



TACHC
Texas Association of Community Health Centers

WEEKLY WRAP-UP

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NEWS

Customer Service: Train the Trainer



Customer Service: Train the Trainer *The Dynamic Guy Smith is back!*

First program Starts June 18! Register Now!

Service Excellence Needs Trainers! Service Excellence is about being the best. It's about creating a culture where everyone is focused on the customer experience. Strong staff members to make this happen. The Train-

the-Trainer program will provide you with the knowledge and tools, as well as a few facilitation tricks to prepare you to not only lead this training program, but to be effective at leading any group meeting, task force, etc. Click on the city of your choice below to register.

- June 18-19 [Laredo](#)
- June 21-22 [Austin](#)
- June 25-26 [Houston](#)
- June 28-29 [Dallas](#)



National Health Center Week is Coming – Go Social!

National Health Center Week (August 12-18) is fast approaching, and this year's theme is: *Celebrating Health Centers: Home of America's Health Care Heroes*. As you begin to plan your events, we encourage you to share your health center week events and happenings on social media leading up to, during and after the big week. Please use the official National Health Center Week hashtag #NHCW18 and #CHCSuperPower—in your posts! Additionally, here are some great [NHCW tools and graphics](#) to show the superhero theme!

We Want to Tell Your Success Stories for National Health Center Week

As we head toward National Health Center Week, we want to tell your story! Stories resonate with people, and are one of the most compelling ways to communicate. We are seeking anecdotes and success stories that highlight the quality care that you provide every day. We want to hear your success stories that highlight integrated services, care coordination, and excellent clinical outcomes. Stories that include patient names and pictures are the best, but make sure to get patient consent before sending personal information. However, we would love to hear anonymous stories as well. Please help TACHC to educate policymakers about the outstanding work that you are doing and email [Brom Hoban](#) with your best stories!

UPCOMING EVENTS

OC³ CPI Webcast: 330 Compliance – Operational Site Visit Strategies Part 1 of 2

Friday, June 15, 9:00 a.m.-11:00 a.m. • [Details](#) • [Registration](#)

The Health Center Program Compliance Manual released and effective August 28, 2017 changed the Health Center Program Site Visit Protocol. Join HRSA Consultant Charles Wiltraut, Chief Executive Officer of TACHC Member Mission East Dallas as he presents what is new about site visits from the documents but also the practice he has experienced. He will highlight what issues he is seeing arise for health centers under this new approach.

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CLINICAL

Colon Cancer Screening Updated Guidelines

The replay of the May 30th, webinar, *ACS Colorectal Cancer Screening Guideline For Average Risk Adults 2018*, [can be found here](#).

Upcoming National HIV Prevention Conference

June 11, from 11:00 a.m.-12:00 p.m. CST. [Register Here](#)

The 2019 National HIV Prevention Conference (NHPC) is now accepting abstracts through July 10, 2018 on the [NHPC website](#). Do you have questions about the process or requirements? Join us for an Abstract Submission Q&A webinar!

Promoting Diabetes Prevention Programs and New Payment Options: A Healthy People 2020 Spotlight on Health Webinar

June 13, 11:00 a.m. CST [Register Here](#)

Join Healthy People 2020 and the Diabetes Advocacy Alliance on Wednesday, June 13 at 11:00 a.m. CST for a Spotlight on Health webinar about diabetes prevention programs (DPPs) and new payment options. Topics of discussion include: The Centers for Disease Control and Prevention's (CDC) National Diabetes Prevention Program (National DPP) and the Diabetes Prevention Recognition Program, The Medicare Diabetes Prevention Program (MDPP), private-sector coverage for diabetes prevention, best practices from the YMCA of the USA on offering diabetes prevention programs to individuals with prediabetes and efforts to increase patient referrals to DPP by educating health care providers.

University of Texas System Eliminate Tobacco Use Initiative Webinar

July 18, 1:00-2:00 PM CST [Register Here](#)

The UT Eliminate Tobacco Use initiative, a joint project of UT System and MD Anderson Cancer Center, invites you to join us for a one-hour webinar on the topic of "Health Communication Strategies in Tobacco Control on College Campuses."

National Colorectal Cancer Roundtable Family History Toolkit Webinar

June 19 at 2:00 pm CST [Register here](#)

Registration is open for the National Colorectal Cancer Roundtable Family History Toolkit webinar on June 19 during which the soon-to-be released resource for primary care, *Risk Assessment and Screening Toolkit to Detect Familial, Hereditary and Early Onset Colorectal Cancer*. Details about the new guideline and additional resources can be found on cancer.org/coloncancer.

HITEQ Highlights: Integrating Data between Primary Care and Behavioral Health Services

June 26, 2:00-3:00 PM CST [Register Here](#)

This webinar will introduce the Center for Integrated Health Solutions' *Standard Framework for Levels of Integrated Healthcare* and provide some guidance of how to integrate care regardless of which model of care is being provided. Dr. Rina Ramirez, Chief Medical Officer of Zufall Health, will share her experiences of integrating behavioral health data. One of the biggest challenges for health centers is determining how to integrate data between primary care and behavioral health. The HITEQ Center recently published the resource [Utilizing and Integrating Behavioral Health Data into a Health Center's Primary Care Services](#).

PCMH Strategy Sessions

TACHC is offering free PCMH support for community health centers. If you are interested in training/technical assistance opportunities that include NCQA PCMH 2017 on-site training for your staff, documentation review and/or coaching, please contact [Ana Sierra](#).

Do You Want to Nurture Joy in your Healthcare Workforce?

IHI offers four lessons on how to nurture joy in the health care workforce. Review the article from Jessica Perlo, MHP & Derk Feely, DBA. here: [Applying Community Organizing Principles to Restore Joy in Work](#).

Sewell Scholarship Application for CHWS 2018 Due Friday, June 29

With funding from the Harold and Grace Sewell Trust Fund, the Community Health Workers Section of the American Public Health Association will offer five \$800 scholarships for six community health workers to attend the 2018 APHA Annual Meeting and Expo in San Diego, Nov. 10-14, 2018. **The application is due Friday, June 29.** [Details and Application here.](#)

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RECRUITMENT & RETENTION

Would You Like Us to Help You Recruit?

Does your center have openings for clinical providers or executive management that you would like us to help recruit? [Complete the TACHC online position profile.](#) Contact [Danielle Ramos, TACHC Recruitment Dept. Program Assistant](#) for more information.

Did you know that the TACHC Weekly Wrap-Up is available to ALL TACHC members and ALL your staff? [Share this link with your health center staff to sign up for the Wrap!](#)

Don't miss out. Follow TACHC on [Facebook](#) and [Twitter](#).

Send **NEWS** about your health center to be considered for inclusion in the TACHC Weekly Wrap-Up to TACHC Wrap Editor [Brom Hoban](#).

Sign up to receive the [TACHC Weekly Wrap Up!](#)

TACHC · TX, United States

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