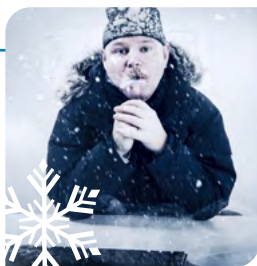


A year at the heart of healthcare

Looking back at our
highlights of 2025 ...
see inside!

also this month ...

Preparing for
Winter
see page 6



Holidays
with
HealthLinc
see page 4



Our member organizations

219Health
NETWORK

ADULT & CHILD
HEALTH

Alliance
HEALTH CENTERS

 **Ascension**
St. Vincent


Aspire
Indiana Health

 **BOWEN HEALTH**


CENTERSTONE
HEALTH SERVICES


CHN
Community HealthNet
Health Centers


DAMAR

 **DAMIEN CENTER**

ECHO
COMMUNITY + HEALTHCARE

 **edgewater**
health

ESKENAZI
HEALTH
CENTER

 **Family**
Health
Center

 **Family Health Centers**
of Southern Indiana

family
HEALTH CLINIC

 **Greene County Health**


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 **HealthNet**

 **Heart City Health**


IHC
INDIANA HEALTH CENTERS
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 **Jane Pauley**
Community
Health Center

 **KNOX WINAMAC**
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 **LifeSpring**
Health Systems

 **Maple City**
Health Care Center

 **Marram**
Health Center

MERIDIAN
HEALTH Services
Physical, Mental, Social Well-Being

Neighborhood
Health Center
Our Community, Our Neighbors, Our Patients


neighborhood
HEALTH

 **NorthShore**
HEALTH CENTERS

 **OPENDOOR**
HEALTH SERVICES

 **Raphael**
Health Center

 **REGIONAL**
HEALTH SYSTEMS
Regional Care Group Member

Riggs
community health center
Empowering Health. Improving Lives.


SOUTHERN INDIANA
Community
Health Care

 **TCA** | **HEALTH**

TULIP TREE
FAMILY HEALTH CARE

 **Valley Oaks**
HEALTH

 **Valley Professionals**
Community Health Center

 **WVHC**
WABASH VALLEY HEALTH CENTER

 **Well Care**
Community Health

 **WindRose**
Health Network



IPHCA™

Welcome to the December Issue

As we close out a turbulent and transformative year, we reflect on the resilience that has carried us through. This year has asked much of us: patience, flexibility, endurance, and compassion, and yet we find ourselves finishing strong.

This month, while looking back at the year, we get the gift of a glimpse into the **Holidays with HealthLinc program (page 4)**, Windrose's best practice for improving **Well Child visit performance (page 18)**, and Raphael's **HIV Mobile Clinic (page 26)**. This is the beginning of a shift you will see in the new year to include content that spotlights our members' programs and accomplishments, shares more insight into the association's programs and activities, and provides specific, unique content you don't receive elsewhere.

In this final issue of the year, we invite you to pause, reflect, and offer yourself the same care you so often extend to others. The holiday season brings both joy and busyness, anticipation and reflection. In the middle of all the noise, it's essential to create space for your own well-being. Whether it's taking an afternoon to recharge, setting boundaries that protect your peace, or simply allowing yourself to rest, remember that caring for yourself is not a luxury. It's a necessity. **See pages 10-11!**

Thank you for your unwavering commitment to caring for all Hoosiers, for nurturing community, and for showing up with resilience, heart, and hope. We look forward to stepping into a new year together, strengthened by what we've overcome and inspired by all that lies ahead.

Warmest wishes for a peaceful, restorative, and joyful holiday season.

Sean

Sean Herbold, IPHCA CFO / **Contact Sean**



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>>> **Clickable links** are provided throughout this newsletter - please notify us of any missing or incorrect links.

Any comments or suggestions please contact **Sean Herbold**, IPHCA CFO.

If you have not done so already, **please follow us on Facebook!**



Also **visit our website** to find links to **previous issues**, an **events calendar**, our **resource center** and more!

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John Fordham Design



CHC Highlight

Holidays with HealthLinc: The More the Merrier



Melissa Mitchell, CEO of HealthLinc brings us some seasonal cheer!

At HealthLinc, the holiday spirit shines in a truly special way. Each year, our Holidays with HealthLinc events bring together two things that are very close to my heart: the joy of meeting Santa and helping kids stay healthy.

I love seeing families visit our clinics for a festive day filled with treats, photos and preventive care. Children have the chance to meet Santa Claus and take a free, keepsake picture with him. It's such a joy to see their excitement and it's a reminder of the magic of the season and the sense of connection we work so hard to foster in our community.

Holidays with HealthLinc are more than fun about wellness, too. At each of our six events, we provide well-child checkups at no cost for qualified uninsured patients, ensuring every child has the opportunity to stay healthy, even during the busy holiday season.




HOLIDAYS with **HealthLinc**
 YOUR COMMUNITY HEALTH CENTER®

Join us for some holiday family fun!

TUESDAY, DECEMBER 2
 4:00 P.M. - 6:00 P.M. CST
 HEALTHLINC MICHIGAN CITY
 200 Alfred St.

- RESOURCES
- GIVEAWAYS
- CRAFTS & SNACKS

• NO-COST PHOTOS WITH
SANTA

**>>> Click here
to view all Holiday
with HealthLinc
events**

Join HealthLinc Michigan City for some holiday family fun on Tuesday, December 2 from 4 – 6 p.m. Enjoy giveaways, crafts and snacks, receive local resources and get a no-cost photo with Santa! And don't forget to wear your holiday pajamas!

Well-child checkups are available at no cost for qualified, uninsured patients on the day of the event only.

We also know that not every child can comfortably attend an in-person event. That's why we also offer a **virtual day with Santa**, so children who are immunocompromised or have sensory sensitivities can still experience the wonder of the season in a safe and comfortable way.

For me, Holidays with HealthLinc is about sharing the spirit of the season while reminding everyone that staying healthy is a gift that lasts all year long. From our festive decorations to our caring providers, these events celebrate what matters most, community, compassion and care. Whether families come for a checkup, a photo with Santa or simply a dose of holiday cheer, I want them to leave knowing that HealthLinc is here to support their well-being every step of the way.

Appointments for well-child checkups during the events are limited and must be scheduled in advance. I encourage families to call HealthLinc to learn more about event dates, scheduling and how to be part of this heartwarming holiday tradition.

—Melissa Mitchell, CEO, HealthLinc



Santa in his virtual workshop for Holidays with HealthLinc



HealthLinc
YOUR COMMUNITY HEALTH CENTER®

December 2 @ 4 - 6pm

**Holidays with
HealthLinc Michigan City**

HealthLinc Michigan City 200
Alfred St., Michigan City

December 4 @ 4:30 - 6:30 pm

**Holidays with
HealthLinc Knox**

Starke County Public Library
152 W. Culver Rd, Knox

December 9 @ 4 - 6pm

**Holidays with HealthLinc
La Porte Pediatrics**

HealthLinc La Porte Pediatrics
1509 State Street, Ste. B,
La Porte

December 11 @ 4 - 6pm

**Holidays with
HealthLinc Valparaiso**

HealthLinc Valparaiso 1001
Sturdy Rd., Valparaiso

December 15 @ 4 - 6pm

**Holidays with
HealthLinc East Chicago**

HealthLinc - East Chicago 1313
W. Chicago Ave, East Chicago

December 17 @ 4 - 6pm

**Holidays with
HealthLinc St. Joseph County**

St. Joseph County Public Library -
Community Learning Center
305 S. Michigan St., South Bend



UPDATES & NEWS

Our **Resource Center** is your first stop for all learning, news, webinars and updates - everything our community health center membership needs.



To contribute resources, or if you have any questions or updates, please contact **Sean Herbold** or call: 317.630.0845



Preparing Your Clinic for Winter: An Updated Guide

As winter approaches, it's essential to prepare your medical office for the challenges the colder months can bring. From patient and staff safety to operational efficiency, winter weather can impact every aspect of a healthcare practice. This guide outlines practical steps to winterize your office, maintain operations, and ensure everyone's safety during the winter season.



1. Ensure Safe Access

Patient and staff safety begins with safe entry and exit from your facility.

Clear Walkways and Parking Lots

- Keep entrances, walkways, and parking areas free of snow and ice.
- Coordinate with a snow removal service for prompt clearing, especially before office hours and during heavy snow.
- Use ice-melting products on

high-traffic areas.

Provide Adequate Lighting

- Winter brings shorter daylight hours. Ensure parking lots and entrances are well-lit to prevent slips and falls.

Install Non-Slip Mats and Signage

- Place non-slip mats at all entrances.
- Use wet floor signs inside and clean floors regularly to reduce accident risk.

2. Prepare for Power Outages

Winter storms can cause power outages that affect both safety and operations.

Backup Power Sources

- Invest in a reliable generator to maintain essential systems, including medical equipment, heating, lighting, and communications.
- Schedule regular maintenance and testing of the generator.

Battery-Powered Devices

- Keep battery-operated medical devices on hand as backups.
- Stock extra batteries to ensure continuity of care during outages.

Data Protection

- Back up patient records and scheduling systems regularly to a secure cloud or off-site storage.



- Ensure critical information remains accessible even during a power disruption.

3. Facility and Environmental System Maintenance

Maintaining a safe and comfortable indoor environment is essential.

HVAC and Heating Systems

- Schedule professional HVAC and boiler inspections before winter.
- Replace worn filters and components to maintain efficiency and air quality.



Energy Efficiency

- Seal windows, doors, and other gaps to conserve heat.
- Consider additional insulation or smart thermostats to maintain optimal temperatures while minimizing energy costs.
- Maintain office temperature at 55°F or higher during off-hours.

Water Systems

- Insulate pipes and water lines to prevent freezing.
- Check for leaks, drain lines if the facility will be closed, and disconnect outdoor hoses or

sprinkler systems.

- Inspect and maintain hot water heaters.

4. Review Emergency Plans and Communication

Winter's unpredictability requires a clear plan and effective communication.

Staff Training

- Train staff on emergency procedures, including medical care during power outages, navigating road closures, and ensuring patient safety.

Communication Systems

- Maintain multiple communication channels (phone, email, text messaging) to update staff and patients on closures or delays.
- Automate alerts for appointments, rescheduling, and office status updates.

5. Stock Up on Supplies

Supply disruptions are common during winter storms.

Medical Supplies

- Check inventory of gloves, masks, bandages, and medications, and order extra for potential delays.

Winter Emergency Kit

- Keep water, blankets, hand warmers, flashlights, cell phones, chargers, and space heaters available for staff and patients during extreme weather events.

6. Flu Season Preparations

Winter coincides with peak flu season and other respiratory illnesses.

Vaccinations

- Promote flu shots and make scheduling easy with reminders via email or text.

Hygiene Protocols

- Increase cleaning of high-traffic areas and waiting rooms.
- Provide hand sanitizer and masks to reduce illness spread.

Flexible Scheduling

- Anticipate more sick visits and rescheduling needs.
- Plan for staffing coverage during peak illness periods.

7. Address Employee Needs

Staff safety and well-being are critical.



Flexible Work Schedules

- Allow remote work when feasible during severe weather.



Winter Gear

- Provide coats, gloves, and boots if staff must work outside or assist with outdoor services.

Encourage Self-Care

- Promote physical and mental wellbeing through healthy habits, rest, and stress management during winter months.

By preparing your medical office ahead of winter, you create a safe, comfortable, and efficient environment for staff and patients. Addressing outdoor safety, power outages, facility maintenance, and flu season readiness ensures your practice continues to operate effectively, regardless of winter weather challenges.



Snow and Winter Weather Emergency Plan: Activation Considerations

Decision Points for Operations

- Monitor weather forecasts and local road conditions.
- Track local school and business closures, which may impact staff and patient attendance.
- Evaluate whether the facility can safely operate.

If Operations Are Discontinued

- Transition to telemedicine where possible.
- Communicate promptly with patients and staff about closures.
- Reschedule or refer in-person visits as needed.

Winter Weather Clinical and Patient Concerns: Clinical Considerations

- Behavioral/Mental Health: Winter stress and seasonal affective disorder may increase behavioral symptoms.
- Cold-Related Illness: Frostbite

and hypothermia risk is higher in vulnerable populations.

- Skin and Respiratory Health: Dry skin, coughs, and respiratory irritation can affect children and adults.
- Activity: Encourage safe indoor exercises to offset sedentary winter habits.

Vulnerable Patient Support



- Provide information about heating assistance programs and warming centers.
- Educate on proper winter clothing: multiple lightweight layers, warm hats, scarves, and staying dry.
- For those experiencing homelessness: advise insulated sleeping arrangements, layering, avoiding alcohol, and caloric intake to maintain body heat.

Plan Activation Notification

Any time you activate your emergency plans please notify IPHCA:

- Email emergency@indianapca.org with: date, type of event, facility details, operational and patient care impacts, structural issues, resolution status, and any requested support.





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coverage,
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and bringing health
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MERRY
CHRISTMAS
— AND —
HAPPY NEW YEAR!



PointCare

www.pointcare.com





Rest for the Givers: Embracing Self-Care During the Holidays



A Gentle Winter Pause: Self-Care for Those Who Care for Everyone Else

As the days grow shorter and the temperatures drop, the holiday season arrives with its familiar blend of joy, celebration, and, if we're honest, it's a bit overwhelming. Between family gatherings, year-end deadlines, and the natural slow-down winter brings, it's easy to place your own well-being at the bottom of the list. You spend all year taking care of and giving to others, but in this hectic time, remember that self-care and self-gifting are essential parts of the season, not an indulgence.

Honor Your Energy Levels

Winter naturally encourages rest. Shorter daylight hours can affect mood, sleep cycles, and motivation. **Instead of fighting this slower rhythm, try working with it.** Allow yourself to unwind earlier in the evening, enjoy a warm blanket and a book, or simply sit in quiet reflection. Recognizing your energy limits—and respecting them—can prevent burnout.

Stay Nourished and Hydrated

Holiday treats and hearty meals are part of the season's charm. **Enjoy all your favorites** while supporting your body with nutrient-rich foods like winter greens, whole grains, and seasonal fruits. Warm beverages like herbal tea, seasonal coffee, hot lemon water, or spiced cider not only help keep you hydrated and grounded but can also be a small indulgence when you take a few minutes of quiet time for yourself.

Protect Your Inner Peace

The holidays can stir up emotions ranging from nostalgia to stress. It's perfectly okay to decline an event that feels overwhelming or shorten a visit to preserve your peace. Prioritizing mental well-being creates space for more meaningful connections. **Gentle boundaries, where needed, is a gift you give yourself.**



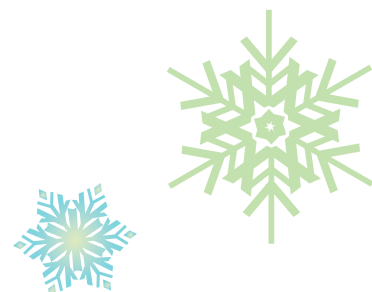


Find Small Moments of Winter Joy

Winter doesn't have to feel gloomy. Embrace small pleasures that elevate your mood: a brisk morning walk, lighting a scented candle, playing your favorite music, indulging in a festive hobby, or even skipping shoveling the snow, just this once. These moments of joy break up the monotony and keep spirits bright.

Stay Connected—Thoughtfully

While the season is filled with gatherings, genuine connection sometimes gets lost in the hustle. Reach out to someone you've been thinking about, send a handwritten card, schedule a relaxed coffee chat, or make time to share an intimate meal or drink with those closest to you. An authentic connection can be one of the most restorative forms of self-care.



Move Your Body in Gentle Ways

Cold weather can make exercise feel like a chore. Instead of forcing rigorous routines, try gentle movement: stretching, yoga, indoor walking, or dancing to your favorite holiday playlist. Movement boosts mood, increases circulation, and helps combat winter stiffness.

Permit Yourself to Pause

Perhaps the most meaningful self-care practice of the season is simply the gift of permission—permission to slow down, to rest, to say no, to prioritize yourself, and to experience the holidays in a way that feels authentic to you.

As the holiday and winter season unfold, let self-care be the thread that carries you through with calm, warmth, and resilience. The holidays may be busy, but caring for yourself allows you to be fully present for all the beautiful moments waiting to be enjoyed.



RESOURCE BULLETIN



To give feedback or provide resources for this section please contact **Nicole Stilianos** or call: 317.630.0845

>>> Click here for all resources

Above: IPHCA Clinical Team representing Indiana at the inaugural National HPV Conference in Indianapolis, April 2025.

L-R: Nicole Stilianos, IPHCA Chief Medical Officer, Karla Marin Muskus, IPHCA Oral Health Program Director, and Maggie Kroeff Streiff, IPHCA Quality and Population Health Director

Learning and collaborating with national leaders to strengthen data-driven performance.

L-R: Lyndsey White, IPHCA Behavioral Health and SUD Director, and Nicole Stilianos, IPHCA Chief Clinical Officer



Celebrating A Year of Impact: IPHCA Clinical Team 2025 Highlights

As we close out 2025, the IPHCA Clinical Team is proud to reflect on a year dedicated to supporting Indiana's Community Health Centers and strengthening partnerships across the state and beyond. Our team works tirelessly to deliver high-quality resources, expertise, and collaborative opportunities to advance clinical excellence, and this year was no exception.

From representing Indiana at the **First National HPV Conference** in Indianapolis (April 15–17, 2025) to elevating data-driven strategies at the **National Azara Conference** in Boston (April 29–May 1, 2025), our focus remained on bringing back cutting-edge knowledge and tools that directly support health centers in improving outcomes and optimizing care delivery.

L-R: Karla Marin Muskus, IPHCA Oral Health Program Director, Lyndsay White, IPHCA Behavioral Health and SUD Director, and Katelynn Burgess, IPHCA Grants Program Director



A Year of Impact



Dr. Lindsay Weaver, Indiana's State Health Commissioner, and Nicole Stilanos, IPHCA Chief Clinical Officer



Members of the IPHCA clinical team representing Indiana at the 2025 Realize & Revitalize Symposium. R-L: Karla Marin Muskus, Oral Health Program Director, Maggie Kroeff Streiff, Quality and Population Health Director, Lyndsey White, Behavioral Health and SUD Director; Nicole Stilanos, Chief Clinical Officer, Alexis Stewart, Maternal and Child Health Coordinator; and Devan Busenbark, Health Information Program Director.

Realize & Revitalize: Maternal and Child Health Symposium

On June 25, 2025, IPHCA hosted the **Realize & Revitalize: Maternal and Child Health Symposium**, bringing together healthcare providers, community partners, and key stakeholders from across Indiana for a full day of learning, collaboration, and action.

The symposium focused on equipping attendees with practical tools and strategies to improve health outcomes for mothers, infants, and families. Sessions emphasized integrated care—connecting medical, dental, behavioral health, nutrition, and substance use services to support coordinated, patient-centered care.

The day opened with remarks from **Dr. Lindsay Weaver**, followed by **Assistant Commissioner Eden Bezy**, whose State of the State presentation set a powerful tone for the day.



Governor Mike Braun joins IPHCA's Chief Clinical Officer, Nicole Stilanos, for a fireside chat on statewide maternal & child health priorities.

A key highlight included a fireside chat with **Governor Mike Braun**, hosted by Nicole Stilanos, exploring statewide priorities, challenges, and emerging opportunities to improve maternal and child health outcomes across Indiana.

Throughout the event, speakers shared evidence-based practices and innovative programs, reinforcing the importance of addressing the physical, emotional, and social needs of families through coordinated and integrated approaches to care.

Participants left energized, with new insights, stronger partnerships, and practical strategies to enhance care coordination and support mothers, children, and families across the state.

A Year of Impact

More 2025 highlight moments



Governor Mike Braun and IPHCA's Chief Clinical Officer, Nicole Stilianos



IPHCA Staff Jenny Walden, Outreach and Enrollment Program Director, and Laura Toten, Administrative Specialist

Closing Reflections: Wrapping Up 2025 With Purpose, Progress & Partnership

As we close out 2025, we want to take a moment to reflect on what has been a year of growth, collaboration, and meaningful impact across Indiana's community health landscape. This year was marked by new partnerships, statewide initiatives, and continued support for our member health centers as they work tirelessly to advance equitable, patient-centered care.

Our Clinical Team showed up across the state and nation, strengthening relationships, sharing best practices, and bringing back resources to support our members. From convening statewide conversations like the Realize & Revitalize: Maternal & Child Health Symposium, to elevating oral health access, strengthening workforce pipelines, expanding data-driven care strategies, and supporting the integration of whole-person care models, 2025 has been a year grounded in action and collaboration.

Most importantly, everything we accomplished was powered by the collective work and dedication of our members, partners, and clinical leaders across Indiana. Thank you for showing up, sharing your insights, embracing innovation, and continuing to serve communities with compassion and commitment.

As we look ahead to 2026, our focus remains clear:

- **Strengthen clinical quality and outcomes**
- **Support workforce development across disciplines**
- **Advance integrated care and best practices**
- **Champion innovative partnerships and policy efforts**
- **Continuing to uplift and empower Indiana's CHCs**

We are excited for what lies ahead and honored to walk alongside you in this work.

Wishing you all a restful holiday season and a healthy, hopeful start to the new year.

Warmest wishes,

The IPHCA Clinical Team

Lyndsey White, IPHCA Behavioral Health Director, presented at the 3rd IPHCA Navigator Monday training, hosted by Jenny Walden, Outreach and Enrollment Program Director. A great example of IPHCA collaboration in action!





2025/2026

IDoH Primary Care Learning Collaborative

In August 2025, IPHCA entered a partnership with the Indiana Department of Health to deliver high-quality content to the Primary Care Learning Collaborative for the next two years.

The focus of this collaborative is on Chronic Disease Management, and the purpose is to bring together healthcare clinics in a shared effort to improve chronic disease management through collaboration, data-driven quality improvement, and the implementation of best practices. Since that time, we have been providing monthly learning sessions.

IDOH Learning Collaborative Schedule

Month	Topic
August	Childhood Immunizations*
September	Clinical Integration: BH and Dental
October	IPHCA Annual Conference
November	Tobacco Screening*
December	Data Hygiene
January	Cervical Cancer Screening*
February	Clinical Integration: HPV
March	Motivational Interviewing and Soft Skills
April	Depression Screening*
May	Data Hygiene
June	IDOH Outcomes Congress

See graphic above for an outline of the learning collaborative schedule.

For more information, please contact:

Joyce Fillenwarth, State Office Rural Health Manager & SHIP Coordinator: jfillenwarth@health.in.gov

Lyndsay White, IPHCA Behavioral Health and SUD Director: lwhite@indianapca.org



Webinar:

Meeting the Vaccination Needs of Patients who are Refugees

December 10 / 3 - 4 pm

Join us to learn more about ensuring that our refugee families receive the vaccines they need to keep them free of serious and preventable illnesses!

The speaker will be Pyae Kyaw, MPH. Pyae is a Public Health Administrator, Refugee and International Health, at the Indiana Department of Health.

>>> [Click here to register](#)



IPHCA™ Maternal & Child Health Corner



To give feedback or
provide resources for this
section please contact

Alexis Stewart
or call: 317.630.0845

As 2025 draws to a close, it's an ideal moment to emphasize a critical pillar of maternal and child health: early prenatal care. Far more than a routine healthcare step, early prenatal care lays the groundwork for a healthy pregnancy and positive birth outcomes. It serves as a consistent source of guidance, support, and monitoring for expectant parents during one of life's most significant and transformative periods.

The importance of prenatal care begins the moment a pregnancy is confirmed—whether through a home pregnancy test or a visit to a healthcare provider.

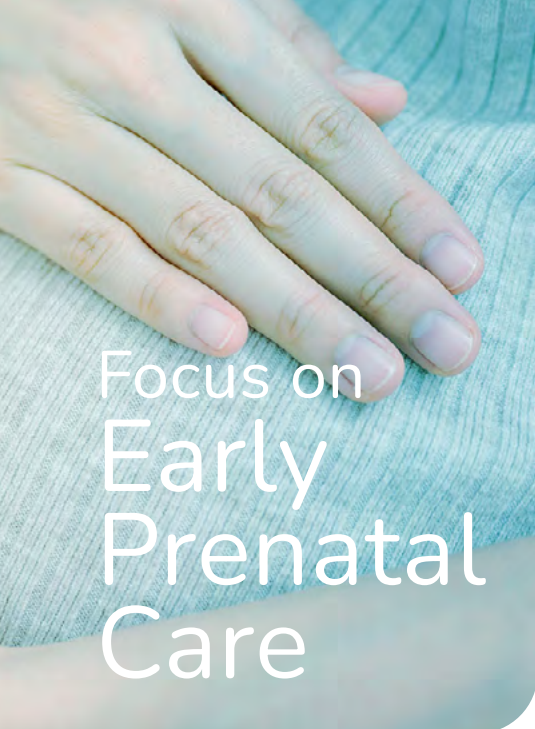
From that point forward, scheduling regular prenatal appointments becomes essential. According to the **Office of Women's Health**, babies born to mothers who do not receive prenatal care are three times more likely to have a low birth weight and face an increased risk of infant mortality.

These early and ongoing check-ins allow healthcare professionals to closely monitor the baby's growth, track fetal heartbeat, measure growth patterns, and assess overall development. Providers can detect early warning signs such as gestational diabetes, high blood pressure, nutritional deficiencies, or concerns uncovered through genetic screenings. Identifying these issues quickly allows for timely intervention, reducing risks and safeguarding the health of both the expectant parent and the developing baby.

In addition to clinical assessments, early prenatal visits serve multiple **supportive functions**. They provide an important educational foundation, offering evidence-based guidance on nutrition, supplements, exercise, safe medications, and lifestyle choices that influence fetal health. These appointments also monitor maternal well-being by tracking vital signs, discussing physical symptoms, and evaluating mental health—factors that can significantly influence pregnancy outcomes. For many

individuals, prenatal visits offer a safe space to express questions, fears, and uncertainties. This emotional support is especially valuable for first-time parents or those navigating high-risk pregnancies. Healthcare providers may also connect families with supplemental resources such as childbirth education classes, breastfeeding support groups, mental health services, smoking cessation programs, or community-based assistance. These tools help families make informed decisions and navigate their pregnancy journey with greater confidence and clarity.

Preventive health measures, such as receiving an annual flu shot, play an equally important role alongside prenatal care. December marks **National Influenza Vaccination Week** (December 6–12), a national effort to stress the importance of flu vaccination during the height of flu season. For pregnant individuals, flu vaccination is especially important. Not only does it help protect the expectant parent from potentially severe flu-related complications, but **research from the CDC** has shown that maternal vaccination can also offer early protection to the newborn in the first months of life, when infants are particularly vulnerable to respiratory illnesses. Considering both early prenatal care and recommended vaccines helps families make informed decisions about their child's health from the very beginning, while also contributing to the broader goal of reducing flu spread across communities.



Focus on Early Prenatal Care

For individuals seeking additional guidance, support, or practical resources throughout pregnancy, **the Moms Helpline** is an invaluable tool. Operated by the Indiana Department of Health, this service connects women and families with essential information tailored to their needs.

Whether someone is searching for an obstetrician-gynecologist, needs help securing diapers or baby supplies, or has questions about breastfeeding, infant safety, or parenting strategies, the Moms Helpline's trained Communication Specialists are equipped to provide one-on-one assistance. The helpline serves as a trusted bridge between families and the many programs, services, and resources available throughout Indiana, ensuring that no one has to navigate pregnancy or early parenting alone.

MOMS HELPLINE



Upstream USA Partnership Update

IPHCA is excited to provide an update on our partnership with Upstream USA, a collaborative effort aimed at improving maternal and infant health. This initiative focuses on implementing quality improvement strategies to standardize family planning screenings while also increasing access to a comprehensive range of contraceptive care services within primary care settings at no cost to health centers.

As part of this partnership, IPHCA and Upstream USA have actively engaged with health centers across Indiana through a series of outreach efforts. To date, we have conducted 10 introductory calls and four in-depth discussions with various health centers. These conversations are designed to foster a collaborative environment, allowing us to connect with health centers on a personal level. During these calls, we explain the nature of our partnership with Upstream USA, outline the specific resources and support available, and discuss how this initiative can be integrated into the operations of each health center to better serve their communities and meet health centers where they are without creating extra work.

In addition to these discussions, we are thrilled to celebrate the recent achievement of Riggs Community Health Center, which has officially signed a Memorandum of Understanding with Upstream USA. This milestone signifies the beginning of a fruitful collaboration that will enhance access to essential resources for the communities they serve.

We look forward to witnessing the growth of this partnership and the positive impact it will have on empowering Hoosiers to take charge of their health and make informed decisions for themselves and their families. By working together, we aim to create a healthier future for Hoosiers.

If you or your health center is interested in learning more about this initiative or would like to schedule an introductory call, please contact Alexis Stewart, IPHCA's Maternal and Child Health Coordinator, astewart@indianapca.org



The Clinically Integrated Network of Indiana (CINI) is a network of health centers committed to transforming healthcare in Indiana by fostering collaboration, improving care quality, and reducing costs.

cinindiana.com



by Rachael Hiday,
PharmD, MBA, BCPS, BCACP
Director of Clinical Pharmacy
Services and Population Health
Windrose Health Network

rhiday@windrosehealth.net

Best Practice Highlight

Improving HEDIS Well Child Visits (WCV) Performance

by Rachael Hiday, Director of Clinical Pharmacy Services and Population Health at Windrose

Windrose Health Network's approach to improving Well-Child Visit (WCV) performance is rooted in intentional workflow design, culturally responsive communication, and proactive patient engagement.

As an FQHC serving diverse and multilingual communities, we recognized early that high performance on WCV requires minimizing barriers and creating predictable, family-centered processes. One of our most effective strategies has been implementing "**scheduling at checkout**," ensuring every child leaves with their next WCV already booked. This reduces missed opportunities, strengthens continuity, and leverages automated outreach to keep families connected to upcoming care.

Our operational model also supports **convenience and access**. We routinely combine WCVs with sports physicals when appropriate, allowing families to meet clinical and school requirements in a single visit. To accommodate working parents and families with transportation challenges, we expanded evening clinic hours, which has been strongly utilized and well-received. In parallel, our team uses the Azara PVP report daily to identify children due or overdue for preventive measures, enabling timely outreach and closing gaps before the end of the measurement year.

A key differentiator in our performance is our commitment to **culturally and linguistically appropriate services**. Windrose employs on-site translators and provides text and call reminders in each patient's native language to reduce communication barriers and support appointment adherence. This approach, combined with caregiver surveys, direct feedback, and continuous adjustments to communication strategies, has strengthened trust and enhanced the patient experience across all sites. Together, these efforts have contributed to **Windrose being recognized as a top performer in WCV**, reflecting our entire team's commitment to ensuring every child in our community receives timely, comprehensive preventive care.

CINI Participants - New resources are now available on the CINI website -
Visit cinindiana.com to browse and download everything you need.
Just log in to access all participant content.





As the holidays begin, we at CHCollective want to express our heartfelt gratitude for your unwavering dedication to serving the health centers in your communities. Your work transforms lives daily, and we're honored to support your mission.

Wishing you and your families a wonderful holiday season!

Happy Holidays, The CHCollective Team

Contact Alex Vactor for more information

Alex Vactor 412.612.0593

avactor@chcollective.com



www.chcollective.com

IPHCA is committed to supporting Oral Healthcare provision across all community health care settings for our membership and throughout Indiana.



For help, to give feedback or provide resources for this section contact:

Karla Marin Muskus
or call: 317.630.0845

2025 Year in Review: Advancing Oral Health Through the PCA Oral Health Collaborative

Our Oral Health Program Director, Karla Marin Muskus, has had an impactful year representing Indiana as an active member of the PCA Oral Health Collaborative (POHC). POHC is a national peer network of oral health leaders from Primary Care Associations, spanning over 37 states, dedicated to advancing access to quality oral health care and supporting community health centers in achieving best practices.

Throughout 2025, Karla participated in several key POHC gatherings, bringing back valuable knowledge and resources to strengthen Indiana's oral health programs



POHC Summer Meeting – Salt Lake City, July 15-16, 2025

The two-day Salt Lake City meeting brought together oral health leaders from PCAs across the country to discuss workforce development, quality improvement, and strategies to expand access to care.

POHC members connecting, strengthening relationships and making collaborative efforts nationwide.



POHC members engaging in collaborative discussions and sharing insights at the Salt Lake City Summer Meeting.



Maternal & Child Health Session - Dr. Yogita Thakur, DDS, MS, leading training on prenatal and OB dental care for state PCA teams



POHC
PCA Oral Health
Collaborative



RESOURCE BULLETIN



these are my people



PCA Oral Health Collaborative Shines at 2025 NNOHA National Conference

Another exciting success for the PCA Oral Health Collaborative (POHC)! At the 2025 National Network for Oral Health Access (NNOHA) Conference in San Antonio, Texas, the collaborative demonstrated its ongoing commitment to advancing access to quality oral health care for communities nationwide.

POHC plays a critical role in achieving national goals to expand oral health access. As a peer network of primary care associations, the collaborative is uniquely positioned to provide direct technical assistance to Federally Qualified Health Centers (FQHCs), advocate for policies that strengthen oral health programs, and support state-level initiatives that improve patient outcomes.

With representation from over 37 states, POHC brings together oral health leaders to share best practices, develop innovative solutions, and build the capacity of community health centers to provide high-quality care.

This year, POHC members actively participated in conference sessions, networking events, and collaborative discussions, bringing valuable insights back to their states and health centers. By connecting with national experts and peers, the collaborative continues to strengthen the oral health infrastructure that benefits thousands of patients across the country.

The 2025 NNOHA Conference underscored the critical role of the PCA Oral Health Collaborative in driving policy, innovation, and technical support, helping ensure that all communities have access to quality oral health care.



Our Oral Health Program Director, Karla Marin Muskus, at the POHC table, educating NNOHA attendees about the role of the PCA and the importance of staying connected to their state association



PCA Oral Health Collaborative group at the 2025 NNOHA National Conference opening reception in San Antonio, Texas



Members of the PCA Oral Health Collaborative connecting with peers and national experts to share best practices and innovative strategies for expanding oral health access.

Indiana Dental Leaders Connect & Learn at 2025 NNOHA National Conference in San Antonio



This November, I had the privilege of attending the National Network for Oral Health Access (NNOHA) Annual Conference in San Antonio, Texas, one of the most influential gatherings for advancing oral health in community health centers nationwide.



Indiana showed up strong at the 2025 NNOHA Conference in San Antonio!

From right to left: Karla Marin Muskus, IPHCA Oral Health Director; Jami Busenbark, Valley Professionals Community Health Center Dental Manager; Dr. Jihan Doss, Valley Professionals Community Health Center Dental Director; and Freda Gonzalez, Eskenazi Health Center Dental Program Manager.

NNOHA is the largest group of safety-net oral health practitioners in the country, united by a shared commitment to increasing access to quality oral health care for underserved populations. The organization continues to provide high-quality resources, training, and support designed to meet the unique needs of community health programs and the providers who serve them.

This year's conference brought forward innovative strategies to elevate clinical practice, expand access to equitable care, and strengthen care teams across the nation. From workforce development and preventive care models to policy trends and quality improvement, the sessions offered tools and insights that directly impact our work in Indiana.

One of the highlights was seeing Indiana strongly represented. Our dental directors, clinicians, and care teams were present, engaged, and learning from national experts, bringing back practical knowledge that will support community health centers across the state.

It was inspiring to witness Indiana's oral health leaders leading conversations, sharing experiences, and reinforcing our collective commitment to improving patient outcomes and expanding access to care for every Hoosier.

As we head into a new year, we look forward to applying these learnings and continuing to elevate oral health efforts statewide through collaboration, innovation, and community-focused leadership.



Karla Marin Muskus with the Valley Professional Health Center Dental team, at NNOHA National Conference.

From right to left: Dr. Jihan Doss, VPHC Chief Dental Officer, Dr. Tosin, VPHC Dentist, Karla Marin Muskus, IPHCA Oral Health Program Director, and Jami Busenbark, Valley Professional Health Center Dental Manager.



RESOURCE BULLETIN



Spotlight on Menopause & Oral Health

Understanding the Connection to Support Women's Wellness

Menopause brings significant hormonal changes that affect the entire body—including the mouth. Despite this connection, research shows that 84% of women ages 50 and older are unaware of how menopause impacts their oral health. These changes can increase the risk of dry mouth, gum inflammation, shifting teeth, oral pain, and bone loss, affecting the jaw and overall dental stability.

Raising awareness and empowering women with accurate oral health information is essential to

maintaining wellness through this life stage. Health centers, dental providers, and public health professionals play a key role in helping women understand risks, seek preventive care, and access supportive services.

By recognizing the oral health effects of menopause, women can take proactive steps to protect their smiles and overall health throughout midlife and beyond.

[Learn more about the link between menopause and oral health.](#)

NACHC and NNOHA Announce Strategic Partnership to Advance Integration of Comprehensive Oral Health Services in Primary Care



Community Health Centers are the largest system of integrated dental care in the nation, serving 7 million patients and providing 16 million dental visits in 2024 through a network of 22,000 oral health professionals.

Now, a ***[new strategic partnership](#)*** between ***[National Association of Community Health Centers \(NACHC\)](#)*** and the ***[National Network for Oral Health Access \(NNOHA\)](#)*** will strengthen that impact. Together, they're working to advance comprehensive, integrated oral health services in Community Health Centers — expanding access, improving outcomes, and supporting a whole-person approach to care.

[>>> Click here to learn more](#) about how this partnership will help shape the future of oral health in primary care:



RESOURCE BULLETIN

[Click here to browse Oral Health resources](#)

Annual Update on the UDS Sealant Measure

Tuesday, December 16, 2025 / Noon ET

This annual session will provide an update to the UDS Sealants Measure including national data results, the measure specifications and promising practices for improving on the UDS Sealants Measure. This session will feature a health center that participated in NNOHA's UDS Sealants Learning Community of Practice to share their strategies improving on the UDS Sealants Measure. This session is a repeat of the in-person session at the NNOHA Annual Conference.

Learning Objectives:

1. Review trends in the national UDS Sealants Measure data.
2. Describe recommendations to improve documentation and reporting of the UDS Sealants Measure.
3. Discuss strategies for increasing sealant placement in health centers.

1.0 CDE will be offered. Attendees must register and attend via their own individual Zoom link to receive CDE.

>>> [Click here to register](#)

Connect with Your Network Colleagues at Upcoming OPEN Events

OPEN House:

Network Health Insights & 2026 Plans

Thursday, December 4 / 3–4:30 p.m. ET

Whether you're a long-time member or new to OPEN, this is a chance to connect with colleagues and discuss what's happening in oral health advocacy nationwide. At this OPEN House, we'll:

- Discuss insights from 2025 engagement efforts, including results of the **Network Health Assessment**
- Brainstorm 2026 strategies and committee scopes

>>> [Register for OPEN House here](#)



Community Water Fluoridation Learning Collaborative

Wednesday, December 3, 3–4 p.m. ET

Are you concerned about the growing wave of legislative efforts to restrict community water fluoridation? Join us to share updates, resources, and strategies to safeguard oral health in your community.

>>> [Register for CWF Learning Collaborative](#)



For more information contact:

Hannah Putnam-Johnson, MHA,
MPH, IPHCA Value Transformation
and Health Equity Director

This series began on

Wednesday, May 14, 2025

All materials from the series
will be added to our website
for you to review.

**>>> Click here for
materials from earlier
sessions**



IPHCA IPV Champion Training Series

Part 8 of 8: December 10 / 4 pm - 5 pm EDT

The **ICADV** team will present to IPHCA members in a multi-part training to illustrate what IPV (Intimate Partner Violence) is, how to recognize it, and how to approach the topic with cultural competence and humility.

The goal of the training is to assist health center staff to champion the prevention of IPV by screening for, identifying, and partnering with appropriate community-based partnerships for support. The training will be 8 separate 1-hour virtual training sessions via Microsoft Teams.

>>> Click here to register for Session 8

This session will cover the topic
IPV Workflow presentation and dissemination

All 8 sessions will follow a cadence of the second Wednesday of the month at 4 pm EST. The topics will be as follows;

1. Wednesday, May 14 -
Foundations of Intimate Partner Violence **Get materials**
2. Wednesday, June 11 -
Impacts, Barriers, and Trauma Training **Get materials**
3. Wednesday, July 9 -
Identifying and Assessing for IPV **Get materials**
4. Wednesday, August 13
Primary Prevention: Laying the Foundation
5. Wednesday, September 10
Primary Prevention: Intersections with Public Health **Get materials**
6. Wednesday, October 15
Safety Planning - **Get materials**
7. Wednesday, November 12
Danger Assessment, Lethality, and Response **Get materials**
8. Wednesday, December 10
IPV Workflow presentation and dissemination

NEWS & UPDATES


To give feedback or
provide resources for this
section please contact

Julia Ketner MPA
or call: 317.630.0845



**>>> Visit our Policy
and Advocacy pages**

2026 Legislative Agenda

Our Board-Approved Legislative
Agenda for 2026 is now
available to view / download.

Click here or click image



December 1 is World AIDS Day

Raphael Health Center Features its HIV Mobile Clinic

Abigail Taylor, Raphael Health Center, PCMH Coordinator

Raphael Health Center's mobile clinic
is the driving force of **Our Lives Indy**,
a Pre-Exposure Prophylaxis (PrEP)



initiative to support the efforts of Ending the HIV Epidemic in the U.S.

This initiative was made possible through the Primary Care HIV Prevention (PCHP) grant awarded by the Health Resources and Services Administration (HRSA) in 2022.

Thanks to this vital funding, we've been able to expand our HIV prevention services to include community-based outreach, free rapid testing, mobile unit development, and increased access to PrEP. These services help to bring lifesaving care directly to those who need it most.

The mobile unit was developed due to the understanding of barriers many individuals face when accessing HIV prevention services. Stigma and limited transportation too often prevent early testing and care. To meet people where they are, we launched a fully equipped mobile clinic designed to deliver services right in the heart of Indianapolis neighborhoods. Our vision came to life through partnering with Summit Bodyworks. We have been able to customize the van to support rapid testing, private consultations, and PrEP education, creating a safe, welcoming space on wheels.

The impact has been both powerful and personal. As PrEP Navigator Gigi Walls reflects: "Bringing care into neighborhoods through our mobile unit has opened doors to people who might not otherwise seek testing, and it's given us a richer picture of our community's needs. The van is more than

just a testing unit, it's a bridge to accessibility, connection, and deeper understanding of the communities we serve."

Community feedback echoes this same view, many have expressed appreciation for a space that is accessible and rooted in compassionate care.

Raphael Health Center's mobile clinic is more than a service, it's a movement. It's building trust, breaking down barriers, and reshaping the way we think about public health outreach.

For more information about our services and testing locations, please visit www.ourlivesindy.org.

Free and confidential testing is available during our walk-in clinic hours at:

Raphael Health Center
401 E. 34th Street
Indianapolis, IN 46205

Clinic Hours:
Monday & Tuesday: 1 – 5 pm
Wednesday: 8 – 11am



New resources for our members

FQHC Medicaid Impact Template

FQHCs – Need help determining your Return on Investment values and cost savings? We've put together a fillable template that you can use when talking with stakeholders.

Page 1 demonstrates the economic value of FQHC patient care vs. non-FQHC patient care to highlight FQHC savings to Medicaid. on Page 2, you can enter your Change in Scope application details to help underline how your needs are changing and what will happen if you do not expand your care.

>>> Click here to view / download the fillable pdf

•• We are working on an online version that will create a more customisable document. Please let us have your feedback so we can make this tool work better for you.

Please contact Julia with any comments
- Thank you!



1: FQHCs Save Medicaid Dollars

Community Health Centers Prevent Costly Care:	Statewide Impact:
Per member per month (PMPM) cost: \$327 FQHC patients vs. \$298 non-FQHC patients (Michigan Report on FQHCs)	Total Medicaid savings by Indiana FQHCs: \$943.7M (2022 report figures, Capital Link)
Hospital inpatient cost: \$141 per FQHC patient vs. \$284 for non-FQHC patient (Michigan Report on FQHCs)	Outpatient Patient cost for FQHC patients: \$55 vs. \$85 for non-FQHC patients (Michigan Report on FQHCs)
Non-FQHC patients: 1.5 times the PMPM cost of FQHC patients. (Michigan Report on FQHCs)	Outpatient Patient cost for non-FQHC patients: 1.5 times the Patient cost of FQHC patients. (Michigan Report on FQHCs)

2: Statewide Growth Metrics

FQHC Growth:	Medicaid Growth:
Number of patients served annually: 820,000 (2022 data)	Medicaid (CHIP / MSP) patients served: 398,032 (2022 data)
Number of Centers: 43 (2022 data)	Percent increase over past 4 years: 54.4 % (2022 data)

3: Change in Scope Tracking

Initial Application: Approval Status:

Date of first Change in Scope application: APPROVED ☐

Services requested: • Date approved:

• Time to approval:

• Days/months waiting:

• Reason (if known):

• Time since denial:

4: Cost of Care Without CHC Expansion

Unmet Needs in Non-Expanded Areas:

County/Region:	Estimated cost of care without CHC expansion:	Estimated reduction in ER visits per capita:	Estimated reduction in hospitalizations per capita:
County/Region:	\$		
Potential Savings if CHC Expanded:	\$		
Organization: Name, address & contact:			

Position Paper on H-1B Visa application fee

IPHCA calls for the removal of the proposed \$100,000 H-1B visa application fee, warning it would devastate Federally Qualified Health Centers (FQHCs) that serve over 820,000 Hoosiers in medically underserved areas.

FQHCs rely on international medical graduates to address severe provider shortages, and such a fee would collapse recruitment pipelines, worsen rural health inequities, and destabilize integrated care models. IPHCA urges policymakers to help preserve access to care and protect Indiana's health and economic stability.

>>> Click here to read the full paper

The Indiana Primary Health Care Association
Position Paper: Removing the H-1B Visa Application Fee of \$100,000
November 20, 2022
Subject: Advocacy for H-1B Visa Policy Reform

Key Concerns:

The Indiana Primary Health Care Association (IPHCA) strongly urges the administration to remove the \$100,000 application fee for H-1B visas. This fee is a significant barrier for many FQHCs, which rely on international medical graduates to address severe provider shortages. The fee is particularly burdensome for FQHCs in rural and underserved areas, where the need for medical services is greatest. The fee also creates a financial barrier for FQHCs, which often have limited budgets and may struggle to pay the fee. The fee is also a barrier for FQHCs that serve underserved populations, as the fee is often passed on to the patient. The fee is also a barrier for FQHCs that serve underserved populations, as the fee is often passed on to the patient.

Our Position:

IPHCA strongly urges the administration to remove the \$100,000 application fee for H-1B visas. This fee is a significant barrier for many FQHCs, which rely on international medical graduates to address severe provider shortages. The fee is particularly burdensome for FQHCs in rural and underserved areas, where the need for medical services is greatest. The fee also creates a financial barrier for FQHCs, which often have limited budgets and may struggle to pay the fee. The fee is also a barrier for FQHCs that serve underserved populations, as the fee is often passed on to the patient. The fee is also a barrier for FQHCs that serve underserved populations, as the fee is often passed on to the patient.

Why the \$100,000 Fee is Harmful:

- Increased patient wait times: When patient wait times are long, patients may seek care elsewhere, leading to a loss of revenue for the FQHC.
- Increased patient costs: When patient wait times are long, patients may seek care elsewhere, leading to a loss of revenue for the FQHC.
- Increased patient costs: When patient wait times are long, patients may seek care elsewhere, leading to a loss of revenue for the FQHC.



RESOURCE BULLETIN

IQIN is a constituent network of community health centers within IPHCA, who work together to improve the quality and value of care provided to Indiana's most vulnerable residents.

By using health information technology and data, health centers are able to change the way they deliver care to produce better health outcomes for their patients.



For further help or to give feedback or provide resources for IQIN please contact:

Laura Totten
or call: 317.630.0845

Resource



A Practical Guide to Data Analysis in Health Centers

This guide covers key data types—clinical, operational, and financial—how data is collected and stored, tools like Python, R, and SQL, and practical steps for cleaning and transforming data. It concludes with real-world examples of using data for quality improvement and payment management.

[Click here to read more](#)



Taking a Look Back on 2025 and Ahead to 2026

As 2025 comes to a close, we pause to celebrate the incredible strides our health centers have made in advancing patient care through technology. This year was marked by collaboration, innovation, and a shared commitment to improving health outcomes. Let's take a moment to reflect on what we've accomplished together—and look forward to the exciting opportunities ahead.

End of the Last Grant Cycle

The IQIN team and our health centers worked tirelessly to meet and exceed expectations during this cycle. Here are some highlights:

- **Achievement of HCCN Objectives:**

IQIN met 7 of the 10 HCCN objectives, exceeding performance in 5 of those areas.

The most notable improvement was in **Digital Health Tools**, with a 21% increase in adoption and utilization. This success reflects the dedication of our health centers to leverage technology for better patient care.

- **Health IT User Group Recap:**

- o **Interoperability Discussions:** We developed a dashboard to track hospital communication tools, fostering transparency and collaboration.
- o **KLAS Survey Completion:** Results showed strong performance in MD and DO training. Moving forward, we'll focus on supporting NPs entering the workforce.
- o **UDS+ Updates:** Significant effort went into preparing for UDS+. While it's currently on hold, our health centers are well-positioned should it become a requirement.
- o **Telehealth Overviews:** Conversations revealed telehealth remains effective for behavioral health visits, though clinical visits have declined. Staying informed on trends helps us adapt to evolving needs.

Beginning of the New Grant Cycle:

Objectives and How We'll Deliver Them

In September, we kicked off the new cycle with Launch Calls, outlining objectives for the year ahead.

Key focus areas include:

- **Data Management and Analytics:** Optimize clinical, financial, and operational data to improve outcomes.
- **Interoperability and Data Sharing:** Enhance bidirectional data exchange with providers and community organizations.
- **Data Modernization:** Increase adoption of FHIR-based applications.
- **Value-Based Care:** Use data to refine processes and prepare for value-based models.
- **Digital Health Tools:** Expand the use of technology to improve health outcomes.

To help health centers achieve these objectives, IQIN will provide interactive learning opportunities throughout the year, including:

- **Collaborative Trainings:** Focused on quality improvement, payer integration, and other emerging needs.
- **User Groups:**
 - o eClinicalWorks User Group
 - o Health IT User Group
 - o Azara DRVS User Group

These sessions will offer practical insights and peer-to-peer learning on optimizing tools and workflows.

- **IPHCA Annual Conference:** A key event for networking, sharing best practices, and exploring innovations in health IT and patient care.

These platforms ensure that health centers not only understand the objectives but also have actionable strategies and peer support to implement them successfully.

Looking Ahead to 2026

The coming year promises exciting initiatives:

- **New Payer Integration Project:**

A kickoff call on December 9, 2025 will launch efforts to expand integration with Anthem, improving communication between health centers and MCEs to reduce duplication and enhance care quality.

- **Azara DRVS Risk Refresh Project:**

This initiative will update risk algorithms, enabling providers to deliver quality care more efficiently within a single platform.

- **Health IT User Group Focus:**

We'll continue exploring strategies to achieve grant objectives, spotlighting health centers that have successfully implemented best practices. Peer learning remains a cornerstone of our approach.

- **Ongoing Azara Data Hygiene Sessions:**

IQIN has hosted two data hygiene sessions so far and will be hosting a third this month. These sessions focus on key skills around mapping and data hygiene and also highlight specific measures that are more likely to be impacted by data hygiene issues. We will host at least three more sessions in 2026.

As we look back on 2025, we're proud of the progress we've made together. The dedication and innovation shown by our health centers have set the stage for an even stronger 2026. With new projects on the horizon and a continued focus on collaboration, we're confident that the coming year will bring even greater success.

Thank you for being part of this journey—let's keep pushing forward to improve care for every patient we serve.





RESOURCE BULLETIN



Quality Improvement resources for:

World AIDS Day



Telehealth.HHS.gov

Introduction To Telehealth for HIV Care :

Learn best practices for using telehealth to expand access to HIV diagnosis, treatment, prevention, and community response. This guide offers practical strategies to integrate telehealth into HIV care effectively.

>>> [Read more](#)



How HIV Tech is Transforming Care

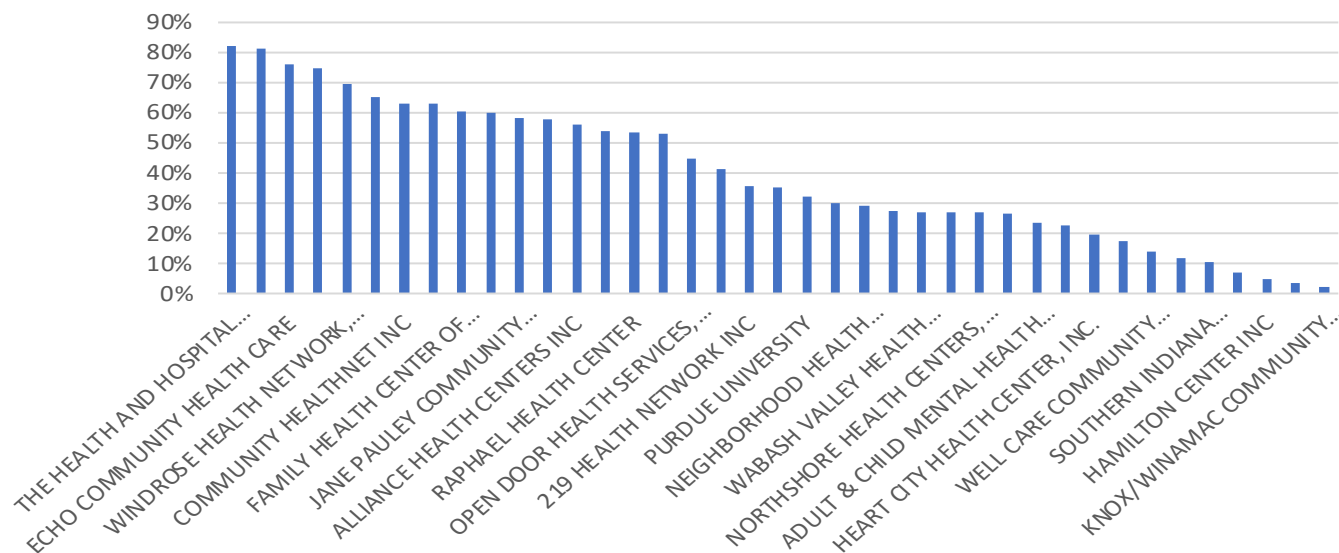
HIV technology is changing the game in prevention and treatment. Rapid testing devices and AI-driven diagnostics enable faster, more accurate detection, while wearable trackers and cloud-based systems improve treatment monitoring and adherence. Digital platforms are expanding access to education, telehealth, and prevention tools. Looking ahead, innovations like smart pills and predictive AI promise a future of more personalized, connected HIV care.

>>> [Read more](#)

UDS Data Spotlights: Each month, IQIN will highlight metrics from the recently released UDS 2024 data. In honor of World AIDS Day, we are highlighting data on HIV Screening

[Click to view data.](#) See the full dashboard [here](#).

HIV Screening (UDS 2024)



Context: This graph shows the percentage of patients who received an HIV screen during 2024. The denominator of this metric includes all patients ages 15-65 at the start of 2024 who had at least one medical visit during the year. The numerator includes all of those patients with a documented HIV test on or after their 15th birthday and before their 66th birthday. Patients diagnosed with HIV prior to the start of 2024 are excluded.

To view more UDS data at the center level, [visit the PowerBI Dashboard](#)



Value-Based Care Learning Series



Education in Action

In 2026, IPHCA will continue its VBC Learning Series with a focus on PCMH transformation resources, so health centers can:

- Build workflows that meet both PCMH recognition standards and VBC quality benchmarks.
- Use PCMH team-based care models to manage chronic conditions and improve population health.
- Leverage PCMH's structured approach to patient engagement to boost VBC performance scores.

Bottom line: By aligning these two frameworks, this learning series will position health centers to deliver consistent, high-quality care while demonstrating measurable improvements in patient health and satisfaction, ensuring long-term success in value-based care models.

2026 Learning Series Events:

- **Friday, December 19 / Noon**
Russ Kolski will present on the PCMH concept "Team-Based Care and Practice Organization"
- **Friday, February 27 / Noon**
PCMH Concept "Care Management and Support" and the updated Azara DRVS Risk Algorithm
- **Friday, April 24 / Noon**
PCMH Concept "Care Coordination and Care Transitions"
- **Friday, June 26 / Noon**
PCMH Concept "Knowing and Managing Your Patients"

These events will be [available here](#) soon to add to your calendar.

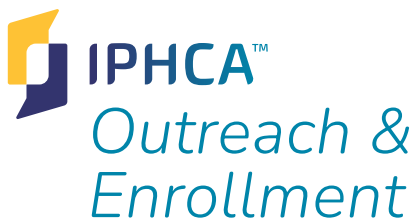
>>> [Click here](#) to view all IPHCA Value Based Care resources

The sessions so far ...

- **October 23, 2024**
Understanding Member Attribution and Assignment
- **February 28, 2025**
Managing Fiscal Viability during VBC Transitioning
- **April 25, 2025**
Common Elements of Total Cost of Care Arrangements
- **May 23, 2025**
Care Models that Support Responding to High Risk/Cost Patients – Care Management
- **November 24, 2025**
Financial Readiness for Value-Based Payment

>>> [Click here to see all past sessions and review materials / meeting recordings](#)

If you have questions or comments on our Value-Based Care content please contact [Hannah Putnam-Johnson](#), MHA, MPH, IPHCA Value Transformation and Health Equity Director



NEWS & UPDATES



For help, to give feedback or provide resources for the O&E section of this newsletter please contact:

Jenny Walden

or call: 317.630.0845

SAVE THE DATE!

Navigator
Monday
2026

Monday May 11, 2026
8:00 am – 4 pm

The Founders Lodge
at Camp Dellwood,
7201 Girl Scout Lane,
Indianapolis

Details coming soon!



>>> Visit our Outreach and Enrollment pages

Here's to you all - thanks for 2025!

Hands That Hold the World

Every day, navigators and community health workers carry more than forms—they carry hope, guidance, and a lifeline for patients across our communities

As we reach the end of the year, I've found myself reflecting on the work I witness every day from navigators and community health workers across our state's FQHCs. I continue to be amazed by the dedication, skill, and heart you bring to your communities.

Your work is often behind the scenes, but its impact is anything but quiet. Every time you help a parent understand their insurance options, guide a patient through a confusing renewal notice, or sit beside someone who's overwhelmed by paperwork, you are doing far more than assisting with enrollment. You are opening doors. You are creating access. You are restoring hope.

Healthcare coverage has never been simple. Policies shift, systems change, and the rules seem to rewrite themselves just when people need them most. But even in that complexity, you show up with patience and expertise that most people will never see or truly understand. You turn complicated processes into manageable steps. You translate jargon into clarity. You make something that feels impossible feel attainable.

And you do all of this in a landscape where resources are often limited. Many of you navigate gaps that shouldn't exist—transportation barriers, technology barriers, social needs that fall far outside the job description but right in line with your humanity. You creatively problem-solve, collaborate, and advocate, not because it's required, but because it's who you are.

I want you to know that I see it. I value it. And more importantly, the people you serve feel it, even if they don't always have the words to say so.

As we close out the year, I hope you find a moment to recognize the weight of what you've accomplished—not just the number of applications processed or calls returned, but the lives made a little easier because you were there. Our health centers are stronger, more connected, and more compassionate because of you.

Thank you for showing up. Thank you for caring. Thank you for doing work that truly changes lives.

Here's to rest, renewal, and another year of making a difference—one patient, one family, one conversation at a time.

Jenny

Webinar

Medicaid Eligibility in Transition: What Health Centers Need to Know by NACHC

December 9 / 3:30 pm

Join the National Association of Community Health Centers (NACHC) Federal Policy team for an end-of-year briefing on the major Medicaid enrollment and eligibility changes shaping the health care landscape. This session will highlight key federal policy updates from the past year and outline what health centers need to know to effectively respond to ongoing and upcoming shifts in Medicaid eligibility.

>>> [Register here](#)

Don't miss!

Outreach and Enrollment Call
Thursday December 11 /
11 am - 12:00 pm

Description This is a bi-weekly call that includes Navigators, SHIP Counselors, CHW and Certified Application Counselors who share best practices.

>>> [Click here to register](#)



Health Center Visit with Neighborhood Health Clinic in Fort Wayne

Jenny Walden, Outreach and Enrollment Program Director, met with Porche' Williams, the New Outreach and Enrollment Supervisor at Neighborhood Health Clinic.

We reviewed program operations and compliance requirements. The discussion focused on licensing and organizational standards necessary for effective outreach and enrollment activities. Emphasis was placed on the importance of maintaining a well-trained navigator workforce, particularly those holding multiple certifications such as Certified Application Counselor (CAC), Certified Community Health Worker (CCHW), and State Health Insurance Assistance Program (SHIP) Counselor credentials.

Thanks to Porche' for a great visit!

IPHCA Gives Back

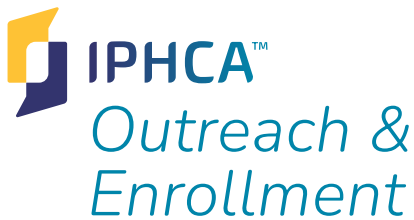
As part of our ongoing commitment to supporting community health centers and the patients they serve, IPHCA staff recently organized a donation drive to collect essential items for local food assistance

programs. Our team generously donated personal hygiene items deodorant, shampoo, conditioner, toothbrushes, dried milk, etc

Once the donations were gathered, they were delivered to our neighbors at the Jane Pauley Community Health Center, which has an active food bank and is ready to serve Hoosiers.

Pictured: Stephanie Lopez, Navigator, Jane Pauley Community Health Center and Jenny Walden, Outreach and Enrollment Program Director





NEWS & UPDATES

National Housing Preservation Database (NHPD)

provides annual reports on the aggregate number of affordable housing properties and units by state and county.

Search affordable housing properties by location, funding stream, or subsidy end date to support affordable housing preservation efforts. You can identify new affordable properties, and locate properties that are at risk of loss

[Click here to find out more](#)



Latest news

FSSA Announces End of MDwise Participation in Indiana Medicaid Programs

The Indiana Family and Social Services Administration (FSSA) today announced that MDwise will no longer serve as a managed care health plan for Indiana Medicaid's Healthy Indiana Plan (HIP) and Hoosier Healthwise programs, effective January 1, 2026.

This decision follows a comprehensive review of MDwise's performance and its ability to meet FSSA's standards for member services, provider support, and program accountability. FSSA determined that ending the contract with MDwise is necessary to ensure the long-term strength and sustainability of Indiana Medicaid.

- Coverage continues: Members will not lose Medicaid benefits.
- New plan options: Members must choose a new health plan—Anthem, CareSource, or MHS—during open enrollment. November 1 to December 15
- Automatic assignment: Members who do not choose will be assigned to a plan, with the option to change within 90 days after January 1, 2026.
- Continuity of care: Existing authorizations and treatments will be honored for a transition period.

Members will receive letters with detailed instructions on how to select a new plan. For assistance, they can contact the Enrollment Broker for HIP at 1-877-GET-HIP9 (1-877-438-4479) and Hoosier Healthwise at 1-800-899-9949.

[>>> Read more at FSSA here](#)



Share your success!

IPHCA would love to highlight the amazing things your center is doing.

If you have something you would love to share with us,

... [please click here and complete the form.](#)

Story Telling

Stories are vital in healthcare because they foster empathy and trust, improve communication and understanding, and empower both patients and providers.

By sharing personal experiences, patients feel heard and can lead to more personalized care, while healthcare providers gain deeper insights into their patients' lives beyond medical data, leading to better treatment plans and increased well-being for all involved.

If you would like to share a story, please **[complete the form here](#)**

Wishing all of our members,
friends, sponsors and supporters
Happy Holidays
and a successful and peaceful 2026
from all of us at

