#ENGAGE

IOWA PRIMARY CARE ASSOCIATION
2016 ANNUAL CONFERENCE
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Dear Colleagues,

Welcome to West Des Moines and the 2016 Iowa Primary Care Association Annual Conference! It is with pleasure I report conference attendance has once again set a new record.

Engaging our patient population, partners, and other stakeholders in an ever changing healthcare environment is as important as ever.

With a focus on engagement and the social determinants of health, our speakers will share information about the importance of aligning with health systems, public health, and other non-profits to transform the healthcare landscape, healthcare analytics, the transition to managed care, and innovative partnerships focused on payment reform and telehealth. Breakout sessions will focus on educational topics for leadership, financial, clinical, oral health, human resources, marketing, communications, and outreach/enrollment staff.

During the conference, please join us in engaging through social media. The event hashtags can be found on the back of your program.

We hope you find the conference sessions valuable as your health centers work to meet the ongoing needs of the individuals and communities we serve and we thank our conference sponsors for their support of this important work.

Sincerely,

Theodore J. Boesen, Jr.
Chief Executive Officer, Iowa Primary Care Association, InConcertCare, Inc., & IowaHealth+
### TUESDAY, OCTOBER 18

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<th>Time</th>
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<td>9:00 AM – 10:00 AM</td>
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<td>BALLROOM FOYER</td>
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<td>10:00 AM – 11:30 AM</td>
<td>WELCOME // OPENING REMARKS // KEYNOTE</td>
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<td>LUNCH // NACHC UPDATE</td>
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<td>5:30 PM – 7:00 PM</td>
<td>RECEPTION &amp; SOCIAL // AWARDS PRESENTATION</td>
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### WEDNESDAY, OCTOBER 19

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<td>12:30 PM – 1:30 PM</td>
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TUESDAY, OCTOBER 18

9:00 AM – 10:00 AM
REGISTRATION // CONTINENTAL BREAKFAST
BALLROOM FOYER

10:00 AM – 11:30 AM
WELCOME & OPENING REMARKS // KEYNOTE SPEAKER: TRANSFORMING HEALTHCARE TOGETHER
GRAND BALLROOM
CONCORD AB

Theodore J. Boesen, Jr., Chief Executive Officer, Iowa Primary Care Association
Dr. James Corbett, Senior Vice President, Community Health Improvement and Values Integration, Centura Health, Englewood, CO

“Transforming Healthcare Together” will provide an overview of changing payment models both nationally and within Iowa, and discuss the best ways to align health systems, public health, community health centers, nonprofits, and others to enhance capacity for improving population health outcomes. Finally, the presentation will leave participants with best practices and a toolkit for engaging across health systems based on Mr. Corbett’s experience working at four different health systems in multiple states.

11:30 AM – 12:00 PM
BREAK // EXHIBIT HALL
BALLROOM FOYER

12:00 PM – 1:30 PM
LUNCH // NACHC UPDATE
WEST DES MOINES BALLROOM
Susan Sumrell, Deputy Director, Regulatory Affairs, National Association of Community Health Centers

This session will provide an overview of key policy and advocacy developments at the Federal level, with a focus on how they impact Iowa health centers.

1:30 PM – 2:00 PM
BREAK // EXHIBIT HALL
BALLROOM FOYER

2:00 PM – 3:30 PM
PLENARY SESSION: CAPITALIZING ON YOUR DATA ASSETS WITH HEALTHCARE ANALYTICS
GRAND BALLROOM
CONCORD AB

Chris Schacherer, Ph.D., Director of Healthcare Analytics, Iowa Primary Care Association

In this session, Chris Schacherer will discuss the rise in demand for analytics, the characteristics of organizations making successful in-roads into leveraging analytics against the challenges of the current healthcare market, and the evolution of healthcare analytics as a functional area within a healthcare organization. Appropriate for all health center staff, the session will also provide a concise primer in data management and analysis that will contribute useful knowledge to advance your data literacy.

3:30 PM – 4:00 PM
BREAK // EXHIBIT HALL
BALLROOM FOYER

4:00 PM – 5:30 PM
PLENARY SESSION: MANAGED CARE PANEL
GRAND BALLROOM
CONCORD AB

FACILITATOR // Andrew Principe, President, Starling Advisors
PANEL // AmeriHealth Caritas Iowa, Amerigroup Iowa, and United Healthcare Community Plan

Mandatory Medicaid managed care has now been implemented in Iowa for seven months. While immediate system transition issues are still being addressed, we must also turn our attention to the future. The first portion of this session will focus on the plan representatives proving an update on key implementation issues. The second portion of the session will provide an opportunity for the plans to outline their innovation vision for Iowa and articulate how they could partner with health centers to realize a shared vision, with an emphasis on behavioral health integration and e-health services. Andrew Principe will facilitate this plenary session that will encourage dialogue between the MCOs and our health centers.
5:30 PM – 7:00 PM  RECEPTION & SOCIAL // AWARDS PRESENTATION
BALLROOM FOYER & ROOSEVELT STRING QUARTET, Roosevelt High School

Iowa Primary Care Association staff will present the Carl Kulczyk Memorial Award, Unsung Hero Award, Outstanding Provider Award, and the winner of the 2016 Advocacy Challenge.

WEDNESDAY, OCTOBER 19

7:00 AM – 7:30 AM  REGISTRATION
BALLROOM FOYER

7:30 AM – 8:00 AM  NETWORKING BREAKFAST
GRAND BALLROOM

8:00 AM – 9:00 AM  PLENARY SESSION
GRAND BALLROOM
CRAIG KENNEDY, MPH, Executive Director, Association of Clinicians for the Underserved

Health centers face a variety of challenges recruiting and retaining providers of all types. This session will focus on the tools and resources available to overcome those challenges. This session will also look to the future and how we can work together to ensure the challenges of today do not remain the challenges of tomorrow.

9:00 AM – 9:15 AM  BREAK // EXHIBIT HALL
BALLROOM FOYER

9:15 AM – 10:30 AM  CONCURRENT BREAK OUT SESSIONS I
SALON A

#ENGAGEHEALTHCAREFINANCE // “HEALTH CENTER STRONG”: HALLMARKS OF OPERATIONAL EXCELLENCE AT AMERICA’S COMMUNITY HEALTH CENTERS
JONATHAN CHAMPMAN, Director, CHC Advisory Services, Capital Link

Building on the analyses we have completed – Financial & Operational Ratios and Trends of CHCs, Impact of Capital Projects on CHCs, and Identifying the Risks of Health Center Failure/Lending – our most recent study, Hallmarks of High Performance at America’s Health Centers, provides health centers with evidence of how financial strength interfaces with the ability to provide high-quality care. Capital Link will present highlights from this study that explores the relationship between health center financial and operational performance and strong clinical outcomes. This HRSAS-supported study seeks to illuminate the characteristics of health centers that perform well both financially and from a quality of care perspective—to assist the health center sector in better understanding the factors that may contribute to the success of these “high performers” and to provide benchmarks toward which other health centers might strive to improve their performance.

- Discussion of our most recent HRSA-Supported Study: Hallmarks of High Performance at America’s Health Centers
- Highlights of the relationship between health center financial and operational performance and strong clinical outcomes
- Learn from health center “high performers” that perform well both financially and from a quality of care perspective
- Better understanding of the factors that may contribute to the success of high performers and look at some useful benchmarks for improving performance
**SALON B**

**#ENGAGEINNOVATION // PAYMENT REFORM: MOVING FROM VOLUME TO VALUE**

Andrew Principe, President, Starling Advisors

The move from volume to value-based payment methodologies continues to accelerate across the nation. This session will provide an overview of federal MACRA legislation that incorporates quality and cost considerations within future Medicare physician reimbursement rates. While the MACRA payment changes are not mandatory for health care provider teams, Andrew Principe will discuss that what happens in Medicare often informs future Medicaid payment reforms, and will present the implications that MACRA may have for health care provider teams’ journey to value-based payments.

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**SALON C**

**#ENGAGECLINICALANDORALHEALTH // IMPLICIT BIAS**

Sherree A. Wilson, PhD, Associate Dean, Cultural Affairs and Diversity Initiatives, Associate Program Director, PREP@Iowa, University of Iowa Carver College of Medicine

Implicit Bias (also known as Unconscious Bias) refers to the attitudes or stereotypes that affect our understanding, actions and decisions in an unconscious manner (Kirwin Institute). While unconscious, these stereotypes, or schemas, can impact our interactions with others based on various characteristics including race, ethnicity, gender, age and appearance; the attitudes can affect hiring decisions, clinical encounters, communication and interpersonal interactions. The research related to implicit bias can assist us in understanding why discrimination persists in spite of the fact that most people oppose it and do not consider themselves as having prejudices (American Values Institute).

In this session, participants will be introduced to the concept of implicit bias, the research related to its prevalence and impact; learn to recognize ways that implicit bias affects the workplace and interpersonal interactions; gain evidence-based strategies for minimizing the impact of implicit bias; and explore strategies for confronting and reducing bias when it may affect decisions or processes.

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**CONCORD C**

**#ENGAGECOMMUNITIES // GRASSROOTS ADVOCACY**

Craig Kennedy, MPH, Executive Director, Association of Clinicians for the Underserved

Charlotte Eby, Senior Account Executive, LS2group

Amy Campbell, Partner, Campbell/Patterson Consulting LLP

With the ever changing political atmosphere, grassroots advocacy is essential to ensure the messages of community health centers are heard by both Iowa’s Members of Congress and the state legislature. By developing a grassroots advocacy network, health centers can quickly mobilize supporters to take action when a Call to Action arises. Participants will learn how to build a successful advocacy network, what it takes to be an effective advocate at the Federal and State levels, and how to get your message heard.

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**CONCORD D**

**#ENGAGWORKFORCE // EMPLOYEE RETENTION**

Jeff Kortes, Founder, Human Asset Management, LLC

Jeff Kortes of Human Asset Management, LLC has more than 25 years experience in human resources. Jeff will be discussing key elements that drive retention and insight into the thoughts and reasoning of employees who decide to leave their jobs. He will also be talking about how to give employees “CRAP.”

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10:30 AM – 11:00 AM  
**BREAK // EXHIBIT HALL**
CONCURRENT BREAK OUT SESSIONS II

SALON A

#ENGAGEHEALTHCAREFINANCE // TRANSITIONING THE REVENUE CYCLE FROM VOLUME TO VALUE

Monique Funkenbusch, CPC, Managing Consultant, BKD

The metrics of running a community health center revenue cycle are changing as we prepare to transition from per-visit payment methodologies to value or performance-based payment methodologies. What will need to be measured under new payment methodologies? What should health center management teams be doing now to prepare for these changes? These questions and more will be discussed during this presentation.

SALON B

#ENGAGEINNOVATION // MANAGING CHANGE IN DYNAMIC TIMES

Amit Bansal, MBA, LSSMBB, B.Tech, B.Sc (IT), CSM, AFAIM, ChMC, FCMI, Performance Improvement Director, Iowa Primary Care Association

The healthcare sector is undergoing unprecedented and rapid change that impacts the way we care for our patients, how we recruit and motivate our providers and staff, and how we receive payment from payers. Our ability to nimbly and effectively manage change determines whether this context becomes an opportunity for health care provider teams to thrive or an exercise in frustration. This session will provide health care leaders with tangible recommendations to proactively and effectively evaluate and manage change.

SALON C

#ENGAGECLINICALANDORALHEALTH // HEROIN AND OPIOIDS: A COMMUNITY CRISIS AND THE ROLE FQHCs CAN PLAY IN ADDRESSING IT

Sally Haack, PharmD, Pharmacist, Drake University, College of Pharmacy & Health Sciences and Primary Health Care, Inc.

Craigie C. Wrenn, PhD, Associate Professor of Pharmacology, Drake University, College of Pharmacy & Health Sciences

Monica Wilke-Brown, LMSW, SBIRT Project Director, Iowa Department of Public Health

Nicole Gastala, MD, Family Physician, Primary Health Care, Inc.

Heroin and opioid addiction is at epidemic proportions across the nation and Iowa is not exempt. This session will provide information related to abuse statistics of opioids and heroin in the U.S. and Iowa as well as statistics on current efforts to combat abuse through resources such as the Prescription Monitoring Programs (PMP). Additionally, information related to the pharmacology of opioids and heroin, mechanisms for pain control as well as dependence, and therapeutic agents (narcotic analgesics), opioid maintenance agents (methadone, buprenorphine) and reversal agents (naloxone) will be discussed. This session will also make the connection between SBIRT screening and the role PCPs can play in Medication Assisted Treatment (MAT). Primary Health Care, Inc., located in Des Moines, will show how MAT has been implemented into practice at their health center.

CONCORD C

#ENGAGECOMMUNITIES // USING PRAPARE AS A FRAMEWORK FOR COLLECTING SOCIAL DETERMINANTS OF HEALTH DATA

Dave Faldmo, MPAS, PA-C, Medical Director, Siouxland Community Health Center

Sarah Dixon, MPA, Senior Director – Emerging Programs, Iowa Primary Care Association

This session will use the PRAPARE tool as a framework to demonstrate how health centers can begin collecting social determinants of health data about their patients. Participants will discuss how to make the data actionable as well as how to develop meaningful partnerships to better serve patients and their families.
CONCORD D

#ENGAGEWORKFORCE // SUCCESION PLANNING
Anna King, Facilitator and Program Manager, Integrated Works

In this session, Anna King of Integrated Works will facilitate peer learning conversation along with providing resources to use in determining the necessary steps an organization needs to take in succession planning and the components of the ultimate succession plan. Succession planning goes beyond the CEO position, ideally it encompasses senior management and all positions in an organization.

12:15 PM – 12:30 PM
BALLROOM FOYER

BREAK // EXHIBIT HALL

12:30 PM – 1:30 PM
GRAND BALLROOM
CONCORD AB

LUNCH // HRSA PRESENTATION // DOOR PRIZE DRAWING
Angela R. Powell, MPH, CPH, Director, Office of Southern Health Services, HRSA/BPHC

This presentation will provide a general HRSA update including a focus on Program Integrity and Quality Improvement. A question and answer format will follow the formal presentation.

1:30 PM – 2:00 PM
BREAK // EXHIBIT HALL

2:00 PM – 3:15 PM
CONCURRENT BREAK OUT SESSIONS III

SALON A

#ENGAGEHEALTHCAREFINANCE // COMMUNITY HEALTH CENTER INDUSTRY UPDATE FROM A FINANCE PERSPECTIVE
Jeff Allen, Partner, BKD

This presentation will discuss a variety of industry issues such as 340B compliance, the new Medicare cost report, Uniform Grant Guidance with a focus on the procurement rules, exempt/non-exempt employee rules, Iowa Medicaid Managed Care and other various current topics. Although we will not have the time to drill deeply on any one subject, we will discuss pitfalls and opportunities around each current issue with some thoughts on navigating these challenges now and into the future.

SALON B

#ENGAGEINNOVATION // BUILDING A NETWORK FOR E-HEALTH INNOVATION
Pamela Villacorta, Director, The Signal Center for Health Innovation
Lindsey Haslag, RN, BSN, Chronic Pain and Performance Improvement Program Manager, Missouri Primary Care Association

Technology can help us extend the reach of healthcare providers, helping to overcome obstacles to access in rural areas and to specialists, and improving overall quality while lowering costs. This session will focus on opportunities for health centers to utilize telehealth technology to enhance direct care services and provide educational opportunities for providers. Attendees will learn about telehealth innovations at the University of Iowa and potential opportunities for collaboration, as well as hear about the impact of Missouri PCA’s Chronic Pain Management Show-ME ECHO.
SALON C

#ENGAGECLINICALANDORALHEALTH // COMMITTEE MEETING

William Donigan, DDS, MPH, Safety Net Solutions Expert Advisor

Iowa PCA, INCC, and IowaHealth+ Staff

Members of the Iowa PCA Clinical Committee, Iowa PCA Oral Health Committee, IowaHealth+ Clinical Quality Committee, Chief Medical Officers, and other clinicians will come together to meet with Dr. William Donigan. Dr. Donigan is an expert advisor with Safety Net Solutions and has recently made site visits to Siouxland Community Health Center and Peoples Community Health Clinic. He will facilitate a conversation with the participants on the importance of oral and medical integration at health centers. He will share easy steps to consider based on his work with health centers across the country. Information will be shared about focusing on manageable populations and then expanding, priority populations, where the bang for the buck with clinical outcomes lie, and how integration efforts contribute to financial reimbursement and incentives. Iowa PCA, INCC, and IowaHealth+ staff will also be present to provide key updates relevant for clinicians.

CONCORD C

#ENGAGECOMMUNITIES // EVALUATING YOUR FUNDRAISING STRATEGY

Marissa Conrad, Director of Development, Primary Health Care, Inc.
Amelia Stoltman, MS, Director of Development, All Care Health Center
Ryan Crane, CAP®, Director of Advancement, Community Foundation of Greater Des Moines

The availability of funding for health centers is becoming an increasingly more competitive process. Health centers must find alternative ways to provide much needed services to the patients they serve. Speakers will share their experiences hosting successful fundraising events, how to assess fundraising efforts, incorporating fundraising into strategic plans, donor engagement, using digital media, and how to connect with local foundations.

CONCORD D

#ENGAGWORKFORCE // WORKPLACE SAFETY

Jason A. Clausen, CSRM, Loss Prevention Specialist, SFM Resources
Shawn Miner, Business Manager – Iowa/Nebraska, SFM Insurance
Lieutenant Adam Infante, Dallas County Sheriff’s Office

Jason Clausen of SFM Resources and a part-time police officer will share with the group a three part presentation including a brief overview of Workman’s Comp 101 and general work place safety, overview of how to do a risk assessment of your medical clinic to find areas of exposure, and then provide information on aggressive behavior/active shooter along with trainings and resources.

3:30 PM

ADJOURN
SUSAN SUMRELL  
Deputy Director, Regulatory Affairs,  
National Association of Community Health Centers  
ssumrell@nachc.org

Susan Sumrell is the Deputy Director of Regulatory Policy at the National Association of Community Health Centers (NACHC). Susan’s responsibilities include reviewing and analyzing federal regulations and policies affecting health centers, and advising NACHC staff, primary care associations, and health centers on these issues. Her main focus area is health center reimbursement policies, specifically Medicare, Medicaid and CHIP. Prior to joining NACHC, Susan worked on Capitol Hill.

CHRIS SCHACHERER, PH.D.  
Director of Healthcare Analytics  
Iowa Primary Care Association  
cschacherer@iowapca.org

Chris Schacherer received his Ph.D. in Human Factors and Ergonomics from Rice University and has developed data management, analytic, and business intelligence solutions for the University of Texas M.D. Anderson Cancer Center, the University of Wisconsin Hospital & Clinics, Mayo Clinic, and Hewlett Packard. Dr. Schacherer has spent his entire career turning unwieldy data into information—from determining the clinical and biologic determinants of cancer therapy responses, to turning EHR and claims data into strategically relevant reports and analyses. His passion for analytic programming and data quality focuses on ensuring that data are transformed into valid and reliable views of patient populations and clinic operations.

ANDREW PRINCIPE  
President, Starling Advisors  
andy@starlingadvisors.com

Andrew Principe is a consultant to health centers and Primary Care Associations throughout the country. He serves as an advisor on issues related to payment reform, Accountable Care, managed care, PCMH, and the technology systems that support these concepts. A technologist by background, Principe spent five years as a Director at the Joslin Diabetes Center in Boston and six years as the Vice President of Strategy of Arcadia Solutions, where he developed methodologies and approaches for health centers to use technology to improve clinical, operational, and financial performance.

keynote speaker

JAMES CORBETT, M.Div., J.D.  
Senior Vice President, Community Health Improvement and Values Integration,  
Centura Health  
jamescorbett@centura.org

James Corbett received his Bachelor of Arts in International Relations from Syracuse University, a Juris Doctor from Saint John’s Law School, and a Master of Divinity from Duke University. He was a fellow at Harvard Medical School, Division of Medical Ethics and the Edmond J. Safra Center for Ethics at Harvard, and he has taught classes in health law and ethics at Maine and New England Schools of Law, Harvard School of Public Health and Harvard Medical School.

Dr. Corbett has been a senior executive in four different health systems in multiple states and has provided strategic and operational leadership for community, behavioral, and global health, ethics, research operations, spiritual care, diversity, and mission. He has presented across bioethics and population health, notably as the keynote speaker for both the Harvard Medical School Annual Bioethics Conference and the Annual Medical-Legal Partnership Summit, this past year and he has been honored for his work by the Invisible Disabilities Association and Medical-Legal Partnership.
plenary speaker

CRAIG A. KENNEDY, MPH
Executive Director, Association of Clinicians for the Underserved
ckennedy@clinicans.org

Craig Kennedy joined ACU in 2013 after many years in leadership positions on Capitol Hill and in non-profit association management. He has management responsibility for all aspects of the Association and reports directly to the Board of Directors. ACU’s mission is to improve the health of America’s underserved populations and to enhance the development and support of the health-care clinicians serving these populations. ACU was founded by alumni of the National Health Service Corps and ACU’s commitment to that program continues today.

Kennedy joined ACU after working with community health centers for 13 years, leading their policy efforts in Washington D.C. He has also worked on Capitol Hill and in the Oregon State Legislature. He received his Masters in Public Health from the George Washington University School of Public Health and has a Bachelor of Science from Willamette University.

His work on Capitol Hill included a stint in the Senate Finance Committee, as the Senior Legislative Assistant for a member of the House Appropriations Committee, and later as the Legislative Director for a member of the House Rules Committee.

Kennedy currently serves on the governing boards for First Focus Campaign for Children and the Coalition for Health Funding. He lives with his wife Linda and three daughters in northern Virginia.

JONATHAN CHAPMAN
Director, CHC Advisory Services
Capital Link
jchapman@caplink.org

Jonathan Chapman rejoined Capital Link in November 2015 as Director of Community Health Center Advisory Services. In this role he supports the organizations project consultants in capital development and operational improvement efforts with community health centers. He formerly served as Executive Director of the Louisiana Primary Care Association where he developed technical assistance programs and implemented a legislative caucus, Health Center Controlled Network, an Independent Practice Association and purchased a new LPCA facility. Prior to the LPCA, Jonathan served as a Project Consultant with Capital Link where he assisted health centers and PCAs across the country with market assessments, data interpretation, and capital financing. He also has experience within PCOs and both retail and hospital pharmacies. Currently he is enrolled in a Predictive Analytics program and seeking to establish that resource to the health center industry.

SHERREE WILSON, Ph.D.
Associate Dean, Cultural Affairs and Diversity; Associate Program Director, PREP@Iowa, University of Iowa
Carver College of Medicine
sherree-wilson@uiowa.edu

Sherree Wilson is Associate Dean for Cultural Affairs and Diversity in the University of Iowa Carver College of Medicine (CCCOM). Dr. Wilson is responsible for the advancement of diversity and inclusion throughout the College; she is also the accountable leader, along with the Vice President for Medical Affairs, for UI Health Care’s goal of creating an inclusive health care environment. Dr. Wilson facilitates workshops on culturally responsive care, unconscious bias and strategic diversity planning; she also conducts sessions on a variety of career/professional development topics.

Dr. Wilson has a B.S. degree in Speech Pathology & Audiology from Ball State University, a Master of Science degree in College Student Personnel Administration and Counseling from Indiana University (IU), and a Ph.D. in Higher Education from IU; in 2013, she also completed a nine-month Diversity and Inclusion certificate program through the Association of American Medical Colleges (AAMC) and Georgetown University.
CHARLOTTE EBY
Senior Account Executive, LS2group
ceby@ls2group.com

Charlotte Eby specializes in communications, public policy, and government relations.

Before coming to LS2group, Charlotte spent 13 years as a journalist, serving as a reporter for the Waterloo-Cedar Falls Courier and as Des Moines bureau chief for Lee Enterprises’ five Iowa daily newspapers.

The majority of Charlotte’s newspaper career was spent covering politics, including Iowa’s leadoff presidential caucuses, the state’s congressional delegation, and the Iowa Legislature. Charlotte reported from the Capitol and campaign trail from 2001-2010, which gave her a foundation in understanding public policy and political communications. That experience also helped her forge strong relationships with elected officials and policymakers.

Charlotte draws on her experience in the political realm to develop and lead comprehensive strategies for clients that include media campaigns, coalition building, grassroots mobilization, and lobbying efforts.

Charlotte earned her bachelor’s degree in journalism and mass communication at the University of Iowa.

AMY CAMPBELL
Partner, The Advocacy Cooperative
amy@ialobby.com

Amy Campbell has nearly 30 years of experience in public policy, government processes, and political campaigns, including 24 years as a multi-client lobbyist and grassroots advocacy consultant. Amy proudly represents a diverse group of clients in the Iowa Legislature – community health centers, AARP, county conversation boards, economic developers, tourism professionals, behavioral health professionals, and public libraries to name a few. Amy’s work has landed her many awards, including the US Government Services Agency’s “Hammer Award” in 1996 and the Governor’s Award for Outstanding Service and Leadership in 1998. As a testament to Amy’s reputation at the State Capitol, the Iowa Legislature inducted her into the 125-year-old Pioneer Lawmaker Association in 2015, making her one of only a handful of lobbyists to receive this distinction.

JEFF KORTES, BS, MSA
Founder, Human Asset Management LLC
jeff@jeffkortes.com

Jeff Kortes has more than 25 years experience in human resources. He has worked at companies that specialize in manufacturing, construction, textiles and software development. During his entire career he has worked to recruit, retain and develop employees, at all levels, at companies including ConAgra Foods, industrial equipment supplier SPX, and automotive retailer Midas International, and more.

Jeff runs his own company, Human Asset Management LLC, which helps organizations to recruit, engage, develop and retain their best people. He is a member of the National Speakers Association (NSA) and a frequent speaker on the topic of retention, engagement, and recruitment to human resources departments, associations and business groups. Jeff is the author of Employee Retention Fundamentals…No Nonsense Strategies to Retain Your Best People and Welcome to Dodge…Tales from the Frontiers of Business.

MONIQUE FUNKENBUSCH, CPC
Managing Consultant, BKD, LLC
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Monique Funkenbusch, a member of BKD National Health Care Group, has health care operations experience in administrative and management capacities in hospital and clinic settings. She provides reimbursement and operational consulting for physician clinics, rural health clinics and federally qualified health centers. She assists in providing guidance related to Medicare enrollment and credentialing processes and physician compensation structure analysis, operations and improvement and revenue cycle enhancement consulting. Monique also performs general financial and operational consulting services related to electronic health record systems.

Prior to joining BKD, she was the manager of systems integration for a top-rated integrated health care system. While there, she worked with management and provided services throughout the implementation of the electronic health record. She is experienced in change management, staffing and efficiency analysis, process improvement and training. Monique also lectures about operational improvements, revenue enhancements and billing topics at events hosted by state primary care associations.

Monique is a Certified Professional Coder (CPC) through the American Academy of Professional Coders.
SALLY HAACK, PharmD
Associate Professor of Pharmacy Practice, Drake University College of Pharmacy and Health Sciences
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Sally Haack, PharmD, BCPS is an Associate Professor of Pharmacy Practice at Drake University College of Pharmacy and Health Sciences. Her position involves coordinating a pharmacy skills-based lab course for third year student pharmacists at Drake and precepting student pharmacists at Primary Health Care Pharmacy, a community health center in Des Moines. At Primary Health Care Pharmacy she offers clinical education programs to patients at both the pharmacy and clinics. Dr. Haack is involved professionally with the Iowa Pharmacy Association and the American Association of Colleges of Pharmacy.

CRAIG WRENN, PhD
Associate Professor of Pharmacology, Drake University College of Pharmacy and Health Sciences
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Craig Wrenn is an Associate Professor of Pharmacology and Chair of the Department of Pharmaceutical, Biomedical, and Administrative Sciences at the College of Pharmacy & Health Sciences, Drake University. Dr. Wrenn earned a PhD in Pharmacology from Vanderbilt University in 1999 and was a postdoctoral fellow at the National Institute of Mental Health from 1999-2004.

In 2004 Dr. Wrenn joined the faculty at Drake University where he has taught neuropharmacology and maintained a research program in behavioral pharmacology. Dr. Wrenn is the author of 27 research articles and book chapters on a range of topics in neuroscience and pharmacology.

AMIT BANSAL, MBA, LSSMBB, B.TECH, B.SC (IT), CSM, AFAIM, CHMC, FCMI
Performance Improvement Director, Iowa Primary Care Association
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Amit Bansal is the Performance Improvement Director at Iowa Primary Care Association. He is a Certified Master Black Belt in Lean Six Sigma and obtained his MBA. Amit is a corporate strategist and adept at driving business goals, controlling costs, and improving efficiencies with advanced Six Sigma techniques and Lean methodologies. During his 12 year career, he has worked with global consulting organizations such as KPMG and REM Consulting in three continents of the world predominately in the health sector. Amit is known for planning, designing, and deploying highly effective systems and processes.

MONICA WILKE-BROWN, LMSW
SBIRT Project Director, Iowa Department of Public Health
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Monica Wilke-Brown, the SBIRT Project Director joined the Department in 2015. The Screening Brief Intervention and Referral to Treatment (SBIRT) grant integrates substance use screenings into primary care medical services. She currently assists with the Medication Assisted Treatment grant and manages the grants for Iowa’s Child Protection Centers. She earned a Bachelor of Arts from Loras College in Dubuque and received her Master of Social Work degree from the Brown School of Social Work at Washington University in St. Louis. Monica has enjoyed a variety of educational and work experiences throughout her career, including HIV Prevention as a Peace Corps Volunteer in Ecuador, substance abuse and violence prevention in Des Moines, work with international students and immigrant groups in St. Louis, and nearly ten years directing Community Services programming at a Central Iowa non-profit.
NICOLE GASTALA, MD
Family Physician, Primary Health Care, Inc.
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Dr. Nicole Gastala is a graduate of Loyola University Stritch School of Medicine in Chicago and completed her residency at the University of Iowa in family medicine. She was chief resident in her third year and is board certified in family medicine.

Dr. Gastala was also a visiting scholar at the Robert Graham Center in Washington D.C., where she focused on health policy analysis relevant to primary care and family medicine. She is currently a family physician at Primary Health Care in Marshalltown. Her interests include treating whole families including women’s health, children, adults and the elderly with a special focus on preventative health care, group visits, chronic pain and medication-assisted treatment.

SARAH DIXON, MPA
Senior Director – Emerging Programs, Iowa Primary Care Association
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Sarah Dixon serves as Senior Director for Emerging Programs at the Iowa Primary Care Association, where she has worked for nearly a decade. She is responsible for overseeing Clinical, Oral Health, Quality and Performance Improvement, Communications and Marketing, and Outreach and Enrollment activities as well as supporting Policy and Advocacy efforts for the PCA. She helps to coordinate the PCA’s response to members’ needs in the areas of health care delivery system and payment reform and works to develop new programs to meet unmet or emerging needs of Iowa’s health centers. Sarah holds a Bachelor of Arts in Economics from Grinnell College and a Master of Public Administration with a public policy emphasis from Drake University.

DAVE FALDMO, MPAS, PA-C
Medical Director, Siouxland Community Health Center
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David Faldmo has been working at the Siouxland Community Health Center in Sioux City, Iowa since 1992. He is passionate about the mission of health centers and serving the underserved. As Quality Director, he enjoys working with others to improve clinical outcomes and in process improvement efforts.

In 2011, he completed the Community Health Center Executive Fellowship through the University of Kansas Medical Center. He loves attending Institute of Healthcare Improvement conferences and recently completed the University of Michigan’s LEAN Healthcare training course.

He is the clinician representative to the Iowa PCA Board of Directors and is active on the clinical content subcommittee with the Alliance of Chicago, which provides community health center friendly GE Centricity EHR content for many health centers.

He obtained his Masters of Physician Assistant Studies from the University of Iowa in 1992, Bachelors of Science from Morningside College in 1990, and Associate of Arts from Dixie College in 1987. From 1984-1986, he lived in Samoa serving a church mission.

He was born and raised in Utah, but has lived in the Midwest since 1987. He has been happily married to his wife Robin for 28 years and they have five children. His hobbies include coaching his children’s youth basketball teams and watching and attending BYU sporting events.
ANNA KING  
Facilitator and Program Manager, Integrated Works  
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Anna King, Facilitator and Project Manager with Integrated Work, has 13 years of experience working on peer learning teams involving all levels of health-center related organizations from community health centers to National Cooperative Agreements, including more than five years working with the PCA CEO/Executive Directors Peer Learning Team. Anna is knowledgeable about leadership and workforce development; increasing access to care for special and other vulnerable populations; training and technical assistance; government policy around primary health care; collaboration across and within health centers, and coordinating efforts with national, state-level, and local stakeholders. Anna enjoys helping make connections between people, ideas, and efforts, especially those seeking to affect the world positively. Anna holds a Bachelor’s degree in Political Science from the University of Colorado and is a Certified Professional Behavioral Analyst (CPBA). She is currently enrolled in a coaching certification program through the University of Wisconsin.

ANGELA R. POWELL, MPH, CPH
Director, Office of Southern Health Services, HRSA/BPHC  
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Angela R. Powell is the Director of the Office of Southern Health Services in the Bureau of Primary Health Care (BPHC). Her current responsibilities include executive oversight of program monitoring and assistance for over 700 FQHCs in Public Health Service (PHS) Regions 4, 6, 7, and 9 with a staff of 98 and grant portfolio of over $2 billion.

Before entering federal service, Angela was the Director of AIDS Support Services at the Whitman-Walker Health Center in Washington, D.C. She has served in various volunteer capacities in HIV and Breast Cancer services as a client/family navigator, patient advocate, peer educator and proposal reviewer.

Angela earned a Bachelor of Arts degree in Life Sciences and a Master of Public Health degree in Health Planning and Administration from the University of Tennessee, Knoxville. Angela is very active in the American Public Health Association (APHA) and has served on its Governing Council and the Education Board. She is a graduate and Senior Fellow of the Council for Excellence in Government and Partnership for Public Service Programs. In 2010, she earned the Certified in Public Health (CPH) Credential from the National Board of Public Health Examiners.

PAMELA VILLACORTA
Director, eHealth + eNovation Center  
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As Director of the eHealth + eNovation Center at the University of Iowa Health Ventures, Pamela wants to transform the digital capabilities of patients, caregivers and healthcare organizations through human-centered design and technology.

Having held leadership positions in Digital, Healthcare IT, Strategy and Operations in Fortune 100 companies, academic medical centers and global digital agencies, Pamela brings more than 15 years of experience successfully bringing innovative products to market, and leading global, multi-disciplined teams. Her current professional and academic interests focus on designing and evaluating digital products and services for patients and their caregivers – from mHealth products, telemedicine, remote monitoring tools, to “smart” patient room design. Pamela has a Bachelor of Arts degree from Georgetown University, a Management Information Systems degree from Drexel University and is currently pursuing a Master of Science in Human Computer Interaction from Iowa State University.

For more information about Digital Health at the University of Iowa, please contact ehealth@uiowa.edu.

LINDSEY HASLAG, RN, BSN
Chronic Pain and Performance Improvement Program Manager, Missouri Primary Care Association  
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Lindsey Haslag, RN, BSN, joined the Missouri Primary Care Association in February 2016 and is a member of the Missouri Center for Healthcare Quality Team. She is the Program Manager for the Chronic Pain Population Health Management Initiative. Lindsey received her Associates Degree of Nursing Science in 2006 and her Bachelor’s Degree in Nursing Science in 2010, both from Lincoln University. Prior to joining the Missouri Primary Care Association, Lindsey has worked in various roles in the outpatient and clinic settings as well as three years as Nurse Manager and Quality Coordinator for a community health center in Missouri.
JEFFREY E. ALLEN, CPA  
Partner, BKD, LLC  
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Jeff Allen, a partner with BKD, LLP is a member of the BKD National Health Care Group. BKD presently serves approximately 250 community health center clients. Jeff manages audit and cost report preparation services and provides consulting services in the areas of Medicare and Medicaid reimbursement, federal grant reporting and operational issues. Jeff also serves as a firm-wide resource regarding federal audit guidelines and their application to community health centers.

Jeff’s expertise is routinely called upon by the National Association of Community Health Centers (NACHC), state primary care associations and the Bureau of Primary Health Care for financial analysis of issues important to community health centers. He serves as a resource to state primary care organizations and state Medicaid programs on Medicaid prospective payment system issues and the cost report submission and settlement process specific to state Medicaid programs. He also provides training to individual health center management teams and boards of directors on financial management issues.

He is a frequent speaker on community health center topics for the NACHC and several state primary care associations. He also conducts presentations for private and governmental organizations seeking to develop the community health center model for their communities. Jeff has co-authored articles on community health center accounting as well as operational and reimbursement topics for BKD publications.

He is a member of the American Institute of Certified Public Accountants and Missouri Society of Certified Public Accountants.

Jeff is a 1994 graduate of Missouri State University, Springfield, with a Bachelor of Science degree in accounting.

WILLIAM DONIGAN, DDS, MPH  
Expert Advisor, Safety Net Solutions  
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Dr. Donigan graduated with a Bachelor of Science degree from Marquette University in 1979 and received his DDS from the University of Illinois in 1983. He also completed his Master of Public Health in 2007 from the University of Kansas Medical Center. Dr. Donigan has been the Dental Director at the Martin de Porres Dental Clinic in Topeka, Kansas and Flint Hills Community Health Center in Emporia, Kansas. In 2007 he became Dental Director at Gaston Family Health Services in Gastonia, North Carolina. He continues to see patients and oversee a staff of nine dentists and forty five support staff. In 2010, Dr. Donigan was named NNOHA’s Clinician of the Year and also Gaston County’s Public Health Hero. In 2012, he joined Safety Net Solutions as an expert advisor. Dr. Donigan is passionate about Public Health Dentistry and creating collaboration with other organizations that support “unified dental care for all.” Most recently, Dr. Donigan was recognized as the 2016 Outstanding Provider by the North Carolina Community Health Center Association.

MARISSA CONRAD  
Director of Development, Primary Health Care, Inc.  
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Marissa Conrad is the Director of Marketing and Fund Development at Primary Health Care. She has over 15 years of fundraising and marketing experience in both corporate and non-profit settings. Marissa moved to the Des Moines metro area in the spring of 2015 from the Twin Cities, where she was the Director of Community Development for the Pinky Swear Foundation. Her non-profit development experience also includes work at the University of Minnesota School of Public Health and William Mitchell College of Law. Marissa has also provided consulting services for small non-profits who need assistance with building the infrastructure required to launch successful fundraising campaigns. She enjoys helping organizations put those pieces together and seeing the fruit from that effort.

In her free time, Marissa enjoys spending time with her family. She has three sons and is often found attending their activities. Her other hobbies include gardening, spending time outdoors and reading historical fiction.
AMELIA STOLTMAN, MS
Director of Development, All Care Health Center
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Amelia Stoltman joined the All Care Health Center team in 2012 as an Americorps Volunteer. In this role she helped to develop and implement the clinic’s first Medicaid enrollment efforts. In 2013, she began her role as the Outreach and Education Coordinator. As the O/E Coordinator, Amelia became an expert in Medicaid Expansion and the implementation of the Health Insurance Marketplace. In her current role as ACHC’s Director of Development, Amelia manages the clinic’s marketing, outreach, fundraising, and is involved in preparing all grant submissions. Amelia also enjoys her continued role as a facilitator of ACHC’s Patient Advisory Council. Prior to joining ACHC, Amelia held previous positions in marketing and community development. She received her Bachelor of Science in Biology and Theology and her Master of Science in Bioscience Management from Creighton University in Omaha, NE. Amelia is a Certified Application Counselor and trained SHiiP (Senior Health Insurance Information Program) Counselor.

JASON A. CLAUSEN, CSRM
Loss Prevention Specialist, SFM Mutual Insurance Company
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Jason Clausen has worked in safety and risk management for 18 years and has his degree in Occupational Health and Safety from Iowa State University. Jason works with SFM customers in Iowa and Nebraska to identify hazards and develop solutions and strategies to reduce their exposures. Jason is a Reserve Deputy Sheriff for the Dallas County Sheriff’s Office and he and his family reside in Waukee, Iowa.

SHAWN MINER
Business Manager, Iowa/Nebraska
SFM Mutual Insurance Company

Shawn Miner is an Ankeny native and 1997 graduate of the Henry B Tippie College of Business at the University of Iowa. He has 18 years experience in the workers compensation insurance industry working in a wide variety of industries such as healthcare, manufacturing, construction and agricultural. He has held a number of roles in sales and marketing, underwriting and management. Shawn started with SFM as the first Iowa employee in 2009 and currently oversees the operations of Iowa and Nebraska.

RYAN CRANE, CAP®
Director of Advancement, Community Foundation of Greater Des Moines
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Ryan Crane stewards and assists the Community Foundation’s existing nonprofit agency fund holders and screens and engages new ones. Before coming to the Community Foundation, he had seven years of nonprofit fundraising experience. He completed the Greater Des Moines Leadership Institute in 2014 and recently completed his CAP® (Chartered Advisor in Philanthropy) designation from the American College of Financial Services. He sits on several boards and commissions in the Des Moines community and is passionate about issues that affect the LGBT community and adults living with mental illness, among others. He finished his undergraduate and master’s work at the University of Northern Iowa in 2008.

LIEUTENANT ADAM INFANTE
Dallas County Sheriff’s Office

Adam Infante has 16 years of experience at the Dallas County Sheriff’s Office with a variety of assignments to include: Patrol, Narcotics, Detective, and Task Force Officer with the Drug Enforcement Agency. Adam’s current duties are as the Lieutenant of the Patrol Division. He has a Bachelor’s Degree in Political Science from Iowa State University, is an avid Crossfitter, and has his 2nd degree black belt in HapKiDo.
The Iowa Primary Care Association is honored to present the sixth annual Carl Kulczyk Memorial Award. Carl was the Director of the Iowa Department of Public Health Primary Care Office for 14 years. He served on the Iowa/Nebraska Primary Care Association Board of Directors from 1995 to 2008; serving on the Executive Committee as Board Secretary for several years.

Carl was recognized in Iowa, Washington D.C., and across the nation as an expert in primary care and the medically underserved. He worked passionately and tirelessly to ensure Iowa communities could offer quality health care to their residents regardless of ability to pay.

Carl also offered placement assistance to physicians and other health care providers including foreign medical graduates. Carl believed in finding the perfect fit between facility, community, and provider.

Carl had a very special blend of passion, humor, determination, and a high intelligence. He dedicated himself to serving others. As Senator Tom Harkin remarked, “Carl worked miracles for people who desperately needed a miracle. The expansion of affordable, accessible health care services across Iowa would not have happened without Carl’s hard work.”

Carl viewed life as an adventure and once you got to know Carl you joined in to share the excitement and reap the rewards of serving others. Carl loved helping people, but he also loved to laugh. He had a quick wit and enjoyed playing the occasional practical joke. Carl often said, “If they only knew they would make me the king if they could…”

Carl was born April 5, 1952, in East Chicago, Indiana, and died unexpectedly on June 2, 2008. He received his Masters Degree in Child Behavioral Psychology from the University of Kansas. Carl served as executive director of community health centers in Michigan before moving to Iowa in the early 1990s. He is survived by his wife Pam and two sons, Caleb and Ezra.
CARL A. KULCZYK MEMORIAL AWARD: DON ORTMAN
Past Board President/Current Board Member, Promise Community Health Center

Don Ortman’s life is a story that reflects improving the health of a community and expanding access to care for ALL. In 2006, Don joined the board of a grassroots movement in establishing the nonprofit organization Greater Sioux Community Health Center. His efficacious spirit and never-ending encouragement were instrumental in moving this organization forward in its evolution as a Look-a-Like (2009) and eventually a community health center (2012) at which time the organization became Promise Community Health Center. Don served as Board President between 2010 and 2012, the most challenging years! Among his credits at Promise: the anonymous Promise Pep Club and the Addink Community Service Award which recognizes outstanding community volunteer service.

This dynamic board member’s contributions to Promise are just a slice of his community gifts. As the Rock Valley Elementary School principal for the past 19 years, he started and directs the community meal project that now draws 300 people together monthly for a free meal, fellowship and distribution of essentials. Don has organized a network of businesses and goodwill persons who step in when a newcomer or immigrant family moves in and needs household items. Don has chaired numerous fundraisers when the need in his community arises due to floods, fire or personal crisis. He coaches and directs choirs at school and church. He sees a need and he steps up.

Don grew up in Iowa and received his undergraduate elementary education degree at Buena Vista University. He received his master’s at Northwest Missouri State University. As a distinguished educator, Mr. Ortman has received numerous educator and reading awards. Don has authored a book, 4th of July, dedicated to the patriotic communities he lived in of Battle Creek, Storm Lake, Griswold, and Rock Valley.

Promise is blessed with Don’s passion for community health on our board.

NOMINATION STATEMENT:
The Carl Kulczyk Memorial Award was established in honor of Carl Kulczyk, a man whose passion for community health centers ran deep and whose contributions to the world of community health center work left an imprint that remains today. Don Ortman, a founding board member, past board president and current board member of Promise Community Health Center, is a “Carl” kind of guy!

When Don was invited to join the steering committee of what would become the founding board of Greater Sioux Community Health Center, now D.B.A. Promise Community Health Center, back in 2005, he didn’t hesitate! As the Rock Valley Elementary School principal, he knew that he had families facing challenges to accessing basic health care services – sometimes as basic as affording head lice shampoo. He recognized what community health centers stood for – he was on board in 2005 and he has been on board ever since!

From steering committee to board member to board president, Don has been a cheerleader and champion of the work of Promise in and around the communities of far northwest Iowa! Don was board president from September 2010 through August 2012, during Promise’s leanest years. Don organized and chaired Promise CHC’s inaugural annual celebration fundraising dinner event[s] and upheld board and staff as Promise looked for creative ways to sustain and maintain the health center during those lean operating years. Don showed up unexpectedly with encouraging notes and signs to boost staff and team morale. Don and a few other board members grilled burgers to celebrate National Health Center Week and kept on encouraging the staff’s work. Don led the marketing efforts to spread the news of what Promise could do for families needing affordable, primary care services.

In the community, Don is one of the first to reach out to welcome immigrant families, finding housing, clothing, essentials like appliances, and by connecting families to Promise for primary health care and other essential services. Don energizes every project and group he works with. His persona is bigger than he is, and when you meet Don, you’ll know what that means! Children love his stories, and parents and adults recognize the respect for all human dignity Don conveys. He never calls attention to himself. Whenever life deals lemons – Don makes lemonade!

Two years ago (July 2014), Don’s home community, Rock Valley, was hit by a major flood. One of the homes decimated in the flood was Don’s. That same summer, RAGBRAI launched from Rock Valley. In spite of personal loss, Don chaired RAGBRAI committees and recovery efforts. Don’s capacity to recognize need, organize and rally community and groups is unsurpassed. We at Promise are blessed beyond measure to have Don on our team and on our board!
UNSUNG HERO AWARD: BILL MILLER
Facilities Director, Community Health Centers of Southern Iowa

Bill Miller was born in Nebraska and raised in a small town in north Central Missouri. For the better part of his professional career, Bill worked for a natural gas pipeline company in multiple roles to include Pipeline Foreman. Bill joined Community Health Centers of Southern Iowa in 2010 as the Facilities Director, where he oversees six different locations and a number of staff.

Bill and his wife Jeannie, of 42 years, have five wonderful children, BJ (and Kevin Passmore), Samantha (and John Cannon), Isaiah (and Kylie), Ethan, and Elizabeth. They also have eight wonderful grandchildren. Bill is a Deacon at the Mercer Baptist Church, where he plays the piano beautifully. He loves spending time with his family and turning wrenches. He is also incredibly devoted to CHCSI, their staff and patients.

Dr. Richard may have made the official nomination for the Unsung Hero Award, but all CHCSI staff find him to be most deserving.

NOMINATION STATEMENT:
My nomination for Unsung Hero is not a medical professional, but each provider and their patients are positively affected by his presence and his efforts. My nominee is not a member of the management team, but each of them has a benefit from his diligent work and is keenly aware of his contribution. My nominee is not a front office employee, but is called upon to make their service available and is responsible for maintaining their efficiency in a wide variety of ways. My nominee has only infrequent patient contact, yet has an integral part in their service at each visit.

The hero of whom I sing is Bill Miller, our Facilities Director of six years. He is responsible for the operation of six sites, from yard maintenance to supplies. This man’s infectious optimism is contagious, and his ever present smile readjusts attitudes daily. He is seen to be happy setting flags on a sunny summer day, scooping snow on a bitter winter day, or even up to his elbows in a malodorous plumbing malfunction. No job is too big or too small. No person’s need, co-worker or patient, is too trivial as to not warrant his attention or so distasteful as to not do it with a smile. There is no drop-off in enthusiasm from setting up for a meeting or cleaning up a blood spill or worse.

He is an important wheel in the function of our practice, yet humbly avoids BIG wheel status. If he is not the prototype of Unsung Hero, I would be proud to meet his better. I personally claimed him as my hero before I knew this award existed. Please join me in singing the praises of the man who sets the tone and epitomizes the very nature of our collective need to serve our fellow man, with dignity for them and joy for us. Mr. Bill Miller.
OUTSTANDING PROVIDER AWARD: PATRICIA BLACKLEDGE
Family Nurse Practitioner, River Hills Community Health Center

Patti Blackledge was born and raised in the midwest. Patti obtained her Bachelor of Science Degree in Nursing from Graceland University. Patti worked as a Registered Nurse in rural Nebraska prior to obtaining her Masters of Science Degree in Nursing from Graceland University. Patti is Board Certified at the National Level as an Family Practice Nurse Practitioner and she is also a member of the Iowa Nurse Practitioner Association. Patti also holds a Certification in Advanced Trauma Life Support from the American College of Surgeons and Advanced Cardiac Life Support from the American Heart Association.

Patti’s medical career has spanned the areas of Family Practice, Emergency Medicine, Occupational Medicine, and Urology. Patti has a real passion for working in rural healthcare and always emphasizes wellness and preventative healthcare with all of her patients. Patti has excellent rapport with all of her patients and she always goes the extra mile to give them the time and attention they need.

In addition to her medical career, Patti also enjoys spending time with her husband Bob, and their three grandchildren on their acreage in Mystic, Iowa.

Patti has been employed by River Hills Appanoose County Clinic in Centerville, Iowa since December 9, 2011, as a Family Practice Nurse Practitioner. Patti is a tremendous asset to River Hill’s Appanoose County Clinic in Centerville and she truly is an outstanding Medical Provider not only to River Hills Community Health Center but also to her patients. We are extremely proud of Patti and she is very deserving to be selected for the Iowa PCA’s Outstanding Provider Award for 2016.

NOMINATION STATEMENT:
Patti Blackledge is an exemplary provider in our community. She has numerous qualities that contribute to this statement and anyone that knows her can attest to these qualities. Patti is always positive and energetic. This positivity and energy is first encountered when you meet her. She will greet each patient enthusiastically. She will praise her patients on health improvement goals that are obtained and gives encouragement to continue to reach goals not met. Patti will often walk them to the door at the conclusion of their appointment. Patients have often commented that they feel Patti values them. Many respect and trust her. Patti will work patients into her schedule when needed no matter how many patients on her schedule. When a patient’s medication is denied by insurance she will unremittingly help them obtain that medication through medication assistance or other sources. Patti is humble. this is demonstrated by assisting her support staff in rooming her own patients when they are unable. She collaborates with the staff to offer the best care for each patient.

Patti not only goes above and beyond for her patients and staff, but also for her family members. In recent years, Patti unselfishly took on guardianship of two of her grandsons, despite dealing with health related issues in her own personal life. Patti tirelessly works a full-time job and a part-time job, as well as lends her services to Hospice when called upon. And with the enormous pressures of the day, Patti still finds time to provide for those grandsons and husband, who is battling cancer by meeting their needs above her own. Patti seems to make the best of every situation and moves forward. To say she is generous doesn’t do her justice. She tries to make everybody’s day special.

Patti Blackledge is a trusted and revered provider, colleague, and friend. River Hills Community Health Center Appanoose Clinic staff is very confident in her and her steadfast care that she extends to everyone around her.
Amerigroup Iowa is proud to support the Iowa Primary Care Association and Iowa’s Community Health Centers. Please stop by our booth, we look forward to meeting you!

Amerigroup Iowa provides health care coordination and benefits to members enrolled in the IA Health Link, Iowa Health and Wellness Plan, and Healthy and Well Kids in Iowa (hawk-i) programs. For more information about Amerigroup Iowa, please visit our website at www.myamerigroup.com/IA.
Now celebrating over 30 years in business, RK Dixon has become a leading provider of IT solutions, managed print solutions and pure water drinking systems, in each of the business communities we serve. We partner with a variety of the industry’s most respected technological companies to help reduce costs and provide solutions ensuring that “Everything Just Runs Better.” Throughout the years, we have expanded our business by adding several new product lines and increasing our market to nine locations in Iowa and Illinois. As we have grown, our commitment to our customers has never changed. We employ approximately 250 people dedicated to providing the highest level of service to our customers.

FRSecure is a full-service information security management company. FRSecure protects sensitive, confidential business information from unauthorized access, disclosure, distribution and destruction. As a leading provider of information security services to healthcare, FRSecure also offers services using the HiTRUST CSF, a comprehensive security framework that addresses the multitude of security, privacy and regulatory challenges facing healthcare organizations in order to comply with healthcare (HIPAA, HITECH), third-party (PCI, COBIT) and government (NIST, FTC) regulations and standards.

RK Dixon and FRSecure have had a successful relationship supporting mutual customers over the years, including INConcertCare, the Iowa Primary Care Association and numerous health care organizations. We actively seek to help improve the success of all the customers we serve and as a result, we hope this reflects on the health and wellness of all the communities we touch.
UnitedHealthcare’s mission is “to help people live healthier lives.” We have operated health plans in Iowa since the 1980s, serving a wide range of Iowans, including those who get their coverage through employers, the armed forces and Medicare plans. We have served children in the Iowa hawk-i program since 2000. We are dedicated to promoting health for all Iowans in every stage of their lives.

UnitedHealthcare Community Plan of Iowa is part of a national organization operating in 24 states. We offer distinctive health care programs tailored to the needs of Medicaid/CHIP beneficiaries, while leveraging a broad array of capabilities to serve our members and our community.

We leverage national experience at the local level. UnitedHealthcare Community & State serves over 5 million Medicaid/CHIP beneficiaries across the nation. In many of our states, we are responsible for integration of behavioral and medical benefits under Medicaid. Our member-centric, field-based care management systems have gotten results.

UnitedHealthcare Community Plan of Iowa is committed to the State and serving its members in many ways, including: Dr. Health E. Hound is the friendly face of UnitedHealthcare Community Plan. As our mascot, he travels all across Iowa, making special appearances to engage with the public and help educate children, their families and the community about healthy living.
A top-tier CPA and advisory firm in the U.S., BKD, LLP, helps FQHCs nationwide with unique financial issues. BKD National Health Care Group provides audit, tax, accounting outsourcing, operations consulting, cost report preparation, strategic positioning and Medicare, Medicaid, and third-party reimbursement consulting services to thousands of health care providers, including more than 225 community health centers. Experience, objectivity, and peace of mind from a firm with resources that bring insight and understanding to improve business performance.
Together with our millions of supporters, the American Cancer Society (ACS) saves lives and creates a world with less cancer and more birthdays by helping people stay well, helping people get well, by finding cures, and by fighting back. The American Cancer Society is a nationwide, community-based voluntary health organization dedicated to eliminating cancer as a major health problem.

For more than 30 years, AmeriHealth Caritas has been a partner that states rely on to provide innovative, quality health care and services for individuals in programs such as Medicaid and CHIP. Across the nation, we’re committed to helping more than 6.9 million people get the care they need to stay well. Our integrated approach and innovative programs improve the lives of our members while effectively managing health care costs. And we’ve remained true to our mission of helping people get care, stay well and build healthy communities. For more than three decades we’ve delivered on our promise to ensure the greatest level of care at maximum value for our members, providers and governments.

Azara Healthcare, LLC is a leading provider of data driven reporting and analytics for the Community Health marketplace. Azara’s solutions empower Community Health Centers, Primary Care Associations and Health Center Controlled Networks to improve quality and efficiency in all aspects of their care delivery through actionable data. Our flagship product, the Azara Data Reporting & Visualization System (DRVS), which currently contains data for 15 million patient lives and helps our clients meet the challenges of Health Reform and in achieving the goals of the Quadruple Aim.
Since 1873, Baird Holm LLP has been providing superior advocacy and counseling solutions, delivered by a highly reputable and diverse legal team. We possess a depth and breadth of knowledge that enables us to successfully advise and represent all of our valued clients, from individuals and families, to organizations of all sizes and across all industries. Today, Baird Holm LLP is comprised of more than 85 attorneys who are excited to carry on the legacy created by our visionary founders. We are proud of our strong tradition of uncompromising quality, dedication to clients, personal and professional integrity and service to the profession and the community. Our attorneys are backed by substantial internal support and resources along with the leading digital legal research systems, mitigation tools, and document support technology that permit seamless communication with our clients.

Our mission is simple: To help FQHCs/CHCs provide convenient health care access for their patients through secure messaging, image sharing (Dermatology store-and-forward), video visits on any device – and receive full Medicaid reimbursement. Certintell integrates seamlessly with existing practice workflows and EHRs (NextGen, eClinicalWorks, GE Centricity, Athena Health, and Greenway). Easily build web and mobile secure messaging, image sharing and video visits into workflows to cut down on patient no-shows, increase patient satisfaction, and generate incremental revenue. Allow staff to focus on value-add tasks and let us handle all the digital health details, from eligibility to patient check-in.

At Cerner, we’re continuously building on our foundation of intelligent solutions for the health care industry. Our technologies connect people and systems at more than 18,000 facilities worldwide, and our wide range of services support the clinical, financial and operational needs or organizations of every size. Together with our clients, we are creating a future where the health care system works to improve the well-being of individuals and communities. By designing leading-edge health information technology, we offer strategies that empower organizations to know, managed and engage their populations. Our applications are developed with physicians in mind so they can focus on people, not technology. And our providers can managed their day-to-day revenue functions with our integrated clinical and financial systems. These helpful tools are designed to work for today and think for tomorrow.

From the beginning, we have innovated at the intersection of health care and information technology. Our mission remains to contribute to the systematic improvement of health care delivery and the health of communities. Health care is too important to stay the same.
GE Healthcare is a leading provider of IT solutions that help your Community Health Center more efficiently deliver holistic care, dramatically streamline UDS reporting, and lead your organization through industry changes such as PCMH, ICD-10 and Meaningful Use. Stop by our booth to see how Centricity™ Practice Solution, an integrated EMR and Practice Management solution that is customizable, interoperable, and progressive, enables your community health center to connect productivity with care.

Great Plains Telehealth Resource & Assistance Center (GPTRAC) is a grant-funded organization whose mission it is to promote telehealth program development to advance quality of health care services through use of modern technology like videoconferencing, the Internet and home health monitoring. Serving Minnesota, Iowa, Nebraska, North Dakota, South Dakota, and Wisconsin, GPTRAC is a resource center that helps health care providers and organizations implement telehealth services through education and consulting. A means to reduced healthcare costs and improved health outcomes, telehealth is changing healthcare delivery as we know it. For more information, visit gptrac.ahc.umn.edu or call (888) 239-7092.

MCNA Dental (Managed Care of North America) is a leading dental benefit management company committed to providing high quality services to state agencies and managed care organizations for their Medicaid, Children’s Health Insurance Program (CHIP), and Medicare members. We serve nearly 4 million children and adults including some of the most vulnerable members of society. We strive to improve their general health by ensuring access to quality dental care.

Our mission is to deliver value to our clients and providers by providing access, quality, and service excellence that improves the oral health outcomes of our members.

Changing Medicine. Changing Lives.® University of Iowa Health Care (UI Health Care) represents the integrated health care enterprise of the University of Iowa, which includes the UI Hospitals and Clinics, UI Children’s Hospital, UI Roy J. and Lucille A. Carver College of Medicine, and UI Physicians.

As one of the nation’s leading academic medical centers—and the only comprehensive academic medical center in Iowa—UI Health Care is committed to excellence in education, research, patient care and service.
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