



THE UNIVERSITY OF ARIZONA  
**Center for Rural Health**

ANNUAL REPORT | 2015-2016



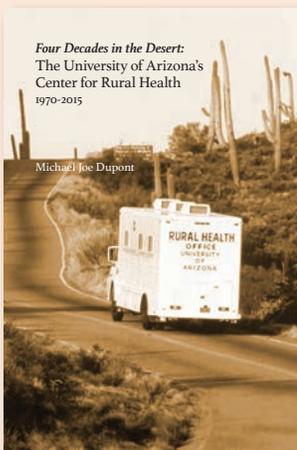
THE UNIVERSITY OF ARIZONA  
MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH

**Center for Rural Health**

## EXECUTIVE SUMMARY 2015-16

**The University of Arizona Center for Rural Health (AzCRH)** serves Arizona through its mission to improve the health and wellness of rural and vulnerable populations. It houses Arizona's State Office of Rural Health (AzSORH), the Rural Hospital Flexibility Program (AzFlex), the Small Rural Hospital Improvement Program (AzSHIP), the Western Region Public Health Training Center (WRPHTC), the AzCRH Navigator Consortium, Students Helping Arizona Register Everyone (SHARE) among others.

AzCRH works with community partners to improve rural health outcomes and access to quality healthcare, and reduce health disparities. Attribution for success extends broadly to the partners, staff, students and faculty who have tirelessly advanced the AzCRH mission for forty years. These contributions were honored in Michael Joe Dupont's *Four Decades in the Desert: The University of Arizona's Center for Rural Health 1970-2015*. Want a copy? See: <http://crh.arizona.edu>



As we prepare for 2017, the Arizona Center for Rural Health (AzCRH) uses this year's annual report to summarize its 2015-16 activities, data, and analysis to inform and continuously improve its work, and provide trusted data and analysis to inform policymakers, providers, consumers, and stakeholders who share a passion for improving the health and wellness of rural populations. Remarkable progress was made over the last two years – as examples, the nation reached an historic low in its uninsured (8.6% in 2016) and Arizona has almost halved its uninsured over the last two years through Medicaid restoration and expansion, KidsCare (CHIP) restoration, and coverage through Arizona's tumultuous federally facilitated Marketplace. Building on this progress will involve using credible and timely data and analysis both to inform new legislative, regulatory, and other interventions and to defend evidence-based programs and approaches that deliver on the triple aim to improve the patient experience of care, improve the health of populations, and reduce the cost of health care. It's been a wild ride, and it seems prudent to plan for the ups and downs of health policy for 2017 and beyond.

AzCRH is funded by the state, the Health Resources & Services Administration (HRSA), the U.S. Department of Health and Human Services (HHS) and others. Fiscal Year 2015-16 was outstanding: HHS funded the AzCRH Navigator Consortium (Dr. Dan Derksen, Principal Investigator - PI) for 2016-18 for its second (non-competitive renewal) year of its three-year award; HRSA funded the five-year competitive AzSORH renewal (Dr. Derksen, PI) for 2016-21 and the three-year AzSHIP competitive renewal (2016-19), the non-competitive AzFlex year two renewal of its three-year, 2015-18 award, and the WRPHTC (Dr. Doug Taren, Principal Investigator - PI).

Center 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); health workforce assessment; community engagement; service learning; outcomes, practice, community-based and participatory research; marketing and outreach; and rural health policy development, implementation and assessment.

The 2015-16 Center for Rural Health Annual Report highlights achievements over the last year, identifies challenges and opportunities for 2017, and builds on the storied 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 and staff we congratulate you on your stellar service across the state, and look forward to working with you in 2017!

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) is responsible for information dissemination, collaboration, and providing technical assistance to communities and providers in rural Arizona. Continuously funded since 1990 by the Federal Office of Rural Health Policy, Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS), AzSORH links rural communities with state and federal resources to develop long-term partnerships and solutions to improve rural health.

■ **AzCRH Raises Awareness and Access to Information** – on rural health issues and provides timely and accurate information to organizations, consumers, policymakers and stakeholders. Topics included Arizona Medicaid (AHCCCS) restoration and expansion, Children’s Health Insurance Plan (Arizona’s KidsCare) restoration, Arizona’s federally facilitated Marketplace (FFM), women’s health, performance improvement, health workforce, Medicare payment and rural hospital fiscal sustainability, preventing opioid misuse and abuse, Medicaid Graduate Medical Education (GME), promoting the appropriate prescribing of controlled substances, reducing health disparities, and improving access to quality health care in rural areas. In addition to the Center’s two signature annual conferences - the summer Rural Health Conference and the Health Policy Conference during the state legislative session – AzCRH gave public presentations, developed website and social media content, shared information through mailings, print publications and webinars, and provided in-depth in person, telephone and email technical assistance. In 2015-16, Dr. Derksen gave 37 invited lectures to 2,819 participants in 12 communities, chaired five statewide conferences in four communities attended by 526 participants, and was quoted and interviewed in 55 print, radio, online, and television media (see <http://crh.arizona.edu> and the sidebar example at right).

■ **AzCRH Strengthens Rural Health Collaboration and Planning** – for vital connections between diverse groups with similar goals, and provides technical expertise to assist rural health networks and community health planning efforts. AzCRH actively participated in the Arizona Health Improvement Plan (AzHIP) and its working groups, the 2016 Community Health Needs Assessment for Pima County, and collaborations addressing the social determinants of health such as the Healthy Pima Initiative and Access to Care, Workforce, and Health Equity workgroups. AzCRH focuses in particular on increasing the capacity of rural health networks and consortia to adopt population health strategies in health program planning.



### Obamacare's ups and downs

**SEARCH FOR SOLUTIONS** Daniel Derksen, who drafted part of Obamacare, has had a front seat to the implosion of Arizona's private insurance marketplace. But as a rural health expert, he also sees how it's helped.

By Francine Kiefer, Staff writer | OCTOBER 25, 2016



TUCSON, ARIZ. — [Updated at 1:43 p.m. on Oct. 26, 2016.]

Daniel Derksen knows only too well how polarizing Obamacare can be.

In 2012, he was leading an effort to build a health insurance marketplace for New Mexico under the new law. The state's Republican governor, Susana Martinez, and Dr. Derksen — also a Republican — were committed to

Ful article at: <http://www.csmonitor.com/USA/Politics/2016/1025/Obamacare-s-ups-and-downs-as-seen-by-a-Republican-doctor>



**2016 Rural Health Service Awards presented at the 43rd Annual AZ Rural Health Conference:**

■ **Exceptional Rural Health Professional**

**Ana Lyn Roscetti**, Workforce Section Manager at ADHS, received this award for her commitment to improving access to primary care and for the State Primary Care Workforce Programs.

■ **Distinguished Martha Ortiz Volunteer**

The award went to **Elsa Cocoa**, a community health worker, recognized for her advocacy efforts to bring resources and classes in nutrition, parenting and reading to empower community members.

■ **Inspiring Rural Health Program**

Awarded to **Yuma County Community-Based Paramedic Program**, a collaboration between the City of Somerton Cocopah Fire Department and the Regional Center for Border Health, Inc./San Luis Walk-in Clinic, to address gaps in healthcare delivery for residents of the City of Somerton. Their outreach efforts are supported by Community Outreach Workers, Family Care Coordinators, and Promotoras de Salud.

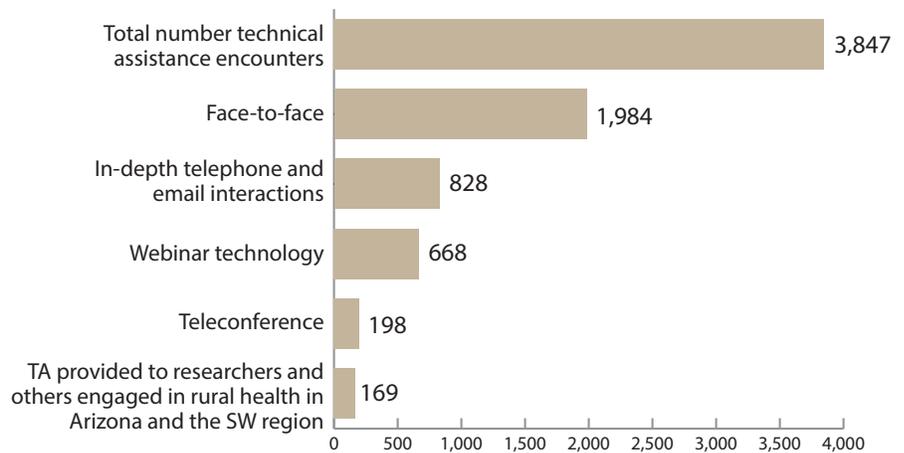


*Board members of the Regional Center for Border Health with awardees from the Somerton/Cocopah Fire Department.*

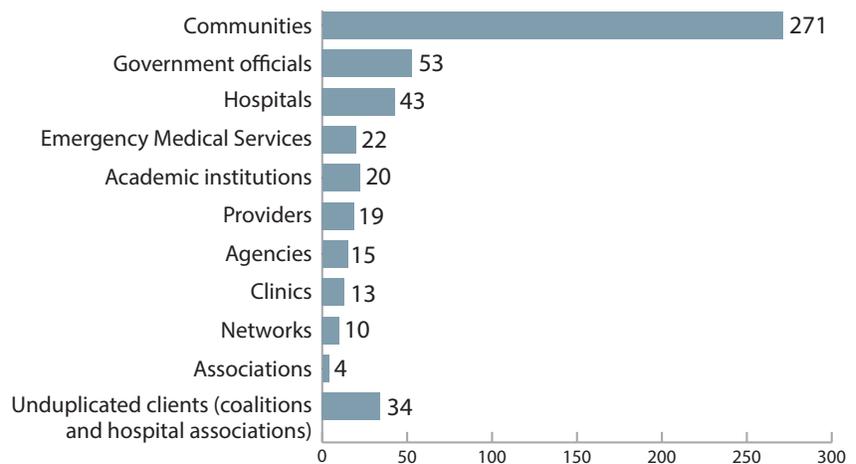
■ **Technical Assistance**

In 2015-2016, AzCRH provided 3,847 technical assistance encounters to 504 unduplicated clients including communities, state and local agencies, elected officials, media representatives, rural health networks, hospitals and clinics, health care providers, emergency and community paramedicine networks, community foundations, consultants, researchers, policy-makers and consumers. Through these encounters, AzCRH contributed to rural assets through dissemination of funding opportunities, best practices and tools, data sources, evaluation strategies, and network development. Rural Arizona communities developed sustainable, evidence-based programs, gained access to workforce pipelines, and amplified the rural voice and perspective in state and national arenas.

**Number of AzCRH Technical Assistance Encounters by Type, 2015-16**



**Types of AzCRH Clients Receiving Technical Assistance, 2015-16**



## 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 in July of 2016 on the theme of *Rural Partnerships: Working Together to Support Healthy Arizona Communities*. The conference provides networking opportunities and exchange of best practices between health care professionals, administrators, policymakers, consumers and stakeholders.

The conference convened 160 state and national participants, speakers, exhibitors, CAH administrators, community health centers, clinics, public health services, academic researchers, health care providers, and others. An exemplary planning committee developed the conference theme, topics and presenters; exceptional speakers delivered current and relevant presentations during the general, concurrent and poster presentations; and innovative exhibitors showcased services and products to enhance an organization's viability.

Featured speakers included Beth Kohler, Deputy Director of the Arizona Health Care Cost Containment System; Dr. Randall Friese, state legislator and a trauma surgeon at Banner University Medical Center, delivered the Andrew W. Nichols Rural and Border Health Policy Lecture; Dr. Daniel Derksen, AzCRH Director, Sean Clendaniel, Director of North Country Health Care, and Dr. Amy Waer, General Surgery, UA College of Medicine, delivered the Bruce Gullede Lecture on *Teaching Health Centers: Strategic Opportunities for the Future*; April Razo, CEO from Spectrum Health Care, Shawn Nau, CEO and Trevor Davis, Health Officer from Health Choice Integrated Care addressed *Behavioral Health Integration: From Policy to Operations*.

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.





Arizona State Capitol, Phoenix.

■ **Annual Arizona Rural and Public Health Policy Forum** – 87 participants attended the February 11, 2016 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, assessing their impact on Arizona’s rural, tribal and vulnerable communities, and providing information on legislative proposals for the upcoming session. The Forum provides networking opportunities and legislative updates from key organizations in Arizona.



State Representative Heather Carter, speaking at the 2016 Public Health Policy Forum.

■ **Rural Health Advocacy and Engagement** – are 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.

Collectively, AzCRH provided leadership on rural issues with state and national groups including: National Rural Health Association, the National Organization of State Offices of Rural Health, Arizona Public Health Association, Arizona Alliance for Community Health Centers, Arizona Department of Health Services, Health Services Advisory Group, Pima County Health Department, Healthy Pima Initiatives, Arizona Community Health Workers Association, Vitalyst Health Foundation, Arizona Children’s Action Alliance, Pew Charitable Trusts, Arizona Area Health Education Centers, and the Center for Population Science and Discovery at the University of Arizona Health Sciences.



## Arizona Rural Hospital Flexibility Program (AzFlex)

■ **Arizona Rural Hospital Flexibility Program (AzFlex)** – provides Arizona’s federally designated Critical Access Hospitals (AzCAHs) an array of technical assistance services through workshops, webinars, the Annual Performance Improvement Summit and other events – focusing on Quality Improvement, Financial and Operational Improvement, Uncompensated Care, AHCCCS (AZ Medicaid), Marketplace Eligibility & Enrollment, Health System Development, and Community Engagement.

### 2016 AzFlex highlights include:

▶ **Quality Improvement:** AzFlex focuses on Quality Improvement by helping Critical Access Hospitals (CAHs) collect and report on the Medicare Beneficiary Quality Improvement Project (MBQIP). Federal Office of Rural Health Policy measures specifically pertain to rural CAHs. The measures are organized in four domains – Patient Safety, Patient Engagement, Care Transitions and Outpatient. All 14 AzCAHs signed the Memorandum of Understanding to participate in MBQIP. The overall goal of MBQIP is to transition CAHs from volume to value. Quarterly MBQIP report cards are developed and distributed to each CAH. These CAH snapshots allow comparison to state and national benchmarks. AzCAHs are expected to report on all MBQIP measures and receive technical assistance from the AzFlex Program.

To help AzCAHs improve the Patient Engagement domain, AzFlex provided extensive Patient Experience training at two AzCAHs. AzFlex tracks quality improvement metrics by CAH.



*Participants of the 14th Annual Western Region Flex Conference in Tucson gathered to share and learn information, ideas and success stories.*

**Benson Hospital** received this year’s AzFlex Program’s 2016 *Shining Star Award*. This award is given to a critical access hospital that exemplifies commitment, leadership and teamwork. Left-to-right: Joyce Hospodar, Jill Bullock (AzCRH), Teresa (Vinni) Vincifora, Benson Hospital Chief Clinical Officer and Ken Goranson, Chief Financial Officer.



In celebration of this year's *National Rural Health Day*, ten Arizona rural and critical access hospitals were nationally recognized for:

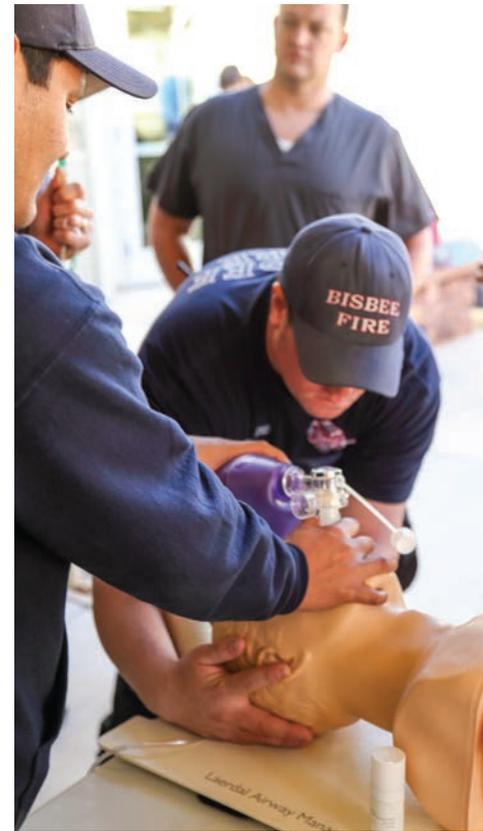
- **Excellence in Quality** – Banner Payson Medical Center
- **Excellence in Outcomes** – Banner Payson Medical Center, Benson Hospital, Cobre Valley Regional Medical Center, Copper Queen Community Hospital, Northern Cochise Community Hospital, Banner Page Hospital, Sage Memorial Hospital, Summit Healthcare Regional Medical Center, Verde Valley Medical Center and Wickenburg Community Hospital
- **Excellence in Patient Satisfaction** – Copper Queen Community Hospital
- **Excellence in Financial Strength** – Banner Payson Medical Center, Copper Queen Community Hospital, Verde Valley Medical Center, Western Arizona Regional Medical Center and Wickenburg Community Hospital

The recognition awards are based on a Hospital Strength Index created by iVantage Health Analytics.

► **Operational & Financial Improvement:** In July 2016 leadership and staff from seven CAHs attended the annual Performance Improvement (PI) Summit held in conjunction with the 43rd Annual Arizona Rural Health Conference. The summit provides tools to strengthen performance improvement systems and address other rural hospital issues. Two AzCAHs received a comprehensive Financial and Operational Assessment. Assessments provide data and analysis to help CAHs adapt to the rapidly evolving healthcare market and identify performance-improvement opportunities increasing financial stability.

In June of 2015 and again in June of 2016, AzFlex hosted the 14th Annual Western Region Flex Conference in Tucson, Arizona. This event brings together Flex coordinators and hospital leadership from the western U.S. AzFlex supported the six AzCAHs who attended the meeting in 2016.

► **Health System Development and Community Engagement:** AzCRH works with the Arizona Department of Health Services (ADHS) Bureau of EMS and Trauma System, and all the program managers from the Level I, III and IV Arizona trauma centers. Trauma program managers met quarterly to work on performance improvement initiatives. A workgroup helped design and distribute a Trauma Injury Prevention Survey to better understand the current status of injury prevention programs at the state's 40 trauma centers. The survey was distributed during the summer and fall. Analysis will be completed in 2017. Survey results will inform ADHS, the state's trauma centers, and others to develop objectives and initiatives for state-wide injury prevention and other projects.



AzFlex supported two Rural Trauma Team Development (RTTD) courses in 2016.



## AzCRH Programs and Collaborations

### ■ Arizona Small Rural Hospital Improvement Program (AzSHIP)

The Health Resource & Services Administration (HRSA) and the Federal Office of Rural Health Policy (FORHP) has funded AzSHIP since 2002. AzSORH submits a statewide application to HRSA on behalf of eligible rural hospitals (<50 beds). In FY 2015, 12 AzSHIP hospitals each received \$7,355 to support efforts in one or more of the following areas: Value-Based Purchasing, Accountable Care Organizations/ Shared Savings, Payment Bundling/PPS, Care Transitions.

■ **Students Helping Arizona Register Everyone (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), Federal and State Marketplaces, and private payers, 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, Arabic, Telugu, among others.

■ **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.

■ **Prescription Drug Misuse and Abuse Initiative** – AzCRH worked with the Arizona Department of Health Services (ADHS), the UA College of Medicine, Office of Continuing Medical Education (CME) to create and market the free CME *Safe and Effective Opioid Prescribing While Managing Acute and Chronic Pain* and other online modules, including a Prescription Drug 101 training for physicians. The Governor’s Office for Children, Faith and Families, the Arizona Criminal Justice Commission, ADHS, and the Arizona Substance Abuse Partnership launched the Arizona Prescription Drug Misuse and Abuse Initiative in 2012. AzCRH continues to develop training modules with funding from ADHS and the Centers for Disease Control and Prevention (CDC).



The SHARE cohort of 2015.



Students Helping Arizona Register Everyone

A program to register Arizona communities in the ACA Marketplace.

Students trained as Certified Application Counselors	30
Students trained as Navigators	2
College of Public Health Students	17
College of Medicine Students	14
College of Pharmacy Students	1
Dual Degree (MD/MPH)	3



Sheila Sjolander, Assistant Director, ADHS presents ‘Status of the Opioid Epidemic’ at a general session of the 2016 Arizona Rural Health Conference in Flagstaff.



Ana Roscetti, Workforce Section Manager, ADHS, presents “Physician Recruitment through the State Loan Repayment Program” at the 2016 AZ Rural Health Conference.

■ **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.

■ **Az3RNet** – AzSORH manages the state’s Rural Recruitment and Retention Network (Az3RNet), a member of the National 3RNet. With the ADHS Bureau of Health Systems Development and the Arizona Alliance for Community Health Centers, Az3RNet connects health professionals seeking positions in rural and underserved areas with health facilities offering employment opportunities. Over 20 new organizations posted job openings for health providers last year.

■ **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.

August 2016: Public health students in the Rural Health Professions Program Maternal and Child Health Summer Service Learning Institute assembled in front of the Pima County Health Department’s Dental Services mobile unit. Students worked with Clinica Amistad, a free health clinic serving Tucson’s low-income uninsured community, to design and deliver an oral health community fair and opportunity for families to receive free dental checkups and sealants. Pictured: Clinica Amistad Clinic Manager and MPH student Ray Larez; Arizona SORH Program Manager/Co-Instructor Jennifer Peters; Clinica Amistad founder Father Ricardo Eford; Co-Instructors Ibitola Asaolu and Alicia M. Thompson, and other institute participants.  
Photo: Alicia M. Thompson



■ **The Western Region Public Health Training Center (WRPHTC)**

In its second year of funding, the WRPHTC supports the public health workforce in HRSA Region 9 (Arizona, California, Nevada, Hawaii and US Affiliated Pacific Islands) by providing continuing education trainings. WRPHTC worked with county health departments to implement the Public Health Core Competency Self-assessment and Training Preferences Survey (PHCCSTPS), and provided resources to those acquiring Public Health Accreditation Board (PHAB) accreditation. WRPHTC became an accredited provider for continuing education credits, presented at numerous conferences, increased engagement with stakeholders, and increased its newsletter subscription list to over 2,200 people. Highlights of WRPHTC accomplishments include:



- Distributed the PHCCSTPS Survey and received responses from 1,477.
- Had trainings accessed over 29,000 times by public health professionals – **an increase of almost 28%** from year one!
- Provided internship stipends to 20 MPH students and helped place over 30 public health practicums.
- Supported 14 additional faculty-student collaboration projects.

**WRPHTC FACULTY & STAFF**



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Associate Dean for Academic Affairs  
Professor of Public Health, MEZCOPH  
Principal Investigator and Director,  
WRPHTC



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Daniel Derksen, MD, Rural Health Liaison, WRPHTC and Paul Akmajian, MFA Graphics Designer/Outreach Coordinator, are pictured on page 15 in the AzCRH Faculty and Staff listing.



*The WRPHTC team from local performance sites met in Reno, NV for an Executive Committee Meeting to plan next steps for year 3 of the project. Back row: Ray Andrade, Doug Taren, Eric McIntyre, Brenda Mitchell, Trudy Larson, Erich Healy, Brian Mangum, Gerold Dermid, Jim Cunningham; Front row: Valerie Yontz, Kelly Morning, Lubna Govindarajan*

Along with its partners, WRPHTC offered almost **800** continuing education courses, with approximately **139** approved for CE credit. This included **10** in-person workshops, **42** webinars, **274** classroom-based courses, and **447** web-based courses.

WRPHTC provided leadership in rural issues to state and national groups:

- California Area Health Education Centers
- Pacific Island Health Officers Association
- Hawaii Public Health Institute
- National Network of Public Health Institutes
- Region D State Office of Rural Health
- HRSA Office of Regional Operations





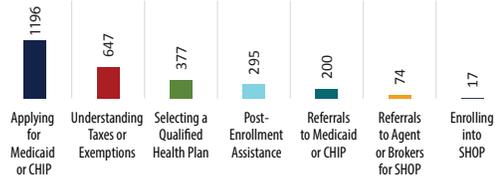
## AzCRH Navigator Consortium: By the Numbers

September 2, 2015 – September 1, 2016

# 2,806

Consumers sought specific enrollment assistance beyond education services.

### CONSUMERS ASSISTED



# 524 + 120

Events & Activities

Organizations



Estimated Consumers Reached:  
**1,653,031**

Marketing & Promotion	1,517,047
Outreach & Enrollment	61,469
Education	74,515

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

**978** Appointments were scheduled in this system



**88%** Consumers kept their appointments

**43.9%** Appointments Primary Language was Spanish

### Referral Sources



AzCRH Navigators participated in 524 events and activities. They partnered with and conducted outreach to 120 organizations. Of the events/activities, 279 were marketing/promotion, 181 outreach/enrollment and 47 education, implemented in 13 of 15 Arizona counties in Arizona. AzCRH Navigators reached an estimated 1.6 million consumers via events, activities, and through print, television, radio, and social media.

They provided education to 3,355 consumers and specific enrollment assistance to 2,806 consumers. Of consumers seeking enrollment assistance, the majority were eligible and applied for Medicaid/CHIP.

To schedule a Health Insurance 101 presentation, email Alyssa Padilla, [alydilla@email.arizona.edu](mailto:alydilla@email.arizona.edu)

### AzCRH Staff Navigators (Pima Co):

Paul Akmajian, Agnes Attakai, Leila Barraza, Jill Bullock, Dan Derksen, Joyce Hospodar, Alyssa Padilla, Bryna Koch, Jennifer Peters, and Rebecca Ruiz.

(Photos inside back cover)

AzCRH Staff commemorating the start of Open Enrollment, November 2016.





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*Az Center for Rural Health Annual Report 2015-16*  
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Jill Bullock, Ken Miller, Alicia M. Thompson

# AzCRH Annual Deliverable Cycle

(January 2017 - December 2017)

## 1<sup>st</sup> Quarter

### Action Items:

- AzCRH Annual Report
- AzCRH Rural & Public Health Policy Forum
- ADHS Rx Drug Qtrly Report: Mar 30
- Flex Quarterly: Mar 31
- Flex NCC released: Mid-Mar
- Navigator 2<sup>nd</sup> Qtr Report: Mar 30
- Navigator Open Enrollment Ends 01/31/17
- SHIP NCC Due: Mid-Feb
- SORH NCC Due: Mid-Mar

### Financial Items:

- ADHS Rx Drug Purchase Order Fund Allotments: Jan-Feb
- SHIP, SORH Review Position & Spend Down



## 2<sup>nd</sup> Quarter

### Action Items:

- ADHS Rx Drug Qtrly Report: June 30
- Flex Qtrly Report: June 30
- Flex NCC released: Mid-Mar
- Navigator 3<sup>rd</sup> Qtr Report: June 30
- Navigator NCC Released: Mid-April
- Navigator NCC Due: June 1
- SHIP Grant Yr starts: June 1

### Financial Items:

- Flex Review & Spend-Down
- Navigator Review & Spend-Down
- SHIP Budget Ends: May 31
- SORH Budget Ends: June 30

## 4<sup>th</sup> Quarter

### Action Items:

- ADHS Rx Drug Qtrly Report: Dec 31
- Flex Performance Report (PIMS): Nov 15
- Flex Qtrly: Dec 31
- Navigator Grant Yr starts: Oct 1
- Navigator Annual Report: Mid-Oct
- Navigator Open Enrollment OE-5: 11/01/17
- Navigator 1<sup>st</sup> Qtrly Report: Dec 30

### Financial Items:

- Flex Carry-Forward Oct-Nov
- Navigator Carry-Forward Oct-Nov

AzCRH – Arizona Center for Rural Health  
 ADHS – Arizona Department of Health Services  
 NCC – Non-competitive continuation renewal

## 3<sup>rd</sup> Quarter

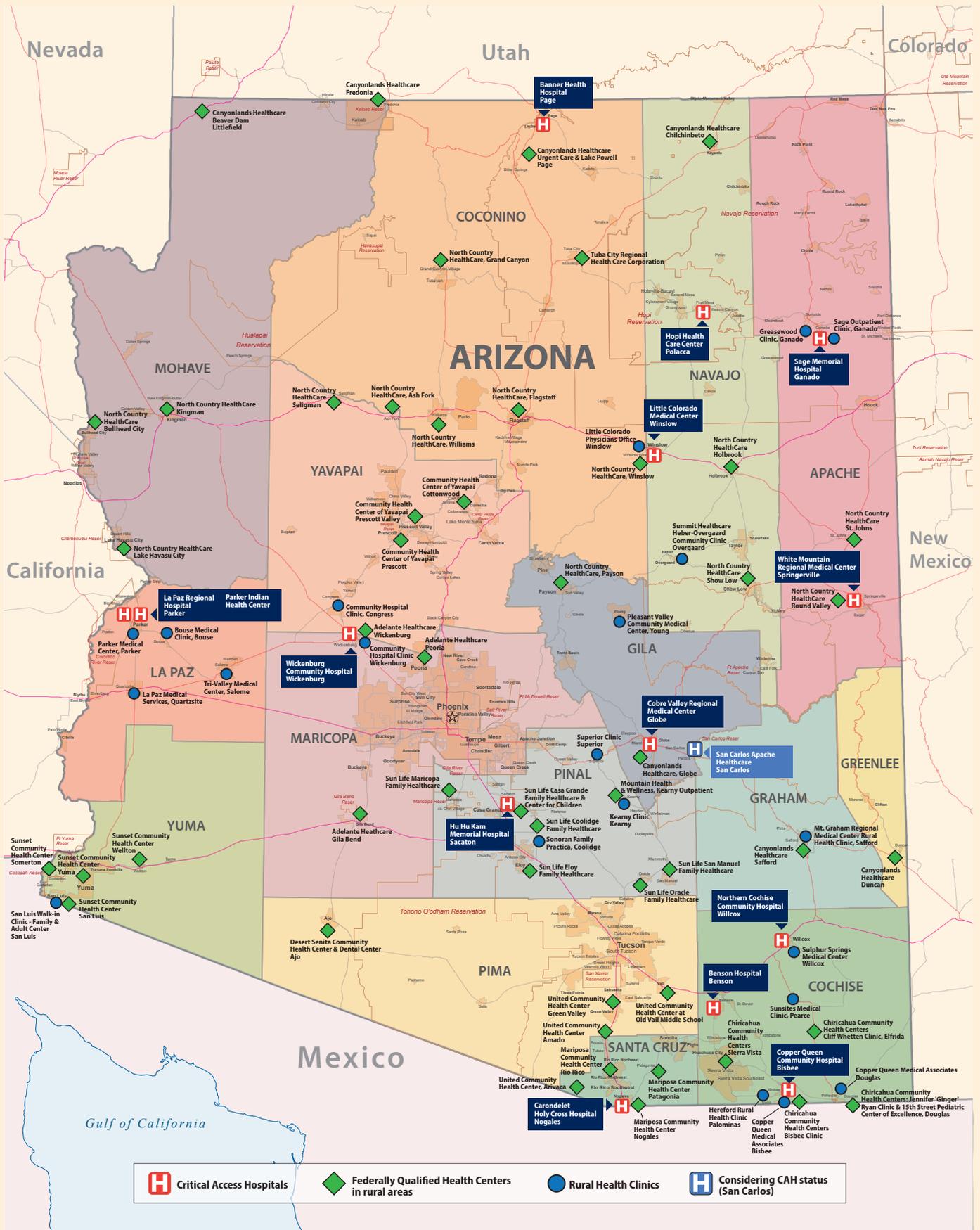
### Action Items:

- AzCRH Rural Health Conference: July
- ADHS Rx Drug Qtrly Report: Mid Aug
- Flex Grant Yr starts: Sept 1
- Flex Qtrly: Sept 30
- Navigator 4<sup>th</sup> Qtr Report: Sept 30
- SHIP NCC Released: Dec 1
- SORH Grant Yr Begins: Jul 1
- SORH PIMS Due: Aug 30

### Financial Items:

- ADHS Rx Drug Purchase Order: Sept
- Flex Budget Ends: Aug 31
- Navigator Budget Ends: Sept 1
- SHIP Carry-Forward Jun-Sept
- SORH Carry-Forward Jun-Sept





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**Center for Rural Health**

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