

MARCH, 2017 - In This Issue:



MFHC OPENS NEW DENTAL CLINICS

MFHC SUPPORTER NAN SUNDEEN WINS LIFETIME ACHIEVEMENT AWARD

CONGRATULATIONS REPRESENTATIVE BOB RANKIN

MFHC DELEGATION HEADED FOR THE CAPITAL

BETTER TEETH FOR BETTER HEALTH

PRESCRIBING READING LONGTIME TRADITION AT MFHC

LEADERSHIP TAKES RESPONSIBILITY

MFHC PROVIDER CHOSEN FOR LOAN REPAYMENT PROGRAM

GIVING IS A LIFESTYLE

HEALTH
beat



MFHC Opens New Dental Clinics

SMILES and Dental Van Expand Access to Care

Mountain Family has opened two new dental sites, with two more to come, which will enable more than 1000 additional patients to have access to affordable dental care. MFHC Bea Underwood Elementary School opened on February 15, and MFHC SMILES Grand Valley Learning Center will open on March 16. MFHC SMILES at the Avon School-Based Clinic opened on February 27th. SMILES is also planned for Coal Ridge High School in New Castle for the 2017-18 School Year. At each SMILES appointment, a Registered Dental Hygienist provides a dental exam, including x-rays if needed. A MFHC Dentist then reviews the patient's x-rays and create a dental treatment plan. At the next visit, the Dental Hygienist will be able to complete some small fillings if needed. The student also receives a cleaning, dental sealants, and fluoride application to make the teeth stronger.

The MFHC Dental Van is scheduled to open on March 10, with the Grand Opening scheduled for March 15th from 9 am to 3 pm. The festivities will take place at the Van, which is parked at the Eagle County Community Center in El Jebel at 0020 Eagle County Road. All are welcome.

Below are a few photos from the Grand Opening of the new Smiles Dental Project location at Bea Underwood Elementary in Parachute, Colorado last week. Thank you to EVERYONE who has made this possible.



CONTACT US AT:
970.945.2840
www.mountainfamily.org

DONATE TODAY

MFHC SUPPORTER NAN SUNDEEN WINS LIFETIME ACHIEVEMENT AWARD
CANPO Award Presented March 6

One of Mountain Family Health Centers and MFHC patients' strongest supporters, Nan Sundeen, received the Colorado Non-Profit Association's Public Service Lifetime Achievement Award on March 6th. Nan was nominated by Ross Brooks, MFHC CEO and Carolyn Hardin, MFHC Development Consultant, for her tireless work to improve access to healthcare and human services for the region's residents, and for her building strong support of the nonprofits providing those services.

Nan was instrumental in bringing MFHC to Basalt, and in brokering the partnership between MFHC, Pitkin County and Aspen Valley Hospital for the new building for the MFHC Basalt Clinic expansion. She also led the effort to pass and renew the groundbreaking Pitkin County ballot initiative for property tax funding for health and human services nonprofits. Today, the Healthy Community Fund provides in excess of \$2 million in stable funding per year for nonprofits who serve Pitkin County residents and/or workers, including \$75,000 per year for Mountain Family.

As Director of Health and Human Services for Pitkin County for the past 25 years, Nan has led numerous large-scale regional collaborations to achieve equitable access to health care and human services for underserved populations. She is gifted at bringing together diverse sectors and people and setting aside partisan concerns to develop real solutions.

In their nomination letter, Ross and Carolyn said "One of our favorite parts of Nan is that she has become a verb. Ross once had a partner tell him 'Oh, I got Nan Sundeen'd in that meeting.' Translation: Nan fights hard for local concerns and never forgets that she represents the people, speaking loudest for those who often lack a voice of their own." Ross adds "Nan is a calm, cool, collected voice in the storm of healthcare reform. She listens and provides sage guidance to leaders across Western Colorado. I personally and professionally seek her wisdom and advice on thorny issues. She sees the future like few others and has the grace to help others get there."



Congratulations to our partner Nan Sundeen.

CONGRATULATIONS REPRESENTATIVE BOB RANKIN

Representative Rankin Selected to Receive Legislator Community Health Champion Award for 2017 - Ross Brooks

Representative Rankin has served as a member of the Colorado State House of Representatives since 2013. Throughout his tenure in the Colorado State Legislature, Representative Rankin has been a champion of issues important to CHCs.

I first met Bob at the Colorado Capitol in 2013 when he was a newly elected State Representative and I was a new Community Health Center CEO at Mountain Family. Bob's first words to me were: "Well, you don't have a beard in your profile picture on your website." I knew immediately that Bob had done his homework, reading about CHCs, Mountain Family Health Centers, and the issues of importance to us. He listened intently in that first meeting and gave all of the Mountain Family staff and board members the space to share their stories, ask questions of him, and he asked thoughtful questions of us.



During that first meeting, I shared our nascent Medicaid data with him and he leaned in and said: "This looks like you're controlling costs in Medicaid and improving health. Keep sharing this data with me and the legislature - we need to understand this. And by the way, I think I am going to try to get on the Joint

Budget Committee."

Shortly thereafter, Representative Rankin started visiting Mountain Family sites regularly. As CEO, I typically lead the site visits with legislators with a tight, informative, and well-timed agenda. Bob always kills my agenda as he engages with staff, asks questions of the front desk about Medicaid enrollment, asks healthcare providers about what keeps them up at night, and asks behavioral health staff about substance abuse issues that patients struggle with. He shares ideas in the halls of Mountain Family and listens closely when staff and patients agree, and disagree, with his ideas. He will also openly challenge our ideas as well in the name of finding pragmatic policy solutions to continue the path of improving care while controlling costs.

As a member of the Joint Budget Committee, Representative Rankin was instrumental in the launch of House Bill 1281, authorizing the first Medicaid payment reform pilot in the state of Colorado, also called PRIME. The PRIME program sets the groundwork for a deepened delivery of improved health care quality, improved patient experience, and controlled healthcare spending in Western Colorado, showing real results in the first two years of operation. When legislation to reauthorize the program was needed in 2016, Representative Rankin strongly supported the legislation and worked to educate JBC members in both parties about the importance of permanently authorizing the pilots as ongoing programs.

Today, Representative Rankin continues to work tirelessly with the Division of Insurance, the Lieutenant Governor, Health Care Policy and Financing, western slope county commissioners, western slope state legislators, and healthcare leaders to find pragmatic solutions to exorbitantly high health insurance costs in Colorado's mountain communities. When plans A through F fall flat, he starts listening harder and developing plans G, H and I.

We don't always agree, but I know that Representative Rankin will listen to our perspective, and take action for what he believes to be in the best interests of his community. He is a true community servant.

For his work on legislative and budget issues impacting CHCs and their patients, the Colorado Community Health Network is presenting Representative Bob Rankin with CCHN's 2017 Community Health Champion Legislator Award.

MFHC DELEGATION VISITS THE CAPITOL **CCHN Policy and Issues Forum - Danyelle Carlson**

For the third year in a row, Mountain Family Health Centers sent a delegation of staff to the 2017 Colorado Community Health Network Policy and Issues Forum.

In December of 2016, staffers from each of MFHC's sites (Glenwood Springs, Rifle, Avon, Edwards and Basalt) applied via an essay to attend the conference.

While in Denver, the delegation stayed at the historic Warwick Hotel and visited the State Capitol - a first for many of the attendants.



On March 8th, the group convened with colleagues from 19 other community health center partners from across the state, to discuss issues facing CHCs such as the repeal of the Affordable Care Act and changes in Medicaid and federal funding for CHCs. On March 9th, the group visited Colorado's "White House" and met personally with Senator Kerry Donovan, and Representatives Bob Rankin, Diane Mitch Busch and Millie Hamner, to advocate for MFHC and the 15,000 patients we see annually in Garfield, Eagle, Rio Blanco and Pitkin Counties.

BETTER TEETH FOR BETTER HEALTH

MFHC's Integrated Approach to Care Helps Solve Patient's Larger Health Issues

Rachel Smith says her dentist saved her life.

Diagnosed in 2010 with crippling rheumatoid arthritis, the former longtime Woody Creek Tavern waitress was in the middle of major joint surgery and needed more, but it soon became clear that her arthritis medication had so ruined her teeth that she needed major dental work to regain strength.

Six extractions and eighteen fillings later, Rachel regained strength to finish the surgeries she needed. Surgeons have now replaced ten of her joints: both hips, both knees, an elbow, a wrist, and both shoulders-twice each. She's also had cardiac ablation surgery to stop a heart flutter. Now she's able to get around on her own and enjoy life again, with much less pain. A partial denture fills spaces in her smile.



Better Teeth For Better Health

PRESCRIBING READING LONGTIME TRADITION AT MFHC

Bilingual Books More Popular than English-Only Books - Elise Thatcher/Myrna Fletchall

Learning about story time isn't usually part of a doctor's appointment. However, this was wrapped into the experience for many children visiting Mountain Family Health Centers last year.

As part of the nationwide Reach Out and Read program, every child between six months and five years old receives a book during their well-child visit at most MFHC locations. Providers also coach parents on how to read to their child.



"It's hard to believe sometimes that our kids don't get exposed to a book until they are in school," said Myrna Fletchall in February. She's a billing supervisor for Mountain Family, and also oversees training and book purchases as manager for the organization's Reach Out and Read program.

Fletchall says there's often a combination of reasons why parents don't read to their children, especially if a parent has a child under six years old. "They don't have money to buy a book, [they] come from different cultures, they don't think the baby's paying attention," continued Fletchall. Often parents also think infants or toddlers are too young to listen to a book being read out loud. Or, a parent can get frustrated when a young child can't sit still and listen.

"So that's the perfect time for the provider to educate [the parent]," said Fletchall, "and say... the baby's going to grab that book, put it in their mouth, chew it." And that's ok, because the goal is to create a fun, family environment around books, so children are comfortable or even excited about reading.

Fletchall says it usually gets a parent's attention when their doctor starts talking about reading out loud and the best way to do it.

More than two dozen MFHC physicians are trained to prescribe books and teach parents the best way to read to a child. Last year, MFHC providers gave out about 1500 books to child patients and their families. Given the choice, families were more likely to choose bilingual Spanish and English books over English-only books.

Studies involving Reach Out and Read affiliates around the country have shown that children who participate in the program often have better vocabulary and spend more time at home reading or talking about books with their parents. That familiarity can be a crucial building block for literacy and help a

child do well in school.

For Myrna Fletchall, connecting health care with reading is a personal passion. She's been running the Mountain Family program since joining the organization in early 2015. "I've seen the results," she said. "I've seen the kids walking out of those wellness checks...and they're just super excited about this book. And that's what we want."

MFHC in Edwards has been participating in Reach Out and Read for approximately ten years, including when it was the Eagle Care Clinic. Now physicians in Glenwood Springs, Basalt, Rifle, and Avon Elementary are participating as well.

LEADERSHIP TAKES RESPONSIBILITY

Renelle Darr - Executive Team Coach

As MFHC charts new territory with growth and expansion as well as a new policy environment, our commitment to the organizational culture, our team and our patients become even more important. The MFHC Executive Team recognizes this and has started on a growth, self-development and leadership growth journey. We know that if we are learning, growing and being effective leaders, we not only improve our outcomes, we are also empowered to learn and grow. Last July, the Executive Team met for a day to learn about and work on both collective and individual emotional intelligence. In early February, the Team began to take their growth deeper by engaging in an in- depth 360 degree (an evaluation of each team member who asked their bosses, direct reports peers and other stakeholders to evaluate their performance) process. Each team member made commitments to grow based on the informative feedback received. The Executive Team will spend the next several months (and beyond) engaged in meeting their development goals. The Executive Team is committed to their individual and collective improvement as leaders in order to serve MFHC employees and patients better, and ensure we are fostering a healthy, inclusive and empowered organization.



Renelle Darr, MBA, PCC is a seasoned leader with expertise in emotional intelligence, executive coaching, change transformation. Her successful approach is based in emotional intelligence which is a top indicator of leadership effectiveness.

MFHC PROVIDER CHOSEN FOR LOAN REPAYMENT PROGRAM

Rifle Counselor and Therapist Oyen Hoffman - Elise Thatcher

Oyen Hoffman breathed a big sigh of relief in February. Colorado health officials chose him and thirty-two other providers statewide to participate in a loan repayment program.

"It's a life-changer in a way," Hoffman said after the announcement came out. "I had no idea the impact that it would have on my life."

Hoffman is a Licensed Counselor and Marriage and Family Therapist working at the MFHC Rifle clinic. A combination of funds will now cover \$50,000 of his student loans. The award comes as Hoffman is trying a new way to tackle his mounting debt, which has been increasing each month. He was aware he might qualify for the state repayment plan as a MFHC employee, but knew it wasn't guarantee, especially since Mountain Family allows only one employee to apply each year.

Called the Colorado Health Service Corps, the program is designed to help rural therapists, dentists, physicians, nurses, and other providers. Funding comes from the state of Colorado, the Colorado Health Foundation, and the U.S. Health Resources and Services Administration.

Qualifying for that sizable chunk of money is another dramatic turn in Hoffman's personal story. Originally from southern California, he started out in construction, doing kitchen remodels. He struggled with legal problems and self-esteem. After seeing a therapist, he had an "aha" moment.

"I was walking through the grocery store one day, and I passed a grumpy old man in the produce department," Hoffman recalled in February. "And then I walked by another old guy, and he was just as happy as he could be." Hoffman realized he wanted to be the happier of the two, and decided then and there to go to college and become a drug and alcohol counselor.

Fast-forward sixteen years, and Hoffman has been at the Rifle clinic for a year. He's acutely aware that many of his patients are able to see him only because Mountain Family accepts fees on a sliding scale, Medicaid, and other options for making health care more affordable. "They're very appreciative of it," Hoffman said, "and it's a population that I want to make sure has really good customer service."

The award also comes as Hoffman juggles few side projects: he's writing a family guidebook on what to do when a loved one has a substance abuse problem. And Hoffman recently started another project, exploring how to create and maintain a healthy inner dialogue. Hoffman is already a published author, though in a more playful genre. Last year he released [Bone Tired](#), a relaxation story he often tells his daughter and child patients, which features a Tyrannosaurus Rex.

When not working or writing, Hoffmann is thankful for the supportive, inspiring team of his coworkers at the Rifle clinic. He also gardens at his dream home in New Castle.

Previous MFHC participants in the Colorado Health Service Corps are Dr. Anneliese Heckert and Nurse Practitioner Leslie Dawdy.



GIVING IS A LIFESTYLE

Join the Heartbeat Society - Garry Schalla

Giving is not just reserved for the end of the year, giving is a lifestyle. I am asking MFHC supporters to join me in becoming a MFHC "Heartbeat Member," and make a monthly commitment. For as little as \$10.00 per month, far less than that mocha latte you bought this morning, you can make a difference at Mountain Family. As a Heartbeat Member, you will receive "insider" quarterly updates from CEO Ross Brooks, and you will be honored at the annual Heartbeat

Society Dinner on Saturday May 6th, 2017. [Click HERE](#) to [make a donation](#) or to [become a Heartbeat Member](#) today. I hope you will consider this one of your lifestyle changes and commitments for 2017.



CONTACT US AT:
970.945.2840
www.mountainfamily.org

DONATE TODAY

STAY CONNECTED



Mountain Family Health Centers, 1905 Blake Ave., Suite 101, Glenwood Springs, CO 81601

[SafeUnsubscribe™ {recipient's email}](#)

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by info@mountainfamily.org in collaboration with

Constant Contact 

Try it free today