

Give where you live!

Celebrating our communities with Valley Professionals

page 6-7



 **Valley Professionals
Community Health Center**

Only a few days left to nominate your
Navigator of the Year

See page 21



also this month ...

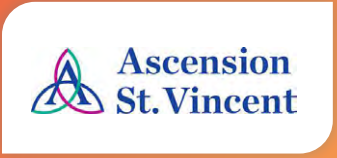
AC26

▶▶▶ **Lead the way**
Share your insights at AC26
plus all conference news **pages 4-5**



**IQIN Supporting
Our Health Centers** page 27

Our member organizations





Welcome to the April Issue

April brings a focused opportunity to connect population health with inclusive, patient-centered care.

In recognition of **World Health Day**, we are reminded that improving outcomes requires more than clinical excellence demands equitable systems that meet patients where they are.

That lens is especially relevant as we observe **Autism Acceptance Month** and consider the often-overlooked needs of adults living with autism. Many adults with autism remain undiagnosed or are diagnosed later in life, often after years of navigating healthcare, employment, and social systems that were not designed with neurodiversity in mind. This can present as challenges with care coordination, communication, sensory environments, and co-occurring mental health conditions. At the same time, individuals on the spectrum bring important strengths, including pattern recognition, focus, and analytical thinking, which are often underleveraged.

For providers and healthcare organizations, this presents a clear opportunity to improve care delivery. Practical steps such as adapting communication approaches, reducing sensory barriers in clinical settings, and integrating behavioral health and social support can significantly improve patient experience and outcomes. Just as importantly, increasing provider awareness and comfort in working with autistic adults is critical to reducing disparities in care.

As we move through April, I encourage each of us to consider how our organizations and care models can better identify, engage, and support adults with autism as part of a broader commitment to equitable, whole-person care.

Thank you for the work you do every day to strengthen the health of our communities.

Sean

Sean Herbold, IPHCA CFO

Contact Sean

IPHCA Monthly April 2026

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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!

Indiana Primary Health Care Association

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info@indianapca.org

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Leading the Way:

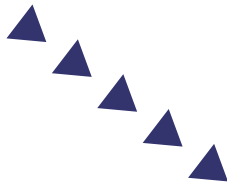
Advancing the Future of High-Quality Primary Care



All roads lead to Muncie in October!

Join us for IPHCA Annual Conference
 on the 5th and 6th of October at the
Horizon Convention Center, Muncie!

>>> For all details,
 updates and information
 head to our **Conference
 pages**



Our Conference hotel is the recently refurbished **Courtyard Marriott**, right adjacent to the Horizon Center.

Register to attend, or be a sponsor or exhibitor using these buttons.





Speaker Call



Lead the way!

>>> Start your Speaker proposal here

Share your knowledge and expertise at IPHCA Annual Conference 2026

Our conference brings together professionals across Indiana who are passionate about **“Leading the Way: Advancing the Future of High-Quality Primary Care.”**

We welcome your expertise in clinical integration, behavioral health, value-based drivers of health, clinical operations, workforce

development, policy, or other areas that advance primary care.

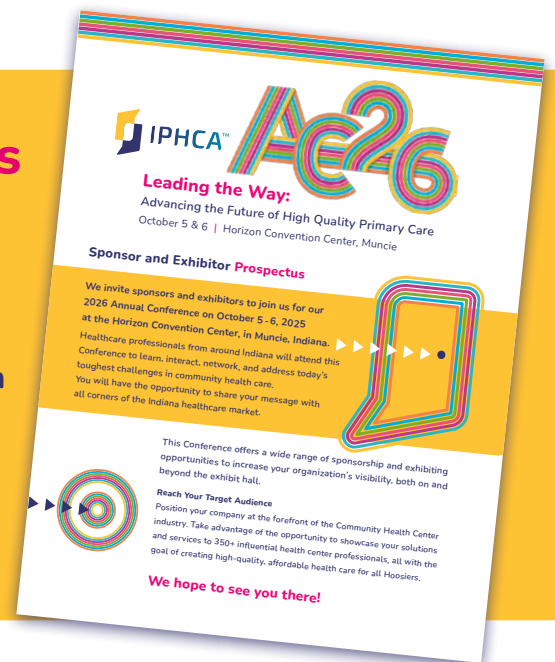
We encourage you to share your knowledge and help shape the future of community health in Indiana.

>>> [Click here to find out more](#)

Sponsor and Exhibitor Prospectus

Healthcare professionals from around Indiana will attend this Conference to learn, interact, network, and address today’s toughest challenges in community health care. You will have the opportunity to share your message with all corners of the Indiana healthcare market.

Find out what our conference offers sponsors and exhibitors - **download our prospectus today!**



GOLD SPONSOR

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“Give where you live.”



*TJ Warren, CEO,
 Valley Professionals
 Community Health Center*

A phrase that reflects the foundation and vision of Valley Professionals Community Health Center by serving and supporting healthier communities.

As a community health center, we are reminded daily of the importance of giving back, especially in rural areas where access to care and resources may be limited. Supporting our communities and neighbors is not just part of what we do; it is who we are.

What began as a simple idea blossomed into a meaningful community service initiative that engaged our staff and their families while extending our impact beyond the walls of our health centers. It infused our actions with compassion, creating projects that supported and benefited our communities as a whole. From furry friends to back-to-school activities and beautification efforts, our staff had the opportunity to participate, build relationships, and be involved with the communities we serve in ways we never had before.

Over 90 volunteers came together across four counties, taking part in seven projects for our first annual **‘Give Where You Live’ Day!** This special event was a meaningful community-focused volunteer effort that brought together staff and their families to serve the region the health center supports through hands-on service projects designed to benefit local communities and reflect the organization’s mission of improving health and well-being for all residents.

Volunteers engaged in a variety of activities, contributing their time and energy to initiatives that supported nonprofit partners and community spaces, nurturing a sense of shared purpose. The event reflected Valley Professionals’ mission, giving our team the chance to serve in the communities where they live, and strengthening our ongoing commitment to working alongside our community partners and residents.



*Amy Reed, VP of Marketing
 & Communications,
 Valley Professionals
 Community Health Center*



Volunteers taking part in Give Where You Live projects around our communities

Since its inaugural success, our Community Relations Manager is committed to expanding the reach and impact of the “Give Where You Live” initiative by strengthening community partnerships, increasing employee engagement, and identifying meaningful service opportunities across our service area. By fostering deeper relationships with local organizations and stakeholders, they will lead by growing participation and volunteer efforts, ensuring projects align with our mission to improve community health and well-being, growing alongside our community neighbors and friends. This year’s event is taking place on Saturday, April 18.

We encourage you and your healthcare teams to embrace opportunities like this, no matter how small, because even the simplest acts of service can have a meaningful impact. Our patients and communities feel valued and connected to our health center beyond the scrubs and white coats, phone calls, and appointments.

When patients and community members see their healthcare providers investing in the places they call home, it strengthens trust, connection, and a shared commitment to healthier communities.



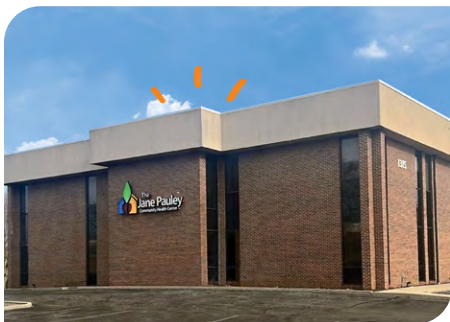
Valley Professionals Community Health Center, Inc.

777 S. Main Street, Suite 100, Clinton, IN 47842

valleyprohealth.org



UPDATES & NEWS



Celebrating Excellence:

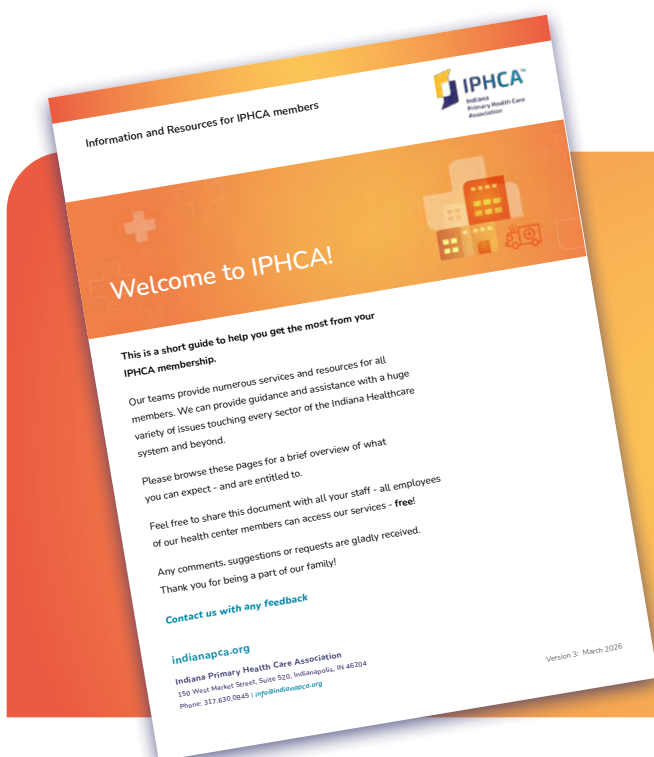
Jane Pauley Community Health Center
Receives 2026 Lifetime Achievement Award

IPHCA proudly congratulates Jane Pauley Community Health Center on being named a recipient of the 2026 Lifetime Achievement Award by the National Association of Community Health Centers (NACHC).

This prestigious recognition honors outstanding contributions to the health center's mission and a lasting impact on community-based care.

NACHC will present the award during the **2026 Workforce Conference**, taking place April 28–29 at Caesars Palace in Las Vegas, Nevada. This achievement reflects Jane Pauley Community Health Center's continued commitment to advancing high-quality, patient-centered care and strengthening the health of the communities they serve.

(Please visit the [NACHC website](#) for additional P&I details.)



Our Member Resource Guide
has been updated for 2026

A quick guide to IPHCA services and
staff, helping you find what you need!

Click the image to download



UPDATES & NEWS



Celebrating Advocacy Leadership: Valley Professionals Community Health Center Earns ACE Recognition

IPHCA proudly congratulates Valley Professionals Community Health Center for achieving Advocacy Center of Excellence (ACE) status in January and February.

This recognition reflects their strong commitment to advocacy and ensuring that policymakers and stakeholders continue to support the vital work of Community Health Centers (CHCs).

The ACE designation, awarded by the National Association of Community Health Centers (NACHC), honors health centers that actively engage in advocacy efforts at both the federal and state levels. ACE-designated organizations partner with NACHC and their Primary Care Associations to advance policies that strengthen access to affordable, comprehensive, and innovative care.

With Bronze, Silver, and Gold levels, the ACE designation highlights leadership in advocacy and is valid for two years. Valley Professionals Community Health Center's achievement demonstrates their dedication to elevating the voice of CHCs and the communities they serve.



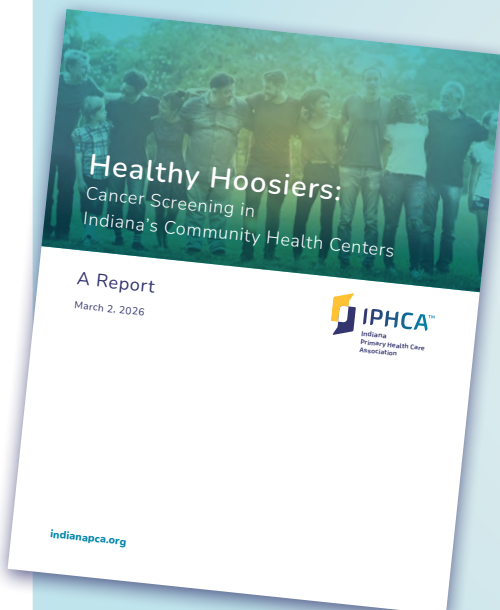
Healthy Hoosiers 2026

The second annual report in the series **Healthy Hoosiers** is now available!

Developed as part of a funded initiative outlined in our HRSA PCA grant, this publication is designed to showcase key quality metrics and track progress across our health center network over time, highlighting the vital work being done in health centers every day to improve the health and well-being of Hoosiers.

This report is focused on cancer screening metrics for the state of Indiana, in particular for breast, cervical and colorectal cancers, highlighting trends in screening outcomes and the benefits for patients, health centers and state medical costs in making sure screening happens early as possible.

[Click here to view / download the report.](#)





RESOURCE BULLETIN



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

Stress Awareness Month – April 2026

Supporting Workforce Well-Being: Addressing Stress in Community Health Centers

Community Health Centers (CHCs) play a critical role in delivering high-quality, patient-centered care, often in fast-paced and resource-constrained environments. As demands continue to grow, so does the importance of supporting workforce well-being. During **Stress Awareness Month 2026**, IPHCA encourages health center leaders and care teams to prioritize strategies that address workplace stress and promote resilience.

Workplace stress can impact staff across all roles, including providers, behavioral health teams, care coordinators, and administrative staff. Common signs include fatigue, decreased engagement, difficulty concentrating, and burnout—all of which can affect both staff well-being and patient outcomes.

Addressing stress requires a multi-level approach. At the individual level, practices such as brief mindfulness exercises, intentional breaks, and peer support can help reduce daily stress. At the organizational level, CHC leadership can foster a culture of well-being by promoting open communication, supporting team-based care, and integrating wellness initiatives into daily operations.



The American Institute of Stress



Resources to Support CHCs and Care Teams

In recognition of Stress Awareness Month, the following resources can support your team's well-being efforts:

- **American Institute of Stress** – Tools and education on stress management and resilience
- **Centers for Disease Control and Prevention Workplace Health Resource Center** – Evidence-based strategies to support employee well-being
- **Center for Mind-Body Medicine** – Mind-body skills and training programs to reduce stress and improve resilience

Prioritizing workforce well-being is essential to sustaining a strong healthcare system. By investing in stress management and supportive workplace practices, CHCs can strengthen their teams, improve care delivery, and continue advancing health outcomes across Indiana communities.



RESOURCE BULLETIN



Strengthening Team-Based Care: Celebrating National Interprofessional Healthcare Month *Advancing Collaboration Across Community Health Centers*

Community Health Centers (CHCs) rely on strong, coordinated care teams to deliver high-quality, patient-centered services.

In recognition of **National Interprofessional Healthcare Month**, IPHCA highlights the importance of collaboration across medical, dental, behavioral health, pharmacy, and care coordination to improve patient outcomes and strengthen workforce resilience.

Interprofessional care brings together diverse expertise to address complex patient needs. Research shows that collaborative, team-based approaches improve care quality, enhance communication, and support better health outcomes.

What Does Clinical Integration Mean for IPHCA and Our Members?

At IPHCA, we understand the value of collaboration across clinical disciplines. Our **Clinical Integration Team** provides technical assistance, guidance, and integrated learning opportunities to help health centers advance team-based, whole-person care. By fostering collaboration and offering practical resources, IPHCA supports CHCs in strengthening care delivery, improving patient outcomes, and ensuring all Hoosiers have access to high-quality, coordinated services.



Visit *IPHCA Clinical Integration*



RESOURCE BULLETIN

>>> [Click here to find resources and activities for CAP Month 2026](#)

>>> [See all resources on this subject](#)

Throughout the country, various entities including schools, nonprofit organizations, and local leaders, collaborate to orchestrate a diverse range of educational events. These gatherings are meticulously designed to equip adults with the essential knowledge and skills needed to identify warning signs of abuse. Alongside this, participants learn how to effectively respond to situations of suspected abuse, ensuring that they can provide the necessary support and intervention. This initiative frequently features interactive workshops, engaging public awareness campaigns, and extensive resource fairs. These fairs play a crucial role in connecting families with vital services such as mental health counseling, emergency crisis hotlines, and community support programs tailored to help those in distress.

In Indiana, some resources are:

Indiana Department of Child Services (DCS)

**Child Abuse & Neglect Hotline:
1 800 800 5556**

- Available 24 hours a day, 7 days a week, including weekends and holidays.

If you suspect abuse or neglect, you can make a report anonymously. Your call could save a life.

National Child Abuse Prevention Month

April is **National Child Abuse Prevention Month**, an essential and impactful nationwide initiative aimed at addressing the critical and ongoing challenges posed by child abuse and neglect.

This month serves as a dedicated time for awareness and action, where communities, advocacy groups, and public agencies come together to enhance child safety and strengthen the support systems available to families facing difficulties.

Moreover, advocates stress that prevention encompasses more than just the identification of abuse; it also involves the creation of nurturing and supportive environments where children can not only survive but thrive.

Extensive research conducted by the Centers for Disease Control and Prevention underscores the importance of strong social support networks, stable and secure housing, and easy access to mental health resources. These elements have been shown to significantly reduce the likelihood of child maltreatment. In light of this, many communities take the opportunity during April to highlight these protective factors, promoting a culture where adults are encouraged to take an active role in safeguarding the well-being of children in their lives and neighborhoods.



Firefly Children & Family Alliance

A statewide organization offering:

- Parent education and support programs
- Counseling services
- Family preservation and intervention programs
- Community resources for families in crisis



Prevent Child Abuse Indiana (PCAIN)

A leader in statewide prevention efforts offering:

- Trainings and workshops
- Educational materials
- Community events promoting awareness
- Prevention strategies for parents, caregivers, and professionals



Customized benefit solutions for CHCollective members

CHCollective is thrilled to announce a dynamic new offering, the CHCollective Insurance Program, administered by Lockton Affinity.

Through this partnership, community health centers can now access exclusive perks on essential ancillary benefit coverages—including life, disability, accident and critical illness, hospital indemnity, and more—ensuring your employees have the best possible protection and benefits:

- A meaningful discount. Get an average of 10% or more off your current employer-paid benefit rate.
- Matched Terms: Your current coverage terms will be matched or upgraded.
- 4-Year Rate Guarantee: Your rate will be locked in for four years, compared to the two-year industry average—offering stability for your budget and protection from market fluctuations.

See how Lockton Affinity's solutions compare to your current benefits offerings today.

[Explore the solutions](#)



Contact Alex Vactor for more information

avactor@chcollective.com 412.612.0593

chcollective.com



IPHCA™
Maternal &
Child Health
Corner



To give feedback or
provide resources for this
section please contact

Alexis Stewart
or call: 317.630.0845



National Infertility Awareness Week - April 19-25

national
infertility
awareness
week®



Each year, April 19–25 marks **National Infertility Awareness Week**, a time dedicated to shedding light on a condition that affects millions of people worldwide.

Infertility is far more common than many realize, about 1 in 6 individuals globally experience challenges with fertility at some point in their lives. It impacts people of all genders, backgrounds, and life stages, and often brings emotional, physical, and financial stress.

Infertility isn't a one-size-fits-all diagnosis. Healthcare professionals generally categorize it into three main types:

- **Primary infertility:** Difficulty conceiving after one year of regular, unprotected intercourse (or six months for individuals 35 and older), with no previous pregnancies.
- **Secondary infertility:** Challenges becoming pregnant again after previously carrying a pregnancy to term.
- **Unexplained infertility:** When standard fertility testing doesn't reveal a clear medical reason for the difficulty conceiving.

Infertility can be diagnosed through various evaluations, including ultrasounds, blood tests, ovarian reserve testing, semen analysis, and more. According to the **American College of Obstetricians** and

Gynecologists (ACOG), it is recommended to seek an infertility evaluation if you have not become pregnant after one year of having regular sexual intercourse without using birth control.

There are many potential causes and risk factors for infertility, ranging from hormonal imbalances and health conditions to lifestyle factors and age. In some cases, despite thorough testing, there simply isn't a clear explanation. This uncertainty can be one of the most difficult aspects for individuals and couples navigating infertility.

Treatment options are equally varied. They may include different plans or medications tailored to support both men and women experiencing fertility challenges. As the **Cleveland Clinic** notes, the most effective approach depends on the underlying cause and the goals of the individuals seeking help.

Open, honest communication with a healthcare provider is essential, creating space to ask questions, express concerns, and explore the options that best align with personal needs and hopes for the future.

National Infertility Awareness Week is a reminder that no one should face fertility challenges alone. By increasing understanding and promoting access to care and support, we help create a more compassionate and informed community



Black Maternal Health Week – April 11-17

Black Maternal Health Week, observed each year from April 11–17 is a national effort to spotlight the urgent challenges affecting Black mothers and to strengthen the systems that support them. The week brings together communities, healthcare leaders, and advocates to elevate awareness and push for meaningful improvements in maternal care.



The need for this observance is clear. Data from the Centers for Disease Control and Prevention (CDC) shows that **Black women face a three times higher risk** of dying from pregnancy related causes compared to White women. This alarming reality stems from long standing structural issues, including limited access to consistent healthcare, bias within medical environments, and economic pressures that affect many Black families.

Throughout the week, organizations across the country host educational events, share vital resources, and encourage policy changes that strengthen maternal health services. These efforts emphasize the importance of respectful, culturally informed care and the expansion of support before, during, and after childbirth.

By bringing national attention to these concerns, Black Maternal Health Week empowers communities to advocate for safer, more responsive healthcare. The goal is to ensure that every mother has the opportunity to experience a healthy pregnancy and a supported postpartum journey.

For more information on Black Maternal Health, [CLICK HERE to see the Black Mamas Matter Alliance Toolkit.](#)



[Click here to browse Maternal and Child Health resources](#)



RESOURCE BULLETIN

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

Oral Cancer Awareness Month:

Advancing Integrated, Interprofessional Care to Prevent HPV Associated Cancers

Preventing cancer is much easier and more effective than treating it. With about 70% of oropharyngeal cancers (OPCs) linked to HPV, efforts to improve prevention, early detection, and collaborative care are essential.

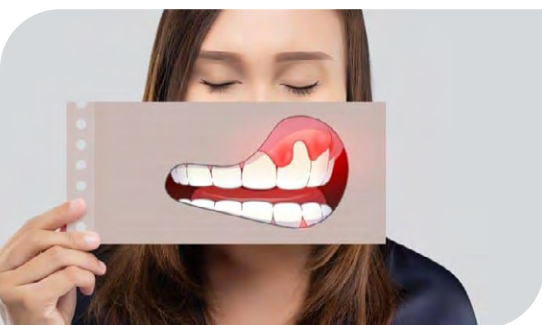
This **Oral Cancer Awareness Month**, IPHCA encourages all Community Health Centers (CHCs) to promote HPV vaccination, routine screening, patient education, and integrated care approaches to protect patients and strengthen whole person health.

Why Integration Matters

HPV associated oropharyngeal cancers are among the fastest growing head and neck malignancies in the U.S., often affecting patients who are asymptomatic until advanced stages. Because many patients visit dental providers more frequently than primary care providers, integrating oral health with primary care offers a powerful opportunity to increase preventive services, including HPV vaccination discussions and referrals.

Medical dental integration ensures that dental teams and primary care professionals work together seamlessly to:

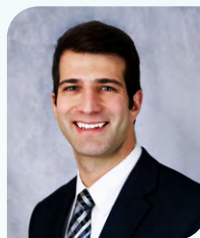
- Conduct routine oral cancer screenings during dental visits with coordinated follow up in primary care;
- Provide education on HPV, its link to OPC, and vaccine benefits across disciplines;
- Offer coordinated referrals or on site vaccination opportunities where feasible;
- Strengthen patient trust and engagement through unified messaging and care pathways.



Indiana Innovative Practice in Action: HealthLinc is Leading HPV Vaccination Efforts

In February, Dr. Isaac Zeckel, DDS, Chief Dental Officer at HealthLinc, presented an innovative practice model demonstrating how dental teams can actively participate in HPV-related cancer prevention. By advocating for immunization and collaborating with interdisciplinary teams, Dr. Zeckel's approach highlights the critical role dentists play not just as oral health providers but as key partners in preventive care. Dental visits become strategic opportunities to reinforce HPV vaccine recommendations and, where appropriate, facilitate administration.

Kudos to Dr. Zeckel and his team for leading the way in HPV vaccination efforts and setting a model for integrated, patient-centered care in Indiana.

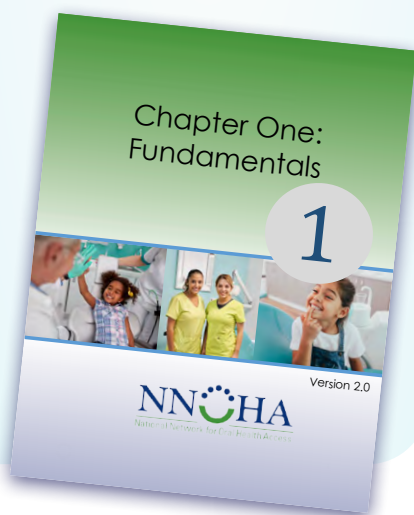




Operations Manuals for Health Center Oral Health Programs

NNOHA Operations Manual for Health Center Oral Health Programs is a practical resource for running effective and efficient FQHC dental programs. Organized into six chapters, it covers key topics including leadership, financials, workforce, risk management, and quality improvement.

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



NNOHA is Calling for applications

Oral Health for Special Health Care Needs Learning Collaborative

June 2026 to February 2027



NNOHA is recruiting health centers to participate in a 9-month pilot Learning Collaborative focused on improving oral health access for individuals with Special Health Care Needs (SHCN), funded through the Arcora Foundation and Delta Dental Foundation.

Participating health centers will apply quality improvement (QI) methods to improve systems, provider readiness, accommodations, and care coordination for patients with SHCN.

Additional information about this opportunity is provided in the **PDF application on NNOHA's website**. If you have questions about this program, please contact Denae Pinon at denae@nnoha.org.

Online applications are due by Wednesday, April 8, at 11:59 pm PT

>>> [Apply here](#)

2026 National Learning Series:

Treating More than the Disease:

Whole Person Approaches to Managing Chronic Conditions

March - April 2026

This 4-part webinar series concludes in April with the final two webinars on April 1 and 8. Click below for full details.

>>> [More information and registration here](#)

- March 18: Clear Communication, Better Outcomes: Universal Health Literacy Strategies for Chronic Condition Management
- March 25: Nourishment as Wellness: The Importance of Food in Chronic Conditions Management
- April 1: Comorbidities: A Journey through Care
- April 8: Leveraging Technology to Enhance the Patient Experience





WEBINARS & TRAINING

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

[Click here to see all Oral Health Events](#)

Webinar Series

Optimizing Dental Hygiene in Health Centers



Join us for a three-part FREE webinar series geared towards dental hygienists! The webinars will explore key topics to improve dental hygiene practice in health centers, including leadership, periodontal classifications, and infection prevention and control. 1.0 CDE is available for each webinar.

All webinars in the series will be held at 2pm ET

Register using the links below:

- Thursday, April 2
Dental Hygienists Leading Healthier Communities
[>>> Register Here](#)
- Thursday, April 16
Evidence-Based Infection Control in Dental Hygiene Practice
[>>> Register Here](#)
- Thursday, April 30
Breakin' Down the 2018 AAP Classification System for EASY Practice Integration
[>>> Register Here](#)



Event



Integrated Care Summit 2026

Friday, May 15 — Sunday, May 17, 2026

This two-day interdisciplinary summit in Broomfield, CO, will bring together healthcare professionals to advance collaboration and whole-person care across medical, dental, behavioral health, and public health settings.

Don't miss a presentation by Candace Owen, NNOHA's Senior Director of Education and Strategic Partnerships! Enhancing Access for Patients with Diabetes through Oral Health Integration will feature insights from three cohorts of NNOHA's Integration of Diabetes and Oral Health Learning Collaborative.

[>>> Learn more and register here](#)



WEBINARS & TRAINING



CDE Opportunity:

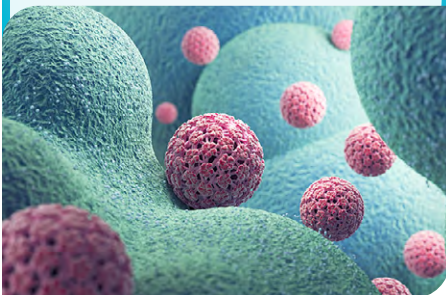
Shaping Smiles, Preventing Cancer:

A Free CE Opportunity for
Oral Health Professionals

Join a powerful on-demand learning series designed to empower dental professionals in the fight against HPV-related oropharyngeal cancers. This free ADA-CERP accredited course, brought to you by the American Cancer Society and partners, covers everything from HPV basics to best practices for incorporating HPV vaccinations in your practice.

4.0 CDE is available upon completion.

**>>> Complete survey
here to join the series**



Strengthening Oropharyngeal Cancer Screening in Dental Settings Webinar

April 07, 2026

Time 12:00 - 1:00 pm EDT



Webinar

Addressing Oropharyngeal Cancer Screening in Public Housing Primary Care

April 7, 2026 at 12:00 pm EDT

Oropharyngeal cancer poses a growing health risk, particularly for individuals living in public housing communities.

This national webinar, presented by the National Center for Health in Public Housing (NCHPH) and the National Network for Oral Health Access (NNOHA), will highlight best practices for integrating oropharyngeal cancer screening into dental and primary care settings. Participants will learn to identify key risk factors such as tobacco use and Human Papillomavirus (HPV) infection and explore prevention strategies in health center settings, including HPV vaccination and patient education to support early detection and improved health center patient outcomes.

Learning objectives:

- Describe the link between oral health, HPV, and oropharyngeal cancer.
- Identify screening and prevention strategies, including HPV vaccination.
- Discuss health center approaches to promoting HPV vaccination and cancer prevention.

Speakers:

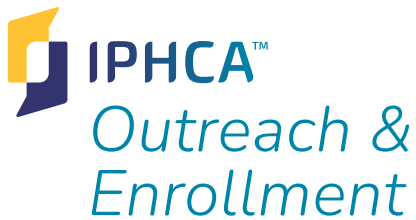
Fide Pineda Sandoval, MPH, CHES, NCHPH

Candace Hsu Owen, RDH, MS, MPH, NNOHA

Lisa Bozzetti, DDS, Virginia Garcia Memorial Health Center

Irene Hilton, DDS, MPH, NNOHA

>>> Register here



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

**Register today -
Places are limited!**

Navigator Monday 2026

Monday, May 11
8:00 am – 4 pm

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

Navigator Monday provides
the most thorough training
for community health
center navigators and
all those working in the
Medicaid arena.

*Breakfast, lunch, and snacks
are provided, with networking
opportunities and continuing
education credit!*

**>>> For full details
and registration,
click here**

Navigator Monday 2026

Looking Forward

May 11th has been proclaimed as Navigator Day in Indiana

We're delighted that May 11th has been recognised as Navigator Day in the state of Indiana by Governor Braun.

It shows how valued Navigators are! To mark the occasion, here are some great ideas to plan ahead to celebrate your Navigators!

Public Recognition

- **Spotlight Navigators** on the clinics social media
- **Add a Navigator Appreciation post** on your website or patient portal
- **Send personalized thank-you email or video message**
Many times patients and community members don't realize how much Navigators do and this highlights the enrollment services that you offer.
- **Navigator Impact Wall**
Post notes that say "because of our Navigators this year we:
345 patients gained coverage
112 families received food assistance
185 housing referrals made"
Staff can add sticky notes to the wall showing their gratitude.
- **Patient Gratitude Wall**
Same concept but have patients leave short message.

Navigator Self-Care Hour

- Give Navigators a longer lunch, a team walk, or a short wellness activity.

Nominate your Navigator of the Year



Krista French of NorthShore, Navigator of the Year 2025, receiving her award from IPHCA's Jenny Walden at Navigator Monday 2025

Don't forget! Just a few days left ...
>>> Get started on your forms now!

Nominations must be received by April 10, 2026.

The Navigator of the Year Award is presented in May every year at our Navigator Monday training day.

IPHCA's Navigator of the Year Award recognizes the person who exemplifies the best skills in patient-centered healthcare navigation.

The award winner will be announced during Navigator Monday, and will also be recognised at our Annual Conference in October.

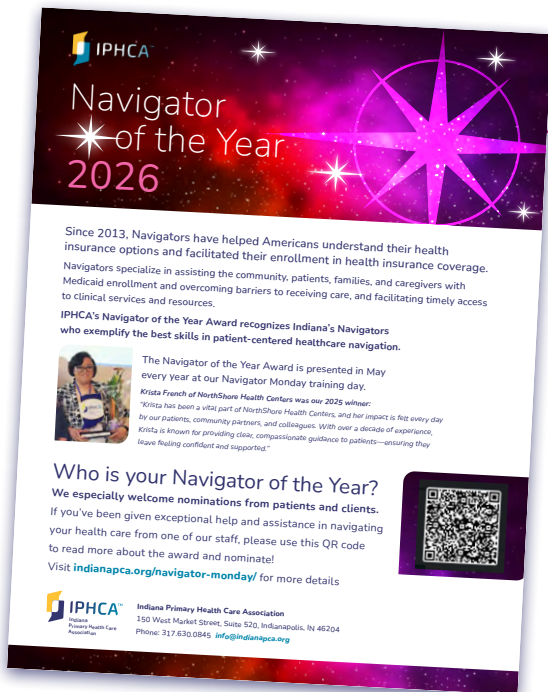
Help get the word out and support your Navigators!

This handy poster includes a QR code so that patients, staff and community can nominate your Navigator.

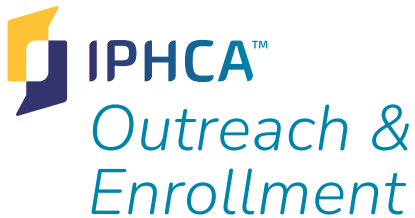
Great places to post are in patient rooms, navigator office areas, waiting rooms, break rooms, bathroom doors and check in.

You can add your CHC logo if you wish.

Just click the image to view/download (PDF).



Reminder! Register for Navigator Monday before it's too late!
After May 1st the fee goes up to £300!



April is Medicaid Awareness Month! Raising Awareness and Education

Medicaid Enrollments

Indiana Medicaid
Enrollments down 23,448
from January 2026 to
February 2026

[Click here to view FSSA's
Enrollment Dashboard](#)

Medicaid Awareness Month aims to increase public understanding of Medicaid, including who is eligible and the range of services it covers.

Many people may not realize they qualify for Medicaid or may be unaware of the program's benefits, which include access to essential medical care, long-term care, and support for children, seniors, veterans, and individuals with disabilities. By educating communities, the observance helps ensure more people can access the care they need to stay healthy.

[>>> Find helpful outreach tools here](#)

Medicaid
Awareness Month

Webinar

Preparing Youth with Disabilities for Employment: VR and Pre-ETS Supports

April 22 | 11:00 am - 12:00 pm EDT

This session provides an in-depth look at Indiana's **Vocational Rehabilitation (VR)** and **Pre-Employment Transition Services (Pre-ETS)**, the primary programs supporting students and young adults with disabilities as they explore careers and pursue employment.

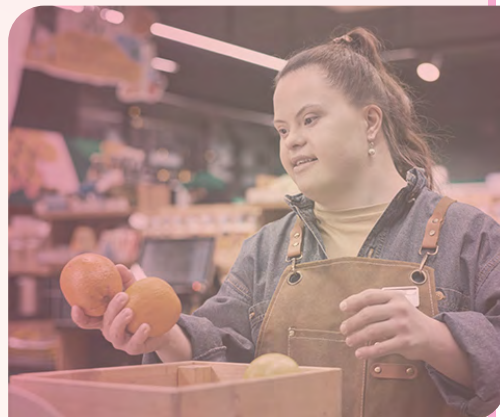
We'll also touch briefly on additional state and community resources that complement VR and Pre-ETS for families seeking next steps.

Join us as **Jonathan Kraeszig** shares with us this outstanding program that helps young adults transition from school to the workforce. Jonathan has a Master's Degree in Rehabilitation Counseling and is a

Certified Rehabilitation Counselor. He is the Director of Youth Services for

Indiana Vocational Rehabilitation. Prior to that, he was a Vocational Rehabilitation Supervisor for over 6 years. He has also worked with the Division of Mental Health and Addiction as a Provider and Community Liaison as well as the Employment Services Supervisor with VR, where he assisted with the Medicaid Infrastructure Grant and oversaw the TBI grant.

[>>> Click here for details and to register](#)



April 6-12 is Public Health Week!

The Role of CHWs in Reducing Health Disparities

Health disparities refer to the differences in health outcomes and access to healthcare services that are often rooted in social, economic, and environmental disadvantages. These disparities are particularly prevalent among marginalized communities, who experience higher rates of chronic diseases, reduced life expectancy, and limited access to preventive care.

CHWs play a pivotal role in addressing these inequalities in several ways:

1. Culturally Competent Care:

CHWs understand the cultural nuances and challenges faced by their communities, making them ideal facilitators of health education and support. They break down complex medical information into understandable terms and offer advice that aligns with cultural values, ensuring that healthcare messages resonate more effectively.

2. Building Trust in Healthcare Systems:

Many individuals in underserved communities face distrust of healthcare systems due to past experiences of discrimination or neglect. As trusted members of the community, CHWs help rebuild this trust by acting as intermediaries. They listen to concerns, advocate for patient needs, and provide compassionate care, ensuring that individuals feel supported rather than alienated by the healthcare process.

3. Increasing Access to Care:

CHWs assist individuals in navigating the often complicated and overwhelming healthcare system. They help schedule appointments, provide transportation support, and ensure that patients can access necessary services, such as preventive screenings or chronic disease management programs. This reduces barriers that often prevent low-income or marginalized individuals from seeking timely care.

4. Promoting Health Equity through Prevention:

By conducting outreach and educational programs, CHWs promote preventive care measures that help reduce the risk of chronic diseases, such as diabetes and hypertension, which disproportionately affect marginalized populations. This proactive approach reduces the need for costly emergency care, improves overall health outcomes, and enhances the quality of life for individuals within these communities.

Further reading:

>>> [The Role of CHWs in Reducing Health Disparities](#) from Johns Hopkins Center for Health Equity



Don't miss:

Outreach and Enrollment Peer Calls

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

April dates:

April 16th / 11am


April 30th / 11am

Thank you for these comments - we really appreciate them!

"Greatly appreciate these outreach meetings. They allow me to build my network and resources to better serve our clients."

"It is informative for me to talk to our staff about patient challenges, as I am more aware of what they are talking about and can see what, if anything, our organization is doing to help our patients."

"Jenny does a GREAT job with our meetings. She is very knowledgeable and a great resource! If she does not know the answer right away she will look into and get back with an answer. We all appreciate her very very much!"



IPHCA™
Outreach &
Enrollment

NEWS & UPDATES

2026 FPL Guidelines

>>> [Click here to view FSSA's updated 2026 Federal Poverty Level Chart](#)

EBT Store Locator

Search 300,000+ grocery stores, restaurants, and markets that accept SNAP/EBT benefits.

>>> [Check out EBT Finder](#)

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.](#)



Webinar

Indiana Family to Family

Tuesday April 7th / 11 am

Indiana Family to Family provides information, training, and one on one support to Indiana families of children and youth with diverse health and mental health needs, and the professionals who serve them.

Join us on April 7th at 11 am as Carrie Le shares how Indiana Family to Family supports families and professionals across the state, and highlights the resources available to help navigate services.



Carrie Le

>>> [Click here for details / registration](#)

- Contact person Jenny Walden, Outreach and Enrollment Director jwalden@indianpca.org

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](#)



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April is Early Prenatal Care Awareness Month

Improving Quality in Pregnancy and Postpartum Care:



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

This guide outlines practical, data driven strategies to improve maternal health care by strengthening how health centers use electronic clinical data systems. It provides clear action steps—rooted in evidence based guidelines, better data completeness, and stronger system wide interoperability, to help teams enhance family planning, prenatal, postpartum, and primary care transitions. Designed for leaders across the C suite, clinical teams, informatics and quality staff, data analysts, and trainers, the guide helps each role understand how to support safer, more equitable maternal care through improved data workflows and team empowerment.



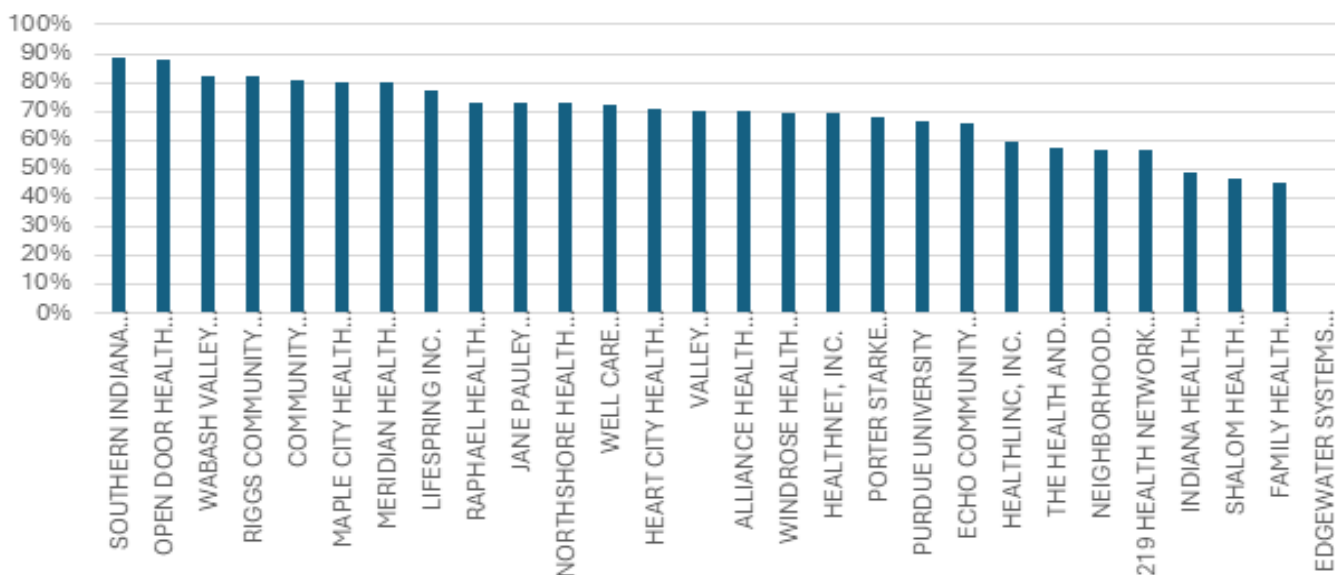
>>> [Click here to view / download](#)

UDS Data Spotlights: Each month, IQIN will highlight metrics from the recently released UDS 2024 data. For April, we are highlighting data on the importance of Early Entry into Prenatal Care [Click to view data.](#)

See the full dashboard [here.](#)



Early Pre-Natal Care (UDS 2024)



Context: This graph shows the percentage of prenatal care patients who began receiving prenatal care during their first trimester. The denominator includes all patients who received a prenatal care, either directly at a health center or via a referral, regardless of trimester, in 2024. The numerator only includes those patients who began prenatal care at a health center or via a referral in their first trimester of pregnancy.

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



RESOURCE BULLETIN



What's New

Connecting, Collaborating, and Supporting Our Health Centers

As we move further into the month, the Indiana Quality Improvement Network (IQIN) is energized and looking forward to connecting with all of our health centers.

This is one of our favorite times of the year, when meaningful conversations, shared goals, and innovative ideas come to life through our engagement calls.

Engagement Calls Are Underway

We're thrilled to share that nearly all of our engagement calls have been scheduled. These sessions are more than just check-ins; they are intentional opportunities for IQIN and our health center partners to align, plan, and strengthen our collective approach to quality improvement.

A Focus on IQIN Grant Objectives

During each call, we will walk through the IQIN Grant Objectives together. This allows us to better understand where each health center currently stands, what progress has been made, and what support might be most valuable moving forward. Whether it's educational resources, technical assistance, or targeted tools, IQIN is ready to help health centers reach their goals and achieve meaningful, sustainable results.

Celebrating Your Work

One of the greatest joys of these conversations is hearing about the incredible work happening across the state. Health centers continue to innovate, strengthening their technology infrastructure, empowering staff, and enhancing the quality of care delivered to patients and communities. These calls provide the perfect platform to highlight successes, share insights, and elevate the strategies that are making a real difference.

We Look Forward to Connecting

IQIN truly values these engagement opportunities. Your stories, challenges, achievements, and ideas fuel our mission. We appreciate your time, your commitment, and your passion for improving care.

Here's to a month filled with great conversations, collaborative planning, and continued progress together.



RESOURCE BULLETIN



[Click to see all upcoming IQIN Events in our Calendar](#)

Empowering Organizations to Address Gaps in Care: Putting Health Equity Analytics Methods into Practice

This article explores how advanced data analytics methods can help health care organizations better identify and address disparities in care.

By stratifying quality metrics across multiple sociodemographic factors and non medical drivers of health, organizations can gain a clearer, more holistic view of where gaps exist and which communities are being left behind.

The piece highlights NCQA's work evaluating composite analytic approaches that integrate multiple measures and stratification variables—offering a more comprehensive and actionable way to assess equity, guide improvement efforts, and align data insights with organizational priorities.

[>>> Read the full article here](#)



Telehealth

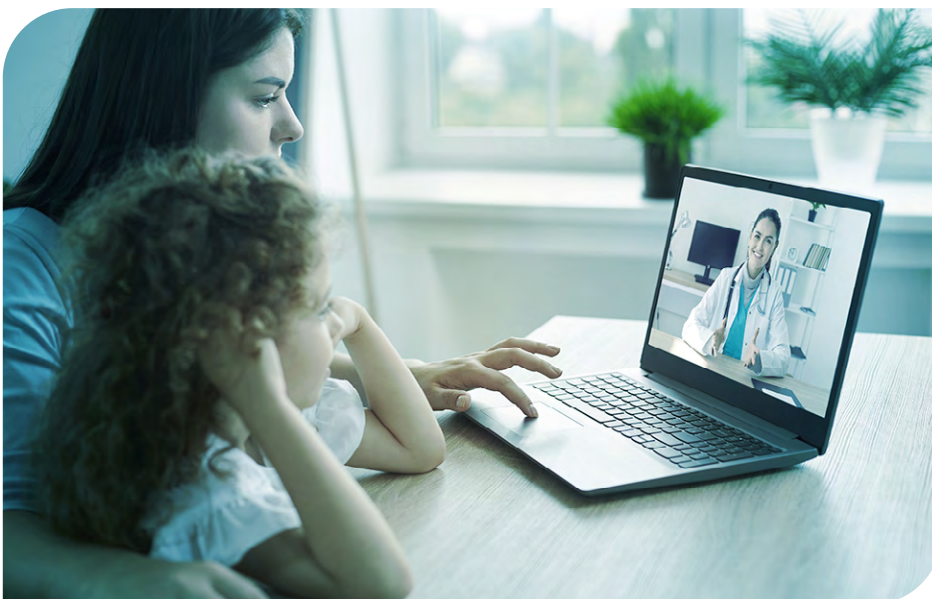
The FQHC Telehealth Consortium

Telehealth Playbook serves as a practical, evolving guide designed to help health centers successfully adopt, implement, and sustain telehealth services. It walks organizations through strategy, leadership, clinical integration, staff and patient readiness, digital equity considerations, technology selection, remote monitoring options, and reimbursement and policy essentials.



With tools like a maturity model, equity framework, and evidence-based resources, the playbook supports health centers in building telehealth programs that are patient-centered, scalable, and responsive to community needs.

[>>> Access the full **playbook** here](#)



The KLAS Corner

Register using your community health center's provided email address, and you will have access to all the resources KLAS provides.

[>>> Click here for more](#)



Arch Collaborative Report: Ambient Speech Outcomes 2025

Ambient speech technology, powered by rapid advances in generative AI, is quickly becoming one of the most transformative tools in healthcare, offering new ways to reduce burnout and enhance the provider experience. Over the past year, adoption has accelerated, with many organizations piloting ambient solutions and vendors expanding capabilities beyond simple clinical documentation. This new report examines how ambient speech tools are shaping the broader EHR experience, drawing on feedback from more than 900 physicians and advanced practice providers to understand their real-world impact.

[>>> Read the full article here](#)



Case Study: Intermountain Health

Intermountain Health is leveraging collaborative AI tools to strengthen clinical documentation and improve both physician/APP efficiency and care quality. By adopting Solventum's CDI Engage One, with real time AI powered documentation nudges, and pairing it with focused education and physician advisor engagement, the organization significantly boosted documentation completeness, EHR satisfaction, and key quality metrics. The initiative required no added implementation cost during beta testing and has already improved charting efficiency, increased query response rates, and enhanced coding accuracy tied to important quality and reimbursement measures. This tech enabled, team driven approach demonstrates how AI can elevate documentation integrity while reducing administrative burdens across diverse clinical settings.

[>>> Read the full case study here: Using Collaborative AI Solutions to Optimize Physician/APP Time and Drive Documentation Excellence](#)

