and specials. But sometimes the best deal may not be the safest. As shoppers begin to purchase toys and gifts for children, they need to be mindful of what gift is the safest, especially for younger children.

According to the Consumer Product Safety Commission (CPSC), there were an estimated 235,300 toy-related injuries treated in emergency rooms across the country. Most of the injuries were to the head and face and consisted of lacerations, contusions or abrasions. And, 73 percent of the toy-related injuries reported were to children ages 14 and younger.

Although toy safety regulations and enforcement have been improved, the CPSC has had 38 toy recalls in 2009 alone. That is why Prevent Blindness America, the nation's oldest eye health and safety organization, has declared December as Safe Toys and Gifts Month. The group is offering toy-buying and gift-giving tips to all those planning to purchase a gift for a child this year.

"We know that families are being more budget conscious this holiday season and we want to make sure the money we do spend is spent wisely," said Hugh R. Parry, president and CEO of Prevent Blindness America. "We hope that everyone takes just a moment to really think about the gifts they are buying and make sure they are appropriate for a child's age and development level."

Prevent Blindness America suggests the following:

- Make recommendations to family members and friends about gifts that you feel are appropriate for your child.
- Inspect all toys as much as possible before taking them out of the box. Once opened, go through each part of the toy to make sure there are no small parts that could be choking hazards or sharp edges.
- Avoid toys that shoot or include parts that fly off. BB guns and air guns should not even be considered toys. Flying toys caused 9,600 injuries in 2008.
- Gifts of sports equipment should always be accompanied by protective gear (such as a basketball along with eye goggles, a baseball with a batting helmet with a face shield). In fact, 90 percent of all sports-related eye injuries can be prevented by using the appropriate eye protection.

Continued on next page

December Is...

Safe Toys and Gifts Month (Today's highlight continued)

- Educate yourself on what products have been recalled. Contact the CPSC at (800) 638-2772 or go to www.cpsc.gov.
- Keep toys meant for older children away from younger ones. Closely monitor all activities to make sure smaller children do not have access to toys that are not at their age-appropriate level.
- Inspect toys for sturdiness. Your child's toys should be durable, with no sharp edges or points. The toys should also withstand impact. Dispose of plastic wrapping material immediately on toys as they may have sharp edges.
- Never give toys with small parts to young children. If a part of a toy can fit inside a toilet paper roll, the toy is considered a choking hazard and is not appropriate for children under the age of 3.

For more information on safe toys and gifts, please visit Prevent Blindness America at preventblindness.org or call (800) 331-2020.

January Is...

Nationally:

Cervical Health Awareness Month

National Birth Defects Prevention Month

National Radon Action Month

National Folic Acid Awareness Month

Glaucoma Awareness Month

National Blood Donor Month

Thyroid Awareness Month

Information

Reporting:

Influenza-Like Illness (ILI) and H1N1 Novel Influenza

Taken from MN Dept of Health website; www.health.state.mn.us

Updated 10/22/09

Please remember that timely reporting of laboratory-positive, hospitalized influenza is essential

Reporting Influenza, Changes for 2009-2010:

- For this influenza season, there are two major changes in influenza reporting:
 1. First, we are requesting that specimens be submitted to MDH-PHL for all hospitalized patients with ILI.
 2. Secondly, when these specimens are submitted, information included on the [clinician screening form](#) and [laboratory request form](#) will serve as an initial notice to MDH about the potential case.
 3. As in past influenza seasons, case reporting and active surveillance will continue.

This will assure that hospitalized patients with positive influenza test results (including positive rapid influenza tests) that are confirmed at other laboratories (hospital, ER, clinic, or reference lab) are reported to MDH and included as part of surveillance results.

Reporting Influenza:

[Reporting Influenza \(Seasonal and 2009 H1N1 Novel\)](#) What to report, how to report, who is required to report, and how to submit clinical materials.

Specimens:

MDH is requesting that hospitals submit specimens for all hospitalized patients with [Influenza-like Illness \(ILI\)](#) regardless of rapid influenza test status (positive, negative, not done) a respiratory specimen for testing by RT-PCR testing by the MDH-Public Health Laboratory (PHL).

Active Surveillance Sites:

- In hospitals where active surveillance is ongoing, MDH will be contacting Infection Preventionists weekly to confirm reports that have been received.

Information

Check out the following site to read about local health provider launching innovative care program:

<http://Minnesota.publicradio.org/display/web/2009/10/07/midmorning1/>

Fairview Health Services is rolling out an experimental new way of delivering health care to cut costs and improve the quality of patient care. If it succeeds, it will receive millions of dollars from health insurer Medica and implement a new system that puts more responsibility in the hands of patients and medical staff.

Guests are:

Dave Moen, Medical Director for care model innovation at Fairview Health Services

Lisa Spatz, Family Practice Physician at the Fairview Hiawatha Clinic in Minneapolis



Continuing Education

--



Continuing Education

--

Job Posting



Do you want to serve the underserved? West Side Community Health Services (WSCHS) is a multicultural/multilingual community clinic seeking compassionate individuals. WSCHS is the largest community clinic organization in Minnesota, providing innovative health care services and education to immigrant and low-income communities. Our positions offer attractive hours and no 7-day work week! Bicultural/bilingual candidates are strongly encouraged to apply. Visit our website today at: www.westsidetchs.org to learn more!

Current Listing

Physician

Quality Improvement Specialist

Mental Health Case Manager

Medical Receptionist

Medical Case Manager - HIV Primary Care Program

Job Posting

Southside Community Health Services



Join a team of caring individuals providing quality healthcare to a culturally diverse patient population. Southside Community Health Services is a non-profit clinic with four offices located in South Minneapolis and Stillwater. We provide a full range of medical services including OB care, dental services, and vision care to an underserved community. We have the following positions available:

FT/PT Positions:

PHYSICIAN

QUALIFICATIONS: MD, graduate of accredited School of Medicine. Board Certified Family Practitioner. Must have valid Minnesota License and be eligible for hospital staff privileges. Ability to exhibit good rapport with clients of varying ethnic and SES.

Excellent oral and written communication skills. Commitment to the mission of SCHS.

BENEFITS:

We offer benefits and a competitive salary.

Resumes can be forwarded to:

Attention: Human Resources

Luis Giralt-Lara, HR/Clinic Administrator

Fax number: 612-821-2818

Luis.giralt.lara@southsidechs.org

No phone calls please.

Job Posting



Open Cities Health Center has an immediate opening for a full time **Dentist**. We are a community clinic that has been in operation for over 40 years. Applicant will work with an experienced staff and a multicultural, diverse clientele.

MINIMUM QUALIFICATIONS:

Knowledge of and desire to work within a public health/community dental model of services delivery.

Respect and concern for patients regardless of economic status, race, gender, ethnic background disability.

Graduation from an accredited dental school with a D.D.S., D.M.D., or equivalent degree and currently licensed to practice dentistry in the State of Minnesota. (No substitution for education. Eligible for credentialing with most major insurance providers. A minimum of two years is preferred, but will consider recent graduates.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge and ability in the art of dental examination, diagnosis, and treatment.
- Thorough knowledge of the principles of dental disease prevention.
- Considerable knowledge of the principles of dental health education.
- Considerable ability to deal tactfully and efficiently with patient and staff.

Open Cities Health Center offers excellent benefits and a competitive salary. Please see full job descriptions at www.ochealthcenter.com or contact Lashell Barnes at lashell.barnes@ochealthcenter.com. **No Recruiters, please.**

Job Posting



PSYCHIATRIC NURSE PRACTITIONER (CNS or ANP)

Open Cities Health Center of St. Paul (OCHC), a federally-qualified clinic providing primary care in medicine, mental health and dentistry, is looking for a part to full-time mental health provider to join its integrated care team. OCHC receives federal funding to serve as a safety net for the underserved and under-insured. Our culturally rich patient population is 70% African-American, Hmong and East African. Many of our patients have experienced trauma. Many present a challenging combination of medical, mental health, and substance use conditions.

OCHC presents an exciting opportunity for the psychiatric nurse practitioner who enjoys challenges, is committed to community health, likes to work as part of a multi-disciplinary mental health team, takes a holistic approach to patient care, would enjoy collaborating with and consulting to medical providers, and likes variety in job responsibilities. These include:

- Psychiatric evaluation
- Medication management, in collaboration with an off-site psychiatrist
- Some crisis assessment and planning (daytime only)
- Consultation to medical and mental health providers
- Triage and referral to secondary mental health/chemical healthcare agencies
- Documentation in electronic health record
- Developing innovative care delivery methods as needs arise
- Precepting graduate psychiatric nurse students (optional, but highly desirable)

Salary is negotiable depending upon experience and qualifications. Please visit our website at www.ohealthcenter.com. For more information contact Lashell Barnes, Human Resources Manager at lashell.barnes@ohealthcenter.com. Please e-mail a cover letter and curriculum vitae to apply. **No Recruiters, please.**

Job Posting



Open Cities Health Center is seeking 1-2 full time **Family Practitioner and Family Practitioner**, OB preferred, to join our staff. We are a community health clinic that has been in operation for over 40 years and our mission is to provide culturally competent primary and preventive health care and related services to all people throughout the Twin Cities Metropolitan Area.

Responsibilities include providing outpatient care with emphasis placed on the doctor-patient relationship as the primary physician for the patients. Performs OB deliveries, partakes in a shared call system with nurse midwives and another community clinic, participates in peer review auditing activities, clinical activities, continuing education and provides assistance, as needed, to the Medical Director on epidemiological issues pertinent to the clinic and contributes as needed to the development of the annual healthcare plan.

The primary duties involve a demonstrated ability in the provision of primary medical care within the bounds of the practice, strong personal and professional communication skills; knowledge of and desire to work within a public health/community medicine model of service delivery and; respect and concern for patients regardless of economic status, race, gender, ethnic background disability.

Minimum Qualifications: Current Minnesota licensure, graduate of an accredited school of medicine and board certification. This individual will have a strong community health/public health orientation.

Salary is negotiable depending upon experience and qualifications. Please visit our website at www.ochealthcenter.com. For more information contact Lashell Barnes, Human Resources Manager at lashell.barnes@ochealthcenter.com. Please e-mail a cover letter and curriculum vitae to apply. **No Recruiters, please.**

Job Posting



PHYSICIAN - MEDS/PEDS

JOB CLASS: Exempt

JOB RESPONSIBILITIES:

The primary duties involve a demonstrated ability in the provision of primary medical care; strong personal and professional communication skills; knowledge of and desire to work within a public health/community medicine model of service delivery and; respect and concern for patients regardless of economic status, race, gender, ethnic background disability.

Minimum Qualifications: Current Minnesota licensure, graduate of an accredited school of medicine and board certification. This individual will have a strong community health/public health orientation.

Salary is negotiable depending upon experience and qualifications. Please visit our website at www.ohealthcenter.com. For more information contact Lashell Barnes, Human Resources Manager at lashell.barnes@ohealthcenter.com or 651-290-9200. Please e-mail a cover letter and curriculum vitae to apply. **No Recruiters, please.**

Job Posting



CLINIC PHYSICIAN (FAMILY PRACTITIONER)

JOB CLASS: Exempt

JOB RESPONSIBILITIES:

Under the supervision of the Medical Director, provides clinical services to patients of Open Cities Health Center, Inc., and may be involved in other duties as assigned by the Medical Director.

DUTIES:

- Provides outpatient care during nine one-half day clinics. Emphasis is placed on the doctor-patient relationship to be the primary physician for the patients. On an urgent basis patients may be seen by providers other than the primary provider.
- Provides inpatient services as needed, or arranges for appropriate inpatient care at Regions Hospital, St. Joseph's Hospital, or other local hospitals if sufficient call-sharing for inpatient services is not available within OCHC.
- Participates in Quality Assurance peer review auditing activities and other QA activities as assigned by the Medical Director.
- Participates in other committees and clinical activities as determined by the Medical Director.
- Participates in Continuing Medical Education activities, and obtain at least the minimum hours as required by the State licensing requirements. Additional hours are encouraged.
- Provides assistance, as needed, to the Medical Director on epidemiological issues pertinent to the clinic and contributes as needed to the development of the annual Health Care Plan.

Continued on next page

Job Posting



continued

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability in the provision of Primary Medical care within the bounds of the specialty.
- Strong personal and professional communication skills.
- Knowledge of and desire to work within a public health/community medicine model of service delivery.
- Respect and concern for patients regardless of economic status, race, gender, ethnic background disability.

MINIMUM QUALIFICATIONS:

- Current Minnesota Licensure.
- Graduate from an accredited school of Medicine.
- Board certified or eligible.
- Strong community health and public health orientation.

Salary is negotiable depending upon experience and qualifications. Please visit our website at www.ohealthcenter.com. For more information contact Lashell Barnes, Human Resources Manager at lashell.barnes@ohealthcenter.com. Please e-mail a cover letter and curriculum vitae to apply. **No Recruiters, please.**

*Have a safe and happy holiday season
and a healthy new year.*

Check out our website at www.nhcn.org



*If you have **future job postings, informative articles, events or ideas** that you would like to be included in the monthly Network News newsletter, please forward your information and link to Barb Roubik at barb.roubik@nhcn.org. There is no charge for this service.*

Word Quiz

*Last month's answer:
Piece (P's) of pumpkin pie.
No new brainteaser this month. Give your
brain a break.*