



THE UNIVERSITY OF ARIZONA
Center for Rural Health
ANNUAL REPORT | FY 2016-17



THE UNIVERSITY OF ARIZONA
MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH

Center for Rural Health

EXECUTIVE SUMMARY FY 2016-17

AzCRH staff, faculty, students, and collaborators have expertise in population, rural and border health; rural and critical access hospitals; rural health clinics (RHCs) and federally qualified health centers (FQHCs); Indian Health Service (IHS) and Public Law 638 Indian Self-Determination hospital and clinic sites; health workforce assessment; health professions shortage area designations; community engagement; service learning; outcomes, practice, community-based and participatory research; marketing and outreach; and rural health policy development, implementation, and assessment.

An AzCRH - Arizona Department of Health Services (ADHS) intergovernmental services agreement (ISA) funds free online continuing medical education modules (such as the *Safe and Effective Opioid Prescribing While Managing Acute and Chronic Pain*) and other education and outreach activities. AzCRH partners with the UA College of Medicine Office of Continuing Medical Education, and works with ADHS, the Governor's Office for Children, Faith and Families, Arizona Criminal Justice Commission, the Substance Abuse Partnership, health providers and stakeholders as part of the Arizona Prescription Drug Misuse and Abuse Initiative.

The Arizona Center for Rural Health (AzCRH) annual report summarizes activities from July 1, 2016 through June 30, 2017 related to its mission to improve the health and wellness of rural and vulnerable populations. In a rapidly changing health system, AzCRH provides trusted data and analyses to inform policymakers, providers, consumers, and stakeholders in legislative, regulatory, and programmatic changes that affect the health of rural and vulnerable Arizonans.

While remarkable progress was made over the last year, the risks of reversing the gains made are considerable in 2018. The nation reached an historic low in its uninsured to 8.6% in 2016-17, while Arizona nearly halved its uninsured to 10.8% from 19.1% in 2012, via Medicaid restoration and expansion, KidsCare (CHIP) restoration, and subsidized coverage in Arizona's federally facilitated Marketplace. Sustained progress requires credible, timely data and analysis to inform legislative, regulatory, and evidence-based programs that deliver on the triple aim to improve the patient experience of care, improve population health, and reduce health care costs.

The state, the Health Resources & Services Administration (HRSA), the U.S. Department of Health and Human Services (HHS), and other grants and contracts fund AzCRH. Fiscal Year 2017 was outstanding: HRSA funded three AzCRH programs with Dr. Dan Derksen as Principal Investigator (PI): 1) the five-year competitive State Office of Rural Health (AzSORH) renewal grant (2016-21), 2) the Small Rural Hospital Improvement Program (AzSHIP) competitive renewal grant (2016-19), and 3) the Rural Hospital Flexibility Program (AzFlex) grant was approved for year three of its 2015-18 award. AzCRH also houses the HRSA funded Western Region Public Health Training Center (WRPHTC) grant (Dr. Doug Taren, PI). HHS funded the AzCRH Navigator Consortium (Dr. Derksen, PI) for the third consecutive year through 2018.

The 2016-17 Center for Rural Health Annual Report details achievements, identifies challenges, and explores opportunities for 2017-18, building on the storied 40-year history of the partners dedicated to improve the health of all Arizonans, but especially its rural and vulnerable populations. On behalf of the AzCRH faculty, staff and students we congratulate you on your stellar service across the state, and look forward to working with you in 2017-18!



Daniel Derksen, MD, Walter H. Pearce Endowed Chair & Director
The University of Arizona Center for Rural Health



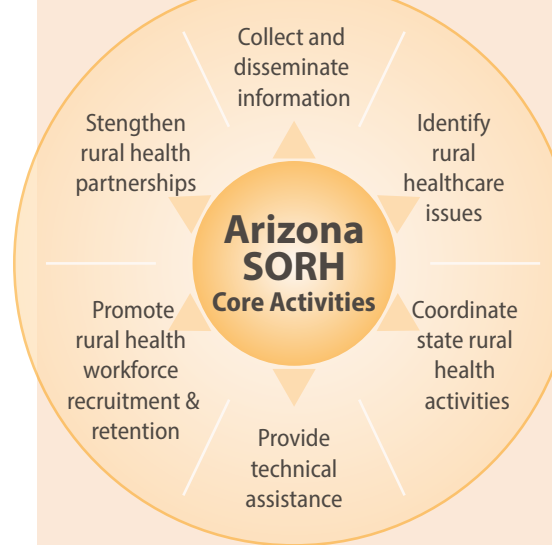
The Arizona State Office of Rural Health (AzSORH)

The Arizona State Office of Rural Health (AzSORH) Program supports communities with the goal of improving access to healthcare for rural residents. The program has been continually funded on an annual basis since 1990 by the U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA), Federal Office of Rural Health Policy. Through outreach and community partnerships, AzSORH works to disseminate federal, state, and local resources, coordinate statewide rural health activities and provide direct assistance to communities.

AzSORH connects rural health stakeholders with federal and state grants and resources, strengthens networks among rural communities and partners (in state and national), and facilitates and supports community collaboration and healthcare planning.

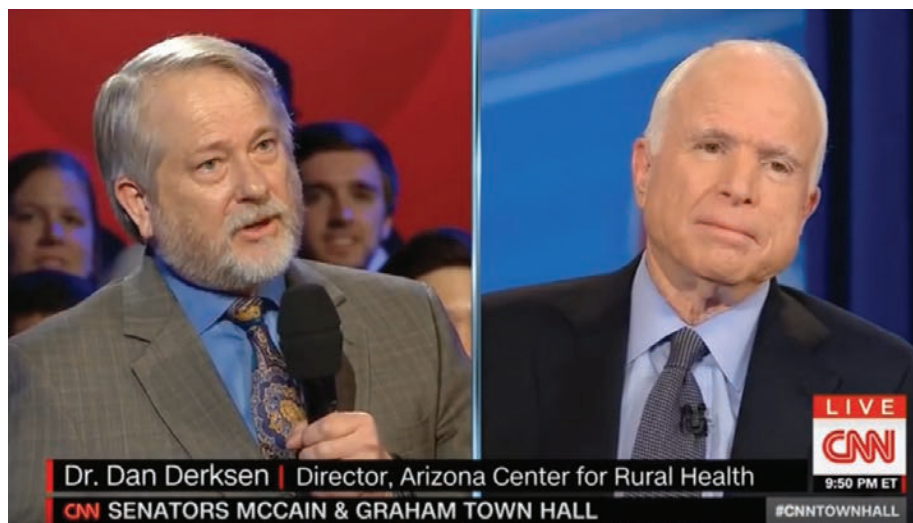
In FY 2016-2017, AzSORH's accomplishments include:

- **Posted monthly newsletter, blog posts, and over 100 notices** on rural health issues posted to the AzCRH website (which had over 25,000 visits this year), and use of social media and forums.
- **Responded to requests for information** and assistance from partner agencies, community organizations, and individuals, including providing in-depth responses to major national, state, local, and international media outlets.
- **Disseminated rural health information, data, and analysis** via print, television, radio, and social media – between July 1, 2016 and June 30, 2017, Dr. Derksen gave 35 invited lectures to 2,793 participants in 10 communities, chaired three statewide conferences in three communities attended by 366 participants, and was quoted and interviewed 82 times in print, radio, online, and television media.
- **Presented “Trumpcare vs. Obamacare”** on a Reddit “Ask Me Anything” (IAMA) – the four-hour live online session generated 5,558 points, 82% upvotes, and 2,330 comments.



▲ More than 600 people attended Tucson Medical Center's forum on June 26 about federal health reform. AzCRH Director Dan Derksen pointed out impacts that both bills could have, particularly on Arizona's rural and low-income populations.

◀ AzCRH Director, Dan Derksen, MD, was selected to ask a question at the CNN Town Hall with Senators John McCain and Lindsey Graham in Washington, DC on March 1, 2017.



AzSORH Technical Assistance to Communities: 2015-16

3,847 Total number technical assistance encounters

1,984 In-person encounters

828 In-depth telephone and e-mail interactions

668 Via webinar technology

198 By teleconference

169 Assistance provided to researchers and others engaged in rural health in AZ and SW region

AzSORH provided program and opportunity information on federal funding, as well as in-depth technical assistance to Arizona applicants to DHHS, HRSA Federal Office of Rural Health Policy's Rural Health Network Development Planning and Network Development grant programs, resulting in three 1-year Rural Health Network Development Planning Grant Awards, and two 3-year Rural Health Network Development Grant Awards, awarded to rural Arizona consortia, for a total of **\$2,598,594** in federal dollars.

AzSORH congratulates the Arizona awardees, which are:

Rural Health Network Development Planning Program:

- Northern Cochise Community Hospital, Cochise County
- Mariposa Community Health Center, Santa Cruz County
- Rio Rico Fire District, Santa Cruz County

Rural Health Network Development Program:

- Summit Healthcare, Navajo County
- Mariposa Community Health Center, Santa Cruz County

AzSORH's accomplishments (continued):

- **Launched the Popular AzSORH Webinar Series** – by partnering with the Arizona Telemedicine Program (ATP), Southwest Telehealth Resource Network, and the Arizona Rural Women's Health Network, AzSORH plans and provides diverse presentations on rural health topics, reaching over 800 participants.
 - Topics included: Health Insurance Coverage and restoration of KidsCare in Arizona; Preparing for ACA Open Enrollment; Lung Cancer Treatment; Community Health Worker Approach to Diabetes Prevention, Treatment, and Control; Rural Healthcare Workforce Recruitment and Retention; Arizona's Opioid Crisis; Arizona State Legislative Review; Caregiving and Elder Abuse.
- **Used AzCRH workforce report data** to inform state policy related to Arizona's state loan repayment program. The ADHS Primary Care Office administers the Arizona State Loan Repayment Programs (SLRP) to promote the recruitment and retention of health professionals to practice in Arizona's health professions shortage areas, medically underserved areas and populations (HPSA, MUA, MUP). AzCRH supported the Governor's and legislators' efforts to enhance SLRP to address significant rural health professional shortages. In 2017, the Governor signed legislation that increased the state appropriation by \$350,000 to bring the SLRP total state funding to \$1 million, which allows the state to apply for \$1 million in matching federal funding.
- **Used AzCRH workforce data and analysis** – to inform state policy related to Arizona's Medicaid graduate medical education (GME) federal funding. The Centers for Medicare and Medicaid Services (CMS) approved Arizona's State Plan Amendment resulting in an increase of funding of more than \$100 million per year to Arizona's 20 residency training programs.
- **Provided Leadership and course facilitation** for the MEZCOPH Rural Health Professions Program, which includes working with Arizona AHEC to enhance rural professions education through the planning and delivery of five service-learning immersion courses in rural and underserved areas of Arizona, as well as a rural health practicum. Pre-Post student course evaluations (N=52) showed a 10% increase in the students who intend to work or pursue further training in a rural setting (58% to 69%).
- **Participated in national, state, and local committees** and strategic efforts in multiple areas to ensure that rural interests and populations are represented and included in plans, priorities, and goals.
- **Collaborated to address challenges and opportunities** at the state and national levels - on health workforce, community health workers, data management and dissemination, health equity, coverage, access, quality, and cost efficiency of health care.



Annual Arizona Rural Health Conference & CAH Performance Improvement Summit

AzCRH hosted the 43rd Annual Arizona Rural Health Conference and 11th Annual Performance Improvement Summit for Critical Access Hospitals (CAHs) in Flagstaff, Arizona on July 26 & 27, 2016 on the theme of *Rural Partnerships: Working Together to Support Healthy Arizona Communities*.

The 160 conference attendees included health care professionals, administrators, policymakers, academic researchers, CAH administrators, consumers and stakeholders who had the opportunity to engage in lively discussions, network, and exchange best practices. Our exceptional speakers delivered current and relevant presentations on access to quality health care, expanding coverage to uninsured and underinsured populations, and offered innovative ways to improve rural health outcomes, while the 22 exhibitors showcased their services and products on how to enhance an organization's viability.

Sponsors included the Arizona AHEC, Arizona Community Foundation, Arizona Health Facilities Authority, Health Choice Integrated Care, AB Med Healthcare Solutions, Allscripts, Cenpatco Integrated Care, Arizona Rural Health Association and Western Region Public Health Training Center.





Sen. Nancy Barto, Arizona State Senate, gave an update on this year's Health Committee priorities.

Annual Arizona Rural and Public Health Policy Forum

Over 100 people attended the January 25, 2017 event at the state capitol in Phoenix during the state's legislative session. AzCRH and the AzRHA collaborated on the Forum which focused on current rural and public health policy issues and assessing their impact on Arizona's rural, tribal and vulnerable communities. The Forum included presentations from the Governor's Office, ADHS, AHCCCS, and several health advocacy organizations on their priorities for 2017; an opportunity to meet and hear from state legislators and network with speakers, attendees and legislators.



Charlie Alfero, Director, SW Center for Health Innovation, New Mexico Primary Care Training Consortium, spoke about turning programs into state policies.

■ **Rural Health Advocacy and Engagement** – are aligned with the AzCRH imperative to meaningfully improve rural health. AzCRH facilitates, convenes and attends public meetings, webinars, and forums on ongoing and emergent rural health issues. Dr. Derksen and Center faculty and staff serve on boards, work groups and committees focused on national and state health policy regulations and legislation impacting rural health including: the Arizona Rural Health Association, Arizona Academy of Family Physicians, SPS Telemedicine/Telehealth National Advisory Board, National Governors Association, Presbyterian Health System Quality Board, the Arizona Hospital and Healthcare Association Small and Rural Hospital Constituency Group, the Association of American Medical Colleges (AAMC) Health Workforce Conference Planning Committee, and the Steering Committee for the Arizona Health Improvement Plan (AzHIP) of the Arizona Department of Health Services. AzCRH staff serve on AzHIP working groups including Access to Well Care / Health Insurance, Healthcare Associated Infections, Oral Health, Overweight / Obesity, and multi-sectorial coalition groups at county and local levels.



Arizona Rural Hospital Flexibility Program (AzFlex)

In 1999, the Center for Rural Health initiated the AzFlex Program, with funding from HRSA's Medicare Rural Hospital Flexibility Program that began after the Balanced Budget Act of 1997.

Today, 14 rural Arizona hospitals have Critical Access Hospital (CAH) federal designation.

Most Critical Access Hospital conversions are complete in Arizona. Two hospitals are eligible for CAH status, but will need to assess if this designation fits their community needs since there is a strict criteria to remain CAH status.

Critical Access Hospitals must:

- Be located in a rural area, have less than 25 inpatient beds
- Be 35 miles or more from another facility
- Staff a 24-hour Emergency Department
- Maintain acute care status by averaging less than 96 hours for an inpatient stay.

AzFlex is entering its 3rd year of a 3 year grant cycle. AzFlex will continue to assist and offer technical support the CAHs in:

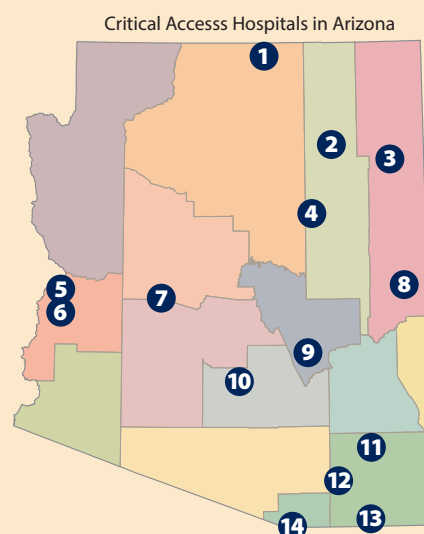
- Quality Improvement
- Financial and Operational Improvement
- Population Health Management and Emergency Medical Services Integration and
- Designation or De-designation of CAHs

Financial and Operational – This year, AzFlex contracted with consultants to conduct Financial and Operational Assessments at two AzCAHs. These Financial and Operational Assessments prove to be of value to CAHs. Assessments help Leadership move forward in operating in the emerging health care delivery and payment system.

Quality Improvement – Quality Improvement continues to be a big focus in Flex programs. AzFlex continued educating all AzCAHs on the new changes in the Medicare Beneficiary Quality Improvement Project (MBQIP). All AzCAHs participate in at least one MBQIP area that focus on patient safety, patient engagement, care transitions and outpatient measures. AzFlex will continue helping CAHs use tools to improve Patient Satisfaction through the Hospital Consumer Assessment of Healthcare Providers (HCAHPS) and report on outcome measures in Hospital Compare. MBQIP Clinical Quality Measures were selected specifically for Critical Access Hospitals. The measures are not intended to be burdensome, but to guide best practice quality healthcare to patients.

AzFlex encourages Community Engagement and Health System Development. Results from a state-wide Emergency Medical Services Needs Assessment is currently being analyzed along with hospital priorities identified in the Community Health Needs Assessments. These results will guide activities for future projects.

If there are rural hospitals eligible for Critical Access Hospital status, AzFlex will support these hospitals who wish to become designated Critical Access Hospitals.



1. Page Hospital, Page
2. Hopi Health Care Center, Polacca
3. Sage Memorial Hospital, Ganado
4. Little Colorado Medical Center, Winslow
5. La Paz Regional Medical Center
6. Parker Indian Health Center, Parker
7. Wickenburg Community Hospital, Wickenburg
8. White Mountain Regional Medical Center, Springerville
9. Cobre Valley Regional Medical Center, Globe
10. Hu Hu Kam Memorial Hospital, Sacaton
11. Northern Cochise Community Hospital, Willcox
12. Benson Hospital, Benson
13. Copper Queen Community Hospital, Bisbee
14. Carondelet Holy Cross Hospital, Nogales



AzCRH Programs and Collaborations

The AzCRH Internship Program works with professional, graduate and undergraduate students to complete internship projects impacting rural and urban underserved areas. Students assist and pilot projects such as follows:

- Community Health Needs Assessments
- Project SHARE Coordination and Evaluation
- Hospital Community Engagement Analysis
- Monthly Webinar Scheduling
- Critical Access Hospital Bypass Reports
- Medicare Beneficiary Quality Improvement Project (MBQIP) Assistance
- Marketing and Social Media Development
- Blogs, newsletters, and reports publishing

More information can be found here: <http://crh.arizona.edu/programs/internships>.

■ Arizona Small Rural Hospital Improvement Program (AzSHIP)

HRSA/FORHP has funded AzSHIP since 2002. AzSORH submits a statewide application to HRSA on behalf of eligible rural hospitals (<50 beds). For 2016-2017, 13 AzSHIP hospitals each received \$6,979 to support efforts in one or more of the following areas: Value-Based Purchasing, Accountable Care Organizations/ Shared Savings, and Payment Bundling/PPS.

■ Addressing a Public Health Emergency in Arizona – the Opioid Epidemic

– Governor Ducey declared a health emergency to address Arizona’s opioid epidemic that resulted in 790 deaths in 2016.

AzCRH works with the Governor’s Office of Youth, Faith and Families, the Arizona Criminal Justice Commission, ADHS, and the Arizona Substance Abuse Partnership on the Arizona Prescription Drug Misuse and Abuse Initiative. AzCRH worked with ADHS, the UA College of Medicine, Office of Continuing Medical Education and others to create and market the CME Safe and Effective Opioid Prescribing While Managing Acute and Chronic Pain, An Introduction to Safe Prescribing of Opioid for Pain Management, and other online continuing education modules for health providers. AzCRH continues to develop training modules with funding from ADHS and the Centers for Disease Control and Prevention (CDC), which are available at <https://www.vlh.com/azprescribing/>. You can get more information by contacting Alyssa Padilla (alydilla@email.arizona.edu) or visiting our website at: <https://crh.arizona.edu/programs/prescription-drug-misuse-abuse-initiative>



1. Arizona Opioid Prescribing Guidelines
2. Arizona Emergency Department Prescribing Guidelines
3. Arizona Prescription Drug Misuse & Abuse Toolkit
4. Naloxone training and Naloxone supplies
5. Online Continuing Medical Education

■ **Tribal Health Initiatives** – AzCRH collaborates with Arizona’s sovereign tribal nations and rural non-profit organizations to improve health outcomes and wellbeing by conducting workshops on grant writing, strengthening the American Indian health professional pipeline, capacity building on health promotion/disease prevention interventions, and training health educators and community outreach workers on multi-media health literacy and communication methods. AzCRH provided an intern and technical assistance to help with the Tuba City Regional Health Care Corporation’s 2015 *Community Needs Survey* that provides data for grant submission and program planning for the community.



■ **Students Helping Arizona Register Everyone (SHARE)** – and The University of Arizona was designated a White House Healthy Campus Challenge winner for 2016-2017 efforts to engage students in the health insurance coverage process in collaboration with UA Campus Health. Project SHARE trains Tucson and Phoenix UA Health Sciences Public Health, Medicine, Nursing and Pharmacy students to be Certified Application Counselors and Navigators. Students learn about the U.S. Health Insurance System, public (Medicaid, Children’s Health Insurance Program, Medicare) and private payers (Arizona Marketplace), the Affordable Care Act, and other programs, laws and regulations that affect how Arizonans are covered and access health care services. Students review eligibility, enrollment and community services; work with community partners, and hold enrollment office hours at the UA Health Sciences Library. Languages include Spanish, American Sign Language, Farsi, among others. Efforts are supported by the Regional Center for Border Health and Western Region Public Health Training Center. More information can be found at <https://crh.arizona.edu/programs/SHARE> or by contacting Alyssa Padilla.



Jaymus Ryan Lee, MD candidate and SHARE student distributes health insurance information at a Community College in Phoenix.



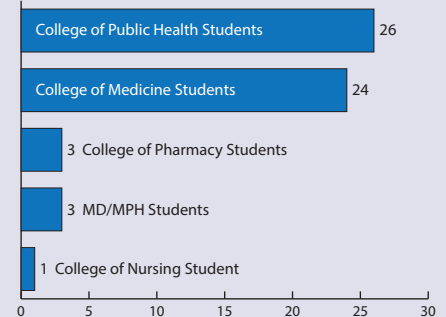
Project SHARE attends White House Healthy Campus Day in Washington, D.C. Left-to-right: Alyssa Padilla, Nicole Lorona, Kristie Canegallo (former assistant to President Obama and Deputy Chief of Staff for Implementation), and Ariel Hayes

■ **Improving Access to Rural Women’s Health** – AzSORH is a founding member of the Arizona Rural Health Women’s Network (AZRHWN), which coordinates programs and services to improve access to evidence-based, culturally relevant care for women and their families in rural areas. AZRHWN was awarded a Rural Health Network Development Grant for 2015-2018 focusing on knowledge and trainings on sexual violence.

SHARE

Students Helping Arizona Register Everyone
A program to register Arizona communities in the ACA Marketplace.

SHARE Cohort: 2016-17



52 Students have been trained as Certified Application Counselors

5 Students have been trained as Navigators



RECOGNITION

■ The National Rural Health Association awarded **Jim Dickson, CEO of Copper Queen Community Hospital** this year's Louis Gorin Award for Outstanding Achievement in Rural Health Care nominated by Dr. Daniel Derksen, Director of the Arizona Center for Rural Health.



■ In June 2016, AzFlex co-sponsored with The Joint Commission a training outlining the requirements for the **Hopi Health Care Center (HHCC) to become certified as a Patient-Centered Medical Home**. Over the past year, Hopi Health Care Center staff worked on the necessary components and was certified in July 2017. HHCC is the first Indian Health Services Critical Access Hospital in the country to receive certification.

■ **Carondelet Holy Cross Hospital** received national recognition for demonstrating innovation in emergency medical services (EMS) that benefit patients and members of rural communities.



From left to right – Dina Rojas-Sanchez, Director of Support Services, Holy Cross Hospital; Mark Valenzuela, Board Chair, Holy Cross Hospital; Debra Knapheide, CEO/CNO/COO, Holy Cross Hospital; Joyce Hospodar, AzCRH; Les Caid, Fire Chief, Rio Rico Fire; Matt Eckhoff, Program Director, Rio Rico Fire Community Integrated Paramedicine Program.

■ **Az3RNet** – AzSORH manages the state's Rural Recruitment and Retention Network (Az3RNet), a member of the National 3RNet. Along with our partners, ADHS Bureau of Health Systems Development and Arizona Alliance for Community Health Centers, Az3RNet connects health professionals seeking positions in rural and underserved areas with health facilities offering employment opportunities. Approximately 50 candidates registered during the reporting period while over 20 new organizations posted job openings. Examples of new positions posted include - Certified Nurse Midwife, Social Worker, and Dental Hygienist.

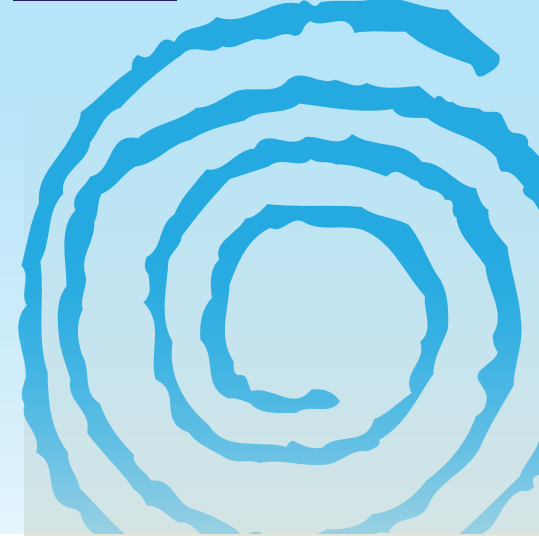
■ **Arizona Community Health Worker (CHW) Leadership Council and the Arizona Community Health Worker Workforce Coalition** – AzCRH participates in the CHW Leadership Council to help develop CHW policy, certificate/training curriculum, awareness, advancement and sustainability. The Coalition over has 200 members. Many stakeholders partnered with the Arizona Community Health Worker Association to submit a sunrise application to the Arizona legislature for voluntary certification. The hearing will be held in December 2016.

■ **Rural Health Professions Program** – Beginning in 2007, the AzCRH, the Mel and Enid Zuckerman College of Public Health, and the Arizona AHEC partnered to develop and implement five, one-week service learning graduate student courses focused on creating health equity and eliminating health disparities. Courses are held in northern Arizona's Navajo and Hopi reservations, in the Safford/Thatcher area, in the US-Mexico border region, and with underserved communities in Phoenix and Tucson. Every year over 60 students participate in these courses in community organizations throughout the state.



Public health students in a week-long Rural Health Professions Summer Service Learning Institute sort fruit they harvested under the guidance of Iskashitaa Refugee Network. As one of the week's multiple service activities with local providers, students worked with IRN staff and volunteers to glean edible fruits from local neighborhoods.





■ **The Western Region Public Health Training Center (WRPHTC)** continued its efforts in supporting and strengthening the public health workforce (PHW) in HRSA Region 9 (Arizona, California, Nevada, Hawaii and U.S. Affiliated Pacific Islands).

Year 3 of the project saw the WRPHTC increase its reach in supporting the current and future PHW, with the following accomplishments:

- Implementation of a self-assessment and training preferences survey at three health departments (452 respondents), a HRSA funded project
- Trained over 40,000 people who are part of the PHW
- Provided over 780 trainings that were offered online or in-person
- Provided internship stipends to 20 MPH students with projects related to nutrition, physical activity or obesity or performed in a rural or underserved area
- Supported 32 faculty-student collaborations

WRPHTC: Public health impact

92 Percent of learners said their understanding improved after training

85 Percent of learners identified actions from trainings that they could apply in the workplace

93 Percent of learners stated they were satisfied overall with training

Learner evaluations from 107 trainings

The WRPHTC provides trainings that are online, self-paced, in-person and live webinars. Many of the trainings are developed in the focus area of nutrition, physical activity and obesity. Some examples include dietary assessment methods and best practices in program planning for localized obesity prevention (99 trained).

By providing a majority of trainings online, the WRPHTC is able to disseminate information at a low cost but with high impact to the rural workforce. For example, the WRPHTC offered a webinar series highlighting successful nutrition programs in Native American and Pacific Island communities (349 trained). The WRPHTC also developed a three-part workshop series on improving indigenous public health systems that focused on policy development, program planning and evaluation, and budgeting (35 trained).

For more information, contact Lubna Govindarajan (Ishaikh@email.arizona.edu; 520-626-1086) or visit our website (<https://wrphtc.arizona.edu>)



Workshop series participants discuss issues for advocacy with Denisa Livingston from the Diné Community Advocacy Alliance and WRPHTC director Dr. Douglas Taren.



AzCRH Navigator, Amaury Gama at a community event.

AzCRH Navigators help individuals review health insurance options and help them enroll in coverage. They are available for group presentations about health insurance coverage including Medicaid, KidsCare and the Marketplace. All Navigator services are **FREE** of charge.



Az CRH Navigator Consortium

Connecting Arizonans with Affordable Health Insurance Coverage

The Department of Health & Human Services and Centers for Medicare & Medicaid Services awarded AzCRH a \$2 Million, three-year Cooperative Agreement to Support Navigators in Arizona's Federally-Facilitated Marketplace from 2015 to 2018. Navigators assist Arizonans with health insurance enrollment and education, helping go from Coverage 2 Care.

Program goals:

1. Increase the participation rate of eligible uninsured Arizonans in its Federally Facilitated Marketplace Qualified Health Plans (FFM QHPs).
2. Facilitate re-enrollment for eligible Arizonans in its FFM QHPs.

Program Objectives:

- Place Health Educator/Navigators in regional sites to assist with health insurance enrollment and education in rural areas and populations with historically low FFM participation rates – Latino, American Indian, rural, and urban underserved populations.
- Collaborate with consumers, stakeholders, Navigator programs, AACHC, FQHCs, PCAP, AHECs, CHWs, and rural providers.
- Evaluate outcomes; use data for continuous improvement.

AzCRH's Navigators

AZ Pop 6.7 million • Est. uninsured 773,000



Ariel Tarango earned her Associates in Science from Central Arizona College in 2012 and graduated from Northern Arizona University in 2015 with her Bachelors of Science in Public Health. A native to Arizona, Ariel was born and raised in Eloy. She enjoys assisting vulnerable populations with accessing resources and healthcare. [serving Pinal, Gila and Maricopa Counties, based in Eloy]



Lizbeth Vasquez was born and raised in San Luis Rio Colorado Mexico, and emigrated to the U.S. in 2005. She graduated from Arizona Western College as a Community Health Worker. Previously she worked for Promise Arizona and Campesinos Sin Fronteras. "I love my small community in San Luis, Arizona, and hope to serve my community in my work." [serving Yuma County, based in San Luis]



Alyssa Padilla, MPH is the Center for Rural Health Special Projects Coordinator. Alyssa manages the AzCRH Navigator Consortium and Project SHARE to help Arizonans understand and enroll in health insurance. She also coordinates efforts with the Arizona Prescription Drug Misuse and Abuse Initiative statewide and assists with various programs within the Center. [serving Pima County, based in Tucson]



Bryna Koch, MPH provides evaluation and programmatic support for several of the AzCRH's projects and initiatives. Ms. Koch has 10 years' experience implementing direct evaluation services in partnership with community-based programs, non-profit organizations, and governmental agencies. [serving Pima County, based in Tucson]



Maria Losoya has worked in Santa Cruz and Pima counties since 1995. "Working as a health promoter and advocate took me into the poorest homes in the city, where I found my mission. I heard a call to action, to serve the most disadvantaged people. It is hard to ignore the call to social justice and action when you are willing to open your eyes and ears. My passion is a commitment to my community." [serving Santa Cruz and Pima Counties, based in Nogales]

Alma Ramirez is a bilingual professional with a diverse background in education, outreach and consumer assistance. Alma has worked over 15 years in community-based programs and family support services. Alma assists Latino, American Indian and other rural and urban underserved Maricopa County consumers with health insurance coverage. [Maricopa, based in Phoenix]



SHARE Students in Project SHARE participate in enrollment events, outreach fairs and offer weekly SHARE office hours to reach the uninsured and under-insured. SHARE helps consumers understand health insurance coverage at events held across Pima and Maricopa County. Students also help market the program and events within their designated colleges.

Amaury Gama is a passionate advocate for people facing health care coverage and access disparities. He received his associates degree from Cochise Community College in 2015, and taught GED, Citizenship, and ESL. He previously worked as a Navigator for Mariposa Community Health Center. [serving Santa Cruz, Pima and Cochise Counties, based in Rio Rico]



By the numbers: the AzCRH Navigator Consortium

9/2/16 – 5/30/17 (8 months of project year)

8,575

Times Navigators assisted Arizonans with health insurance coverage questions.

Referral Sources

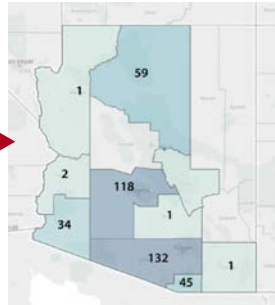


399 + 65

Events & Activities Organizations



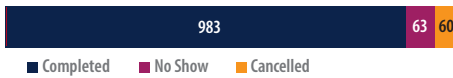
Number of Events by County



AzCRH Navigators used a statewide reporting system to setup individual consumer appointments: <http://coveraz.org/connector/>

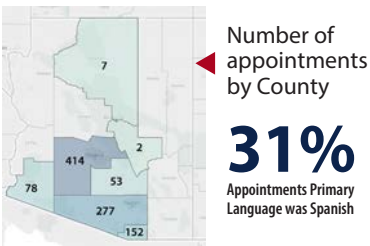
1,141

Appointments were scheduled in this system

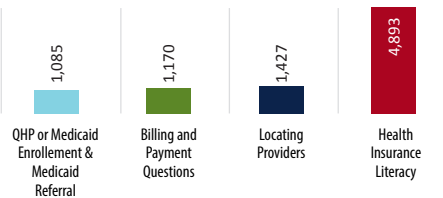


86%

Consumers kept their appointments



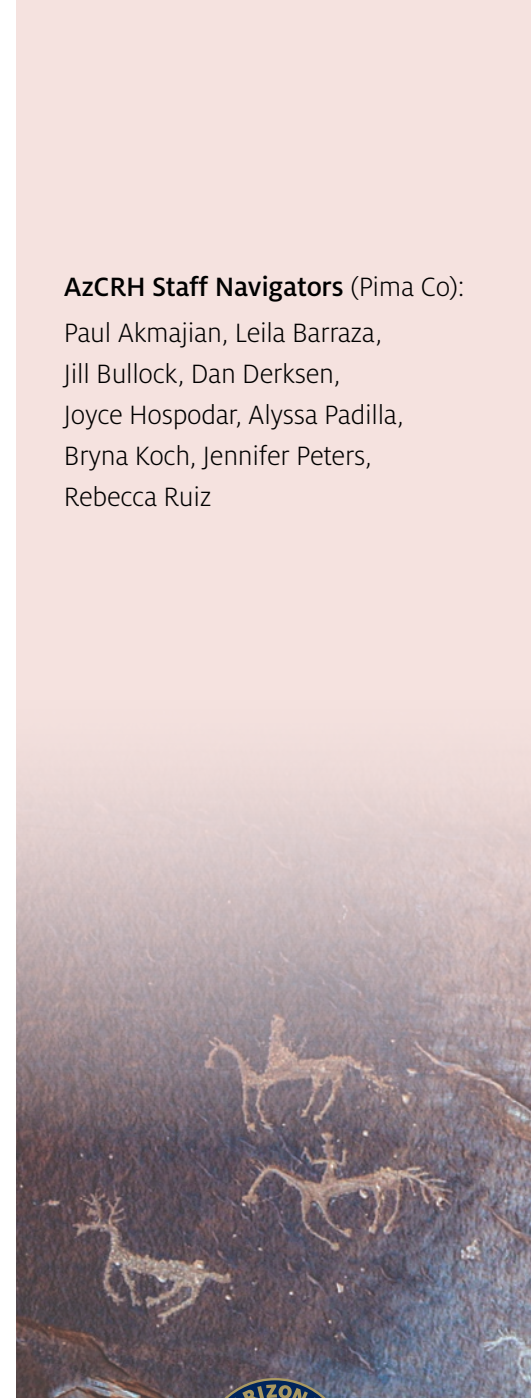
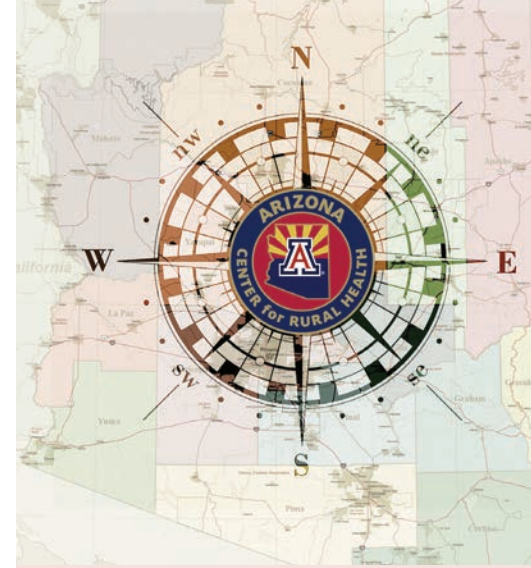
Type of Assistance



To schedule a training or host a Navigator contact:
Alyssa Padilla: alydilla@email.arizona.edu, (520) 343-9821
or Bryna Koch: brynak@email.arizona.edu, (520) 343-9925

Schedule an appointment with a Navigator at
<http://coveraz.org/connector/> or call 1-800-377-3536

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ARIZONA CENTER FOR RURAL HEALTH STAFF AND FACULTY



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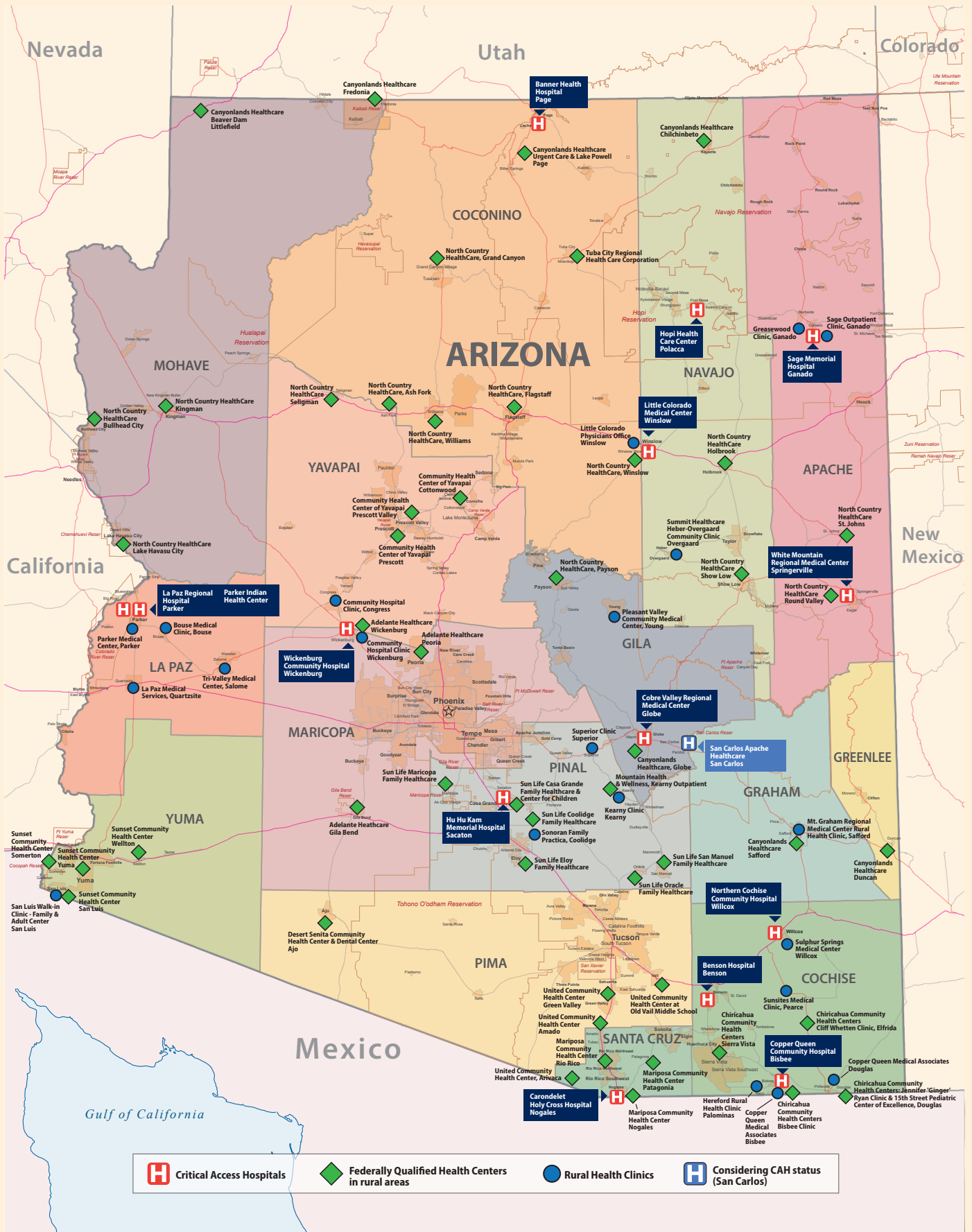


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