

TACHC



The Heartbeat of Texas Community Health Centers

Weekly Wrap-up - August 3,
2012

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*Patient Exam at
Los Barrios Unidos Community Clinic*

Upcoming Events



TACHC General Membership Meeting

8am-5pm Monday, August 13th -Austin

As President, Rachel Gonzales Hanson has requested this meeting to brief TACHC members on the Supreme Court decision on the Affordable Care Act and the Governor Rick Perry's recent announcement that Texas will not participate in the scheduled Medicaid expansion or health insurance exchanges. The meeting will also provide a

Dallas, TX

forum for TACHC members to better understand the impact of these positions on the state, FQHCs and our patients and to determine how health centers can effectively respond as a group to these environmental factors.

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500 East 4th Street, Austin TX 78701

www.hilton.com

TEL: 1-512-482-8000

[August CPI Webcast: Meaningful Use \(MU\) of the Health Center Electronic Health Record \(EHR\) Part 2 of 2](#)

August 17, 2012, 9:00am to 11:00am CST

Eligible healthcare professionals can receive as much as \$63,750 over a six-year period through the MU incentive program. Established under the provisions of the Health Information Technology for Economic and Clinical Health (HITECH) Act, the Texas Medicaid EHR Incentive Program started in 2011. It offers incentive payments to eligible professionals at health centers as they adopt, implement, or upgrade (AIU) certified EHR technology in their first year of participation and demonstrate meaningful use for up to five remaining participation years. Learn more about the program background, eligibility, and how to participate over the next several years. Learn also how meaningfully using your EHR can help you achieve Patient Centered Medical Home recognition.

NOTE: Registration for all CPI Webcast Trainings is for two webcasts, Parts 1 and 2, at once. Thus, please register for July and August 2012 CPI Webcasts by logging in on the TACHC website [Events](#) page, downloading the registration form, and paying for one registration covering both months. *If you missed the July CPI training, you will be able to access it via the TACHC [Community Health Learning](#)

[Network \(CHLN\) website.](#)

Information regarding all upcoming events hosted by TACHC can be found [HERE](#).



1. Congress Reaches Deal On Six Month Budget Extension: With the end of the fiscal year fast approaching September 30th, Congressional leaders yesterday reached a deal to keep the federal government funded for six months. Funding levels in the continuing resolution (CR) would be consistent with the \$1.047 trillion level set forth in the 2011 Budget Control Act, and reports are the CR would leave funding for virtually all discretionary programs level. In health centers' case, level discretionary funding would leave \$300 million available for health center expansion from the Health Center Fund in ACA. However, at this juncture it is unlikely that HRSA would act to utilize those funds until there is final agreement for FY2013 funding for the year. Given that the CR would set funding levels for six months, a final funding agreement would not likely be reached until March at the earliest. Public text and votes on the CR are not expected until September. Questions? Contact [Shelby Tracy](#) at TACHC.

2. Texas PCO ARRA Funded NHSC Loan Repayors Retention Project: The Texas Primary Care Office (PCO) and the East Texas Area Health Education Center (ETAHEC) are partnering on a retention project focusing on National Health Services Corps (NHSC) American Recovery & Reinvestment Act (ARRA) supported loan repayors. ETAHEC is administering a retention survey of both the loan repayors and the clinical sites where they are currently fulfilling their service obligations. If you have an NHSC ARRA loan repayor on site, your center should have already received the survey instrument and TACHC strongly encourages your participation. As part of the retention project, a series of webinars designed to increase clinical sites knowledge base on the importance of and ways to retain NHSC clinicians will be offered. Session 1 was held May 9th. Dates for the remaining webinar sessions are as follow:

- Session 2, **August 8, 2012:** Systems to Address Patient Care: The Power of Communities
- Session 3, **November 7, 2012:** Practice Management: Medical Communities as Support Systems

For questions regarding the survey or webinars, please contact Regina Devers: rkdevers@UTMB.EDU

4. TACHC Innovations in Leadership Conference: On **August 24 – 25, 2012**, TACHC will convene a two day advanced leadership training for community health center executive leadership staff at the lovely San Luis Resort, Spa and Conference Center in Galveston. During this training, participants will gain the skills and competencies necessary to shift away from focusing on “individual experts” and departments to develop a culture in your health center that leverages cross-boundary groups and teams and spans disciplines, levels, functions, generations and professions. Both an internal and external focus in this training will allow participants to better understand how to improve overall leadership team functioning, staff productivity and workforce retention as well as how to more effectively collaborate with other community providers and stakeholders. This session will also showcase best practices in health centers

across the state to highlight successful community partnerships, innovations in service delivery, service excellence, workforce recruitment and retention, and performance management. We have limited space available, so register today! Attached is an agenda, summary of showcased health centers and bios for all speakers. Click [HERE](#) to register for this event.

5. TACHC 29th Annual & Clinical Conference: October 14-17, 2012, TACHC will host its 29th Annual & Clinical Conference at The Worthington Renaissance Hotel, 200 Main Street in Fort Worth, TX. For reservations, call 1-800-433-5677 and reference the group name (TACHC) or click [HERE](#) to book rooms online.



1. Small Business Administration (SBA) Free Webinar: "The 10 Steps to Prepare Any Organization for Disaster" What would you do if a fire, flood, server malfunction or health pandemic occurred at your center? If you had 15 minutes to evacuate, what would you take and where would you go? How would you continue servicing your clients? Think it can't happen to you? Statistics show that 94% of small business owners believe a disaster could seriously disrupt their business within the next two years. Are you prepared? Join the US Small Business Administration and co-sponsor of the Prepare My Business Campaign, Agility Recovery, as we learn from SBA Administrator Karen Mills and Agility president Bob Boyd the top 10 ways to prepare any organization for interruptions. These straightforward and simple-to-implement steps could mean the difference between your center surviving a disaster or becoming a victim of one. This webinar will be held on **Wednesday, September 5th, 2012 from 1:00pm to 2:00pm (Central)**, and is part of an ongoing effort by the SBA & Agility to promote preparedness among small businesses through the Prepare My Business Campaign. Learn more at www.PrepareMyBusiness.org. To register for the webinar click [HERE](#).

2. TACHC Provider/Clinical Documentation Course Available on the Community Health Learning Network (CHLN): TACHC is pleased to make available to you for FREE, the Provider/Clinical Documentation sessions that were recently featured at the Clinical Directors Institute. The 2-part series "What You Need to Know and Plan for with Provider/Clinical Documentation in an Era of Change: ICD-10, ACO, Meaningful Use, Problem Lists and Audits" is available on the Community Health Learning Network. To register for the course go to www.CHLN.org.

- By the end of Session 1 you will: understand how to help transition your organization from ICD-9 to ICD-10, realize the importance of improved visit documentation in the transition to ICD-10, recognize the need for better utilization of the problem list, history of present illness and Review of System sections of a progress note, and be able to identify methods for auditing current provider documentation, and hear suggestions on how to work with providers for improvement, if needed.
- By the end of Session 2 you will: gain an understanding of the problematic findings in provider coding and documentation from professionally reviewed charts, understand simple audit processes that can be incorporated as part of a center's quality improvement processes, learn methods for auditing current provider coding, and hear suggestions on how to work with providers for improvement, if needed.

For more information, contact [Davelyn Eaves Hood, MD](#) at TACHC.

Other News



1. TACHCiversaries: Please join TACHC in celebrating fifteen years of working with and for community health centers for Lynn Ford, Purchasing Program Coordinator; five years for Verne LaGrega, Clinical coordinator; and one year for Shanleigh Wilson, Receptionist.

2. TACHC Member News: To learn what your fellow health centers are involved in or read news that may affect your health center, click [HERE](#) for news coverage. We also encourage you to post your news, questions and comments to each other on the TACHC members listserv (members@tachc.org), where only TACHC executives or their designees are recipients.

Texas Association of Community Health Centers, Inc
5900 Southwest Parkway, Building 3
Austin, Texas 78735
512-329-5959 www.tachc.org

A banner image featuring a field of bluebonnets in the foreground and a line of green trees in the background under a clear blue sky. The text is overlaid in a light blue, serif font.

If you would like to be removed from this mailing, please send a message to ccarson@tachc.org, and we will remove your name from our list as soon as possible.

Innovations in Leadership
San Luis Resort and Spa Conference Center
Galveston, Texas

August 24 – 25, 2012

Friday, August 24, 2012

- 8:30 AM** **Welcome and Introductions**
Jana Blasi, Deputy Director
TACHC
- 8:40 AM** **Forces Shaping the Future**
Jim Crupi, PhD
Strategic Leadership Solutions
- 10:00 AM** **BREAK**
- 10:15 AM** **Collaborative Leadership: Building a Highly Effective and Productive Staff**
Dr. Crupi, PhD
- 12:30 PM** **Working Lunch (Sponsored by TACHC)**
- 1:30 PM** **Collaborative Leadership: Leveraging Community Resources and Partnerships**
Dr. Crupi
- 2:30 PM** **BREAK**
- 2:45 PM** **Showcase #1 – Leveraging Community Partnerships**
Katy Caldwell, Executive Director
Legacy Community Health Services
Houston, TX
- 3:45 PM** **Collaborative Leadership: Building Trust as the Foundation of Partnerships**
Karl Krumm, PhD
- 5:00 PM** **Recap and Adjourn for the Day**

Saturday, August 25, 2012

- 8:30 AM** **Welcome and Recap**
- 8:40 AM** **Employee Engagement**
Dr. Krumm, PhD

- 9:40 AM** **Showcase #2: Effective Staff Retention and Performance Management Strategies**
Jill Cooley, CEO
Mount Enterprise Community Health Center
Henderson, TX
- 10:30 AM** **BREAK**
- 10:45 AM** **Clinical Leadership based on Collaboration**
Dr. Krumm, PhD
- 11:30 AM** **Lunch on Your Own**
- 1:00 PM** **Showcase #3 – Utilizing Quality Outcomes in the Performance Management of Providers**
Lindsay Farrell, President and CEO
Open Doors Family Medical Centers
Ossining, NY
- 2:00 PM** **BREAK**
- 2:15 PM** **Professional Peer Forums on Collaborative Leadership**
- 3:30 PM** **Showcase #4 – Improving Patient Retention and Customer Satisfaction**

Pamela J. McManus, President and CEO
David Pump, VP for Business Development and Ancillary Support
Peak Vista Community Health Centers
Colorado Springs, CO
- 5:00 PM** **Recap and Adjourn Session**

**TACHC INNOVATIONS IN LEADERSHIP CONFERENCE:
"SHOWCASED" COMMUNITY HEALTH CENTERS**

Legacy Community Health Services, Houston, TX

Legacy Community Health Services is a full-service, Federally Qualified Health Center that provides comprehensive, primary healthcare services to all Houstonians in a culturally sensitive, judgment-free and confidential environment. Legacy has specialized in HIV/AIDS testing, education, treatment and social services since the early 1980s. Legacy also provides care for other chronic health conditions like diabetes and high blood pressure. Generous financial support from individuals, businesses and charitable foundations allows Legacy to provide no-cost or low-cost healthcare services to nearly 40,000 men, women and children in Houston each year.

Legacy Community Health Services was created by a merger of the Montrose Clinic and The Assistance Fund in 2005. Montrose Clinic was founded in 1978 and incorporated in 1981 as a 501(c)3 nonprofit organization. Originally started to provide STD testing and treatment services to gay and bisexual men, the Clinic quickly grew to provide prevention education, social services and, eventually, medical care for HIV/AIDS to men and women living with the disease.

The Assistance Fund was founded in 1987 as a 501(c)3 nonprofit organization to provide financial assistance to people living with HIV/AIDS. The agency created several programs, including a medication assistance program to cover the growing cost of treatment for HIV/AIDS and an insurance co-pay program to cover the costs of insurance co-pays and later to cover the cost of COBRA payments.

Both organizations served Houston side-by-side for years and shared many common clients. By joining forces, these organizations were able to expand their programs and reach even more people. In 2007, BPHC granted Legacy full status as a Federally Qualified Health Center, giving the center the ability to provide primary healthcare services to all Houstonians, not just those living with HIV/AIDS or STDs.

Mount Enterprise Community Health Centers, Henderson, TX

In 2003 Tenet Hospital closed four area Rural Health Clinics, creating a gap in access to primary health care in East Texas. Through the generosity of a local individual, a low interest loan was provided to open the Mt. Enterprise Community Health Clinic (MEHC), located in Mt. Enterprise, Rusk County, Texas. In 2003 MEHC opened its doors as a non-profit, 501-C3 Rural Health Clinic and in 2006 received its FQHC Look Alike status with support of the Texas PCA and PCO. In 2009 MEHC was awarded a NAP grant under the ARRA funding for full FQHC status and also allowed for an additional site project in Henderson, Texas which opened its doors in September of 2009. The new site was an immediate success and in 2010 Dental services were

also added. In May of this year MEHC was able to add mental health services by adding an LCSW to the provider staff.

MEHC has been through two full and one partial federal site visits with much appreciated assistance and participation from TACHC for our initial site visit. MEHC was recently selected by CMS to participate in the PCMH demonstration and have made it through the second reporting phase for this project. The organization has had many adjustments in managing the rapid growth, not only in patient numbers but in moving the organization from a FQHC-Look Alike with one provider and a total of 5 employees, to over 30 employees and much added reporting requirements, all within a two year period.

Open Door Family Medical Centers, Ossining, NY

Open Door Family Medical Centers has operated for over 39 years and has grown by leaps and bounds to serve the underserved and reach the uninsured and underinsured in Westchester County in New York. The center's mission has remained constant since the Center's humble beginnings in the basement of the First Baptist Church four decades ago: to provide quality primary health care and human services at affordable prices to the entire community, particularly the economically disadvantaged. Today Open Doors Family Medical Center is among the largest and highest quality health care providers in Westchester County, with over 40,000 patients making over 170,000 visits. The center leadership believes that health care is a right, not a privilege. They celebrate diversity and respect cultural and linguistic differences. They believe that healthy individuals and families are the foundation of a civil society, and that those empowered to lead healthy lives contribute significantly to the community's success.

Open Doors work is gaining attention across the country. After remaining a long standing recipient of The Joint Commission accreditation, they recently announced their status as a [Level 3 Patient-Centered Medical Home](#), the highest distinction from the National Committee for Quality Assurance, and one that only a fraction of practices nationwide have achieved. By placing value on prevention and primary care, treating the patient as a whole person, and coordinating their care, health centers like Open Door are demonstrating through actions and results how to provide efficient, quality and affordable care to those who need it most. Their health information technology investments are serving them well; reducing errors, supporting clinical decision making, and placing the center in a leadership role among other providers and specialists with whom they collaborate, both locally and nationally. Open Doors Family Medical Centers has created a safety net of the highest standards for the lowest of costs.

Peak Vista Health Centers, Colorado Springs, CO

Peak Vista Community Health Centers is a Federally Qualified Health Center, whose mission is to provide exceptional healthcare for people facing access barriers. Established in 1971, Peak Vista offers outpatient medical, dental, and behavioral healthcare to over 60,000 people,

mostly from working families of the Pikes Peak Region, through nineteen centers in Colorado. In 2005, Peak Vista established its Foundation to help sustain healthcare services for those without access. Peak Vista is accredited by the Accreditation Association for Ambulatory Health Care. In 2011, Peak Vista was able to:

- Serve just over 60,000 people, of which over 27,000 were children. Each person was treated individually, with the highest possible quality of care.
- Contribute to the community's economic future by employing over 550 people.
- Open 3 additional service sites to see an additional 5,000 patients.
- Create or expand our collaboration with over 185 community partners.

Peak Vista Community Health Centers continues to expand services and has plans for continued and sustainable growth in 2012. The center recently purchased a new facility near the corner of North Academy and North Carefree in order to increase their reach within the community. Through collaboration with the Falcon Independent School District, Peak Vista will be able to serve the families in Falcon through a School Based Health Center at Falcon Elementary School. Peak Vista is also moving forward with their partnership with UCCS and the Beth-El School of Nursing in senior-focused care through the Lane Family Senior Health Center within the Lane Center for Academic Sciences.

TACHC INNOVATIONS IN LEADERSHIP CONFERENCE: PRESENTERS

James Crupi, PhD, Strategic Leadership Solutions, Plano, TX

Dr. James A. (Jim) Crupi is President and founder of Strategic Leadership Solutions, Inc. Jim is a recognized authority in international business, future trends, and leadership development and is an internationally popular speaker. His leadership workshops are world renowned. Jim works with executives for the purpose of aligning strategy, enhancing productivity and competitiveness, and training of the management team. Jim has been featured on CNN, Fox Business Network with Neil Cavuto, National Public Radio, served as a TED speaker and quoted in many publications throughout the world.

He received his B.S. degree from North Georgia College, M.S. from the University of Southern California, and Ph.D. from the University of Florida. He has completed advanced work at the London Business School, Oxford University, and the International Management Institute in Geneva.

Jim has served as a consultant to the Office of the President of the United States and does work for many Fortune 1000 corporations, including Coca Cola, Turner Broadcasting Corporation, AT&T, HP, Siemens, Intel, Phelps Dodge, Motorola, and IBM among others. He served in the armed forces as a company commander and instructor at the elite Army Ranger School and founded the International Business Fellows [SIBF].

Jim serves on the following boards: Docvia; Global Network Foundation, Admiral Finance, North Georgia College and State University Foundation; and Triad - Dallas Foundation, Central Eurasia Leadership Academy [CELA], Middle East Leadership Academy [MELA].

Katy Caldwell, CEO, Legacy Community Health Services, Houston, TX

Katy Caldwell is executive director of the Legacy Community Health Services, Inc., Houston, a not-for-profit community health care clinic. Katy has expanded the agency from an exclusively HIV clinic to the largest federally qualified health center in the Houston area. Prior to her joining Legacy, Ms. Caldwell served as the elected treasurer of Harris County and as a partner in a government relations and political consulting firm.

Katy currently serves on the board of directors for Aids Action Council, Harris County Health Care Alliance, National Coalition for LGBT Health and is an alumna of American Leadership Forum, Leadership Houston, Texas Lyceum.

Katy received a bachelor of science from the University of Houston and completed her post-graduate studies at Temple University in Philadelphia, PA.

Jill Cooley, CEO, Mount Enterprise Community Health Centers, Henderson, TX

Jill Cooley began her career in Health Care in 1983 at Newborn Memorial Hospital in Jacksonville, Texas in the business office handling insurance verifications and filings. In 1984 she was asked to take over as office manager for an ophthalmologist who was moving his practice from Tyler, Texas to Jacksonville. Her duties there included Insurance, medical transcription, setting up a new computer, practice specific system after training in California with company, patient education prior to surgery and patient relations. While expecting her first child in 1987, Jill was asked by her OB/GYN to take over as office manager for his practice in Nacogdoches, Texas after the delivery of her child. Three weeks post partum the transition was made to the OB/GYN practice in Nacogdoches. Duties included management of all staff, transitioning from paper charts to computer, scheduling of surgery, insurance verification and filing and medical transcription. She and her husband opened their own corporation in 1990 where Jill took care of all of the paperwork including customer financial applications, payroll and state reporting, while continuing to work part time in the medical field with medical transcription and support for the prominently used medical software company for most of the medical community in Nacogdoches at the time. In 2000 Jill went back full time to specialty care where she spent seven years in podiatry. In December of 2008, the board of directors for Mt. Enterprise Community Health Clinic, asked her to come in and assess the problems present in the clinic there and within three months she was asked to take over the CEO position for the clinic.

Lindsay C. Farrell, MBA, FACMPE, President and CEO, Open Door Family Medical Center, Ossining, NY

Lindsay Farrell, MBA, FACMPE was appointed President and Chief Executive Officer by the Board of Directors in October 1998. Since that time, Open Door has grown significantly adding new sites, programs and technologies to more than double the number of low-income people served. Home-grown at Open Door where she volunteered initially and has worked since 1986, Ms. Farrell has been Open Door's Director of Operations and Director of Development. As Director of Development, she was responsible for capital fund drives for major facility expansions. As the Director of Operations, she led the center's first JCAHO accreditation.

At the request of the Bureau of Primary Health Care, Ms. Farrell was a member of the expert panel initiating the patient visit redesign collaborative directed by the Bureau's Quality Center; she has significant experience and a commitment to efficient health center operations and population health management. Ms. Farrell is a member of the Board of Directors of the Community Health Care Association of New York State, Hudson Health Plan, Bronx/Westchester Area Health Education Center and of the Port Chester Council of Community Services. She is also Chair of the Westchester Women's Agenda.

Ms. Farrell is a graduate of St. Lawrence University and received her Masters in Business Administration from the Lubin School of Business at Pace University. She is a Fellow in the American College of Medical Practice Executives and is a professional papers grader. She has received the Betsey Cook Grassroots Advocacy Award from the National Association of Community Health Centers, the Paul Ramos Memorial Award from the Community Health Care Association and New York State and the Sol Feinstone Humanitarian Award from St. Lawrence University. In December 2008, Westchester Magazine selected Ms. Farrell as one of Westchester County's most influential residents.

Karl Krumm, PhD, Organizational Design with People in Mind, Austin, TX

Karl J. Krumm, Ph.D. is an Organizational Consultant with 25 years of experience working with individuals, teams and organizations in their pursuit of higher performance. Over that time he has been engaged in designing numerous organizational projects ranging from Individual leadership, team management, performance management systems to process improvement efforts. He has consulted with both corporate and non-profit organizations and serves as an executive coach to senior leaders. Karl has been intimately involved in organizational improvement, working in a broad range of industries including high-tech, finance, health care, professional services, and utilities. He has designed and delivered high-quality programs from leadership initiatives to Six Sigma projects. Since 2000, Karl has served as the lead consultant for the TACHC Executive Leadership Initiative and has worked with over 43 health centers throughout Texas in to assist with leadership team development, improving performance management systems in health centers and assisting center leadership improve overall health center staff retention, engagement and satisfaction. He has a PhD in Psychology from Louisiana State University and served three years of active duty with the United States Air Force as a

psychologist in the areas of stress management and performance enhancement. After leaving the service, he set up the highly successful professional service firm of Clinical and Consulting Psychology.

Susan McManus, President and CEO, Peak Vista Community Health Centers, Colorado Springs, CO

A native of Colorado, Pamela McManus was promoted to President & CEO of Peak Vista Community Health Centers in 2011. Associated with Peak Vista for 19 years, Pam has served in a variety of positions, most recently as Senior Vice President. Under her leadership, new programs and services have been established to enhance quality of life and provide a medical home for more than 60,000 patients in the Pikes Peak Region.

Pam received her Bachelor's degree in accounting from Fort Lewis College and her Master's in Business Administration, with an emphasis in human resources, from the University of Colorado. She is also a Certified Public Accountant. Pam is devoted to eliminating access barriers to healthcare, building collaborative initiatives in the community and assuring staff have the resources to provide exceptional healthcare.

Pam has been recognized by the Colorado Springs Business Journal as a "Top 40 Leader Under 40" and recipient of their "Women of Influence" award. She is a graduate of Leadership Pikes Peak and the Johnson & Johnson-UCLA Healthcare Executive Program. She is certified in Corporate Compliance and is designated in Managed Care Negotiations and Contracts. In addition, she currently serves on numerous not-for-profit boards and committees surrounding her passion; human services interests.

David Pump, Vice President of Business Development and Ancillary Support, Peak Vista Community Health Centers, Colorado Springs, CO

A native of Texas, Dave Pump has been with Peak Vista since 2003, serving in various roles including Manager of Enrollment Services and Director of Operations before being promoted to Assistant Vice President of Business Development and Ancillary Support in 2011. Dave is passionate about reducing barriers to healthcare, collaboration, improving processes, and empowering others their own excellence.

During Dave's time at Peak Vista he has launched the Collaborative Clinic at Union which utilizes a collaborative healthcare approach for people diagnosed with AIDS/ HIV, the Ronald McDonald Care Mobile, and most recently, the Developmental Disability Health Center which has been recognized internationally for its unique and innovative healthcare platform.

Currently Dave serves as the Chair of the Colorado Operations Directors Advisory Network and is on the Board of Directors for the Colorado Community Health Network which is a statewide association for community health centers, and also serves as the Chair for CCHN Ventures, Inc. Additionally Dave is the Vice Chair for the Coordinated Access To Community Health

(CATCH) committee with the goal of ensuring the stability of the Pikes Peak Region's safety net, and was recently selected to serve on the Colorado Health Benefit Exchange Health Plan Advisory Group.

Dave received his Bachelor's degree from Jones University in Denver, majoring in Business Communication. He is a graduate of the Johnson and Johnson-UCLA Healthcare Executive Program and the year-long Leadership Pikes Peak's Signature Program where he was recognized with the Community Trustee Award. In addition, the *Colorado Springs Business Journal* has honored him as a "Rising Star."