

**2018** RURAL HEALTH CARE  
IMPROVEMENT COLLABORATION  
July 17-18 | Washington, D.C.



*Engage. Measure. Improve.*



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# Engage. Measure. Improve.

2018 Rural Health Care Improvement Collaboration

## Welcome

Welcome to the 2018 Rural Health Care Improvement Collaboration meeting. The purpose of this collaborative meeting is to create a shared learning environment that supports innovations and discovery of successful rural health improvement and program implementation across Federal Office of Rural Health Policy (FORHP) programs. The meeting will engage participants from two rural health care improvement grant programs: the Medicare Rural Hospital Flexibility (Flex) Program in the FORHP Hospital State Division (HSD) and the Small Health Care Provider Quality Improvement Program (SHCP) in the FORHP Community-Based Division (CBD). In addition to program-specific meeting objectives, this meeting will also provide participants with an enhanced opportunity to make connections, share best practices and gather lessons learned from fellow rural programs across the country that are focusing on improving rural health care services.

## Registration

Registration and check-in will open at 8:00 a.m. each day of the conference at the East Registration Desk at the Omni Shoreham Hotel.

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# Engage. Measure. Improve.

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**Tuesday, July 17, 2018**

Schedule At-A-Glance		
Session Times	SHCP Program Partnership Meeting	Flex Program RSV
8:00 - 10:00 a.m.	Registration & Check-in East Registration Desk	
8:30 - 9:15 a.m.	Federal Office of Rural Health Policy Welcome Empire Ballroom	
9:15 - 10:15 a.m.	Opening Keynote: Engage. Measure. Improve. Empire Ballroom	
10:15 - 10:30 a.m.	Break	
10:30 - 11:15 a.m.	Federal Rural Health Policy & Regulatory Update Empire Ballroom	
11:15 - 12:30 p.m.	Lunch	Lunch
11:30 - 12:30 p.m.	NORC Cohort Analysis Focus Group: Focus Group Brown Bag Hampton Ballroom	
12:30 - 12:45 p.m.	Experiences from the Field: Grant Project Presentations Theme I - Strategies for Quality Improvement Hampton Ballroom	Engaging in Financial Improvement for the Future Empire Ballroom
12:45 - 1:45 p.m.		
1:45 - 2:30 p.m.		Measuring CAH Swing Bed Quality Empire Ballroom
2:30 - 2:45 p.m.	Break	



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## Tuesday, July 17, 2018

2:45 - 3:30 p.m.	<p><b>Breakout 1: Population Health</b> Congressional Room A</p> <p><b>Breakout 2: EMS</b> Congressional Room B</p> <p><b>Breakout 3: Quality Improvement</b> Empire Ballroom</p> <p><b>Breakout 4: Engagement</b> Calvert Room</p> <p><b>Breakout 5: Measuring for Improvement</b> Cabinet Room</p>	
3:30 - 3:45 p.m.	<b>Break</b>	
3:45 - 4:30 p.m.	<p><b>Experiences from the Field: Grant Project Presentations Theme II - Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions (Part I of II)</b> Hampton Ballroom</p>	<p><b>Flex Concurrent Breakout Sessions</b> (See page 10 for details)</p>
4:30 - 4:45 p.m.	<b>Break</b>	
4:45 - 5:30 p.m.	<p><b>Experiences from the Field: Grant Project Presentations Theme II - Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions (Part II of II)</b> Hampton Ballroom</p>	<p><b>Flex Program Update: What to Expect in 2019</b> Empire Ballroom</p>
5:30 - 6:00 p.m.	<p>Hampton Ballroom</p>	



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Wednesday, July 18, 2018

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Session Times	SHCP Program Partnership Meeting	Flex Program RSV
8:00 - 10:00 a.m.	Registration & Check-in East Registration Desk	
8:30 - 8:45 a.m.	Federal Office of Rural Health Policy Welcome Empire Ballroom	
8:45 - 9:30 a.m.	MBQIP and SHCP Program Awards Empire Ballroom	
9:30 - 9:45 a.m.	Break	Facilitated Flex Networking Session Empire Ballroom
9:45 - 10:00 a.m.	FORHP Community-Based Division Updates Hampton Ballroom	
10:00 - 10:15 a.m.	SHCP Program Coordinator Update Hampton Ballroom	Break
10:15 - 10:30 a.m.	Quality Improvement Data Collection & Utilization Hampton Ballroom	Flex Concurrent Breakout Sessions (See page 14 for details)
10:30 - 11:15 a.m.	Positioning Quality Improvement Initiatives for Long Term Sustainability Hampton Ballroom	
11:15 - 12:45 p.m.	Lunch (on your own)	



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## Wednesday, July 18, 2018

11:45 - 12:45 p.m.	<b>Optional Peer Flex and SHCP Program Networking Brown Bag Session</b> Empire Ballroom	
12:45 - 1:30 p.m.	<b>Keynote: A Michigan Tale of Combating Opioids</b> Empire Ballroom	
	<b>SHCP Program Concurrent Breakout Sessions</b> (See page 30 for details)	
1:30 - 1:45 p.m.	<b>Break</b>	
1:45 - 2:30 p.m.	<b>Telling your Story: Leveraging Effective Strategies using PIMS Data</b> Hampton Ballroom	<b>Flex Concurrent Breakout Sessions</b> (See page 16 for details)
	<b>Break</b>	
2:30 - 2:40 p.m.	<b>Break</b>	
2:40 - 3:30 p.m.	<b>Keynote: Role and Value of Effective Leadership in Rural Health</b> Empire Ballroom	
3:30 p.m.	<b>Adjourn</b>	



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## Flex Program Reverse Site Visit Details

### Learning Objectives

- ⇒ Discover ways to communicate the value of your state Flex Program
- ⇒ Understand the future direction of the national Flex Program
- ⇒ Identify opportunities to implement best practices and lessons learned by critical access hospitals (CAHs) and state Flex Programs in supporting performance improvement in all Flex Program areas
- ⇒ Strengthen the leadership of your state Flex Program in the Core Competencies for State Flex Program Excellence, including Managing the Flex Program

### Connect with Your Peers

The colored stickers on the name badges denote how many years individuals have been involved in the Flex Program.

-  < 1 year
-  1-3 years
-  4-6 years
-  7+ years

Flex Program RSV presentations are accessible here:

<https://www.ruralcenter.org/events/2018-flex-program-reverse-site-visit>





# Engage. Measure. Improve.

2018 Rural Health Care Improvement Collaboration

Tuesday, July 17, 2018

## Flex Program Reverse Site Visit Agenda

- 8:30 - 9:15 a.m. **Federal Office of Rural Health Policy Welcome**  
*Tom Morris, MPA, Associate Administrator, Sarah Young, MPH, Flex Program Coordinator, Katy Lloyd, MPH, Public Health Analyst and Program Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
**Room:** Empire Ballroom
- 9:15 - 10:15 a.m. **Opening Plenary: Engage. Measure. Improve.**  
*Shantanu Agrawal, DO, President and CEO, National Quality Forum*  
**Room:** Empire Ballroom  
**Learning Objectives:**  
⇒ Understand the importance of engaging with partners to address needs  
⇒ Understand the role of management when applying evidence-based practices to lead improvement
- 10:15 - 10:30 a.m. **Break**
- 10:30 - 11:15 a.m. **Federal Rural Health Policy & Regulatory Update**  
*Paul Moore, D.PH, Senior Health Policy Advisor, Wakina Scott, MPH, PhD, Policy Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
*Brock Slabach, MPH, FACHE, Senior Vice-President, National Rural Health Association*  
*John Supplitt, MPA, MBA, Senior Director, American Hospital Association*  
**Room:** Empire Ballroom  
**Learning Objectives:**  
⇒ Learn the current state of health care policy and regulations for rural safety net providers in the everchanging environment





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11:15 - 12:45 p.m. **Lunch** (on your own)

12:45 - 1:45 p.m. **Engaging in Financial Improvement for the Future**

*Ralph Llewellyn, CPA, CHFP, Partner, Eide Bailly*

**Room:** Empire Ballroom

**Learning Objectives:**

- ⇒ Learn about financial improvement strategies that are showing results for CAHs participating in Accountable Care Organization (ACO) models

1:45 - 2:30 p.m. **Measuring CAH Swing Bed Quality**

*Ira Moscovice, PhD, Mayo Professor, Flex Monitoring Team, University of Minnesota Rural Health Research Center*

*Leslie Marsh, RN, BSN, MSN, MBA, CEO, Lexington Regional Health Center, Lexington, NE*

*Gregory Wolf, MBA, Principal, Stroudwater Associates*

**Room:** Empire Ballroom

**Learning Objectives:**

- ⇒ Understand measures that can be used to assess CAH swing bed quality and the implementation of a field test
- ⇒ Understand the feasibility of collecting data on CAH swing bed quality as well as common barriers
- ⇒ Learn about the technical specifications for developing a data collection tool for CAH swing bed quality
- ⇒ Learn about participation in a field test of CAH swing bed quality measurement from the perspective of a CAH CEO

2:30 - 2:45 p.m. **Break**



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**2018 Rural Health Care Improvement Collaboration**

**Breakout Session One | 2:45 - 3:30 p.m.**

**Breakout 1: Supporting Population Health Through Collaboration**

*Lindy Vincent, Rural Hospital Program Manager, Washington State Department of Health*

*Scott Daniels, PhD, Performance Improvement Coordinator, Hawaii Department of Health, Office of Primary Care and Rural Health*

**Room:** Congressional Room A

**Learning Objectives:**

- ⇒ Learn about how two Flex Programs are supporting their CAHs to collaborate with non-traditional partners to address community-level health indicators and social determinants of health

**Breakout 2: Supporting Regional Emergency Medical Services (EMS) Capacity**

*Angie Lockwood, Project Coordinator, University of North Dakota Center for Rural Health*

*Daniel Prokop, MHA, Flex SHIP Coordinator, Ohio Department of Health*

**Room:** Congressional Room B

**Learning Objectives:**

- ⇒ Learn about how one Flex Program is working on developing a multi-county EMS network while another is working regionally to support EMS capacity

**Breakout 3: ACOs, QPP and VBP - Oh MI!**

*Karla Weng, MPH, Senior Program Manager, Stratis Health*

*John Barnas, Executive Director, Crystal Barter, MS, Director of Performance Improvement, Michigan Center for Rural Health*

**Room:** Empire Ballroom

**Learning Objectives:**

- ⇒ Identify key aspects of three value-based payment programs and their relevance for rural providers and CAHs



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### **Breakout 4: The Engagement Trifecta - Patient, Clinical and Organizational Engagement for Successful Quality Improvement**

**Kathy Alkire, RN, BSN, MA**, Director of Quality, Morongo Basin Community Health Center, Yucca Valley, CA

**Kristen Blankenbecler, PharmD**, Outreach Pharmacist, Marcum and Wallace Memorial Hospital, Irvine, KY

**Olivia Foster, RN, BSN**, Infection Preventionist / Population Health Care Coordinator, Providence Valdez Medical Center, Valdez, AK

**Angie McCain, RN, MSN**, Director of Surgical and Maternal Care, Avera Queen of Peace Hospital, Mitchell, SD

**Room:** Calvert Room

With a focus on successful strategies for engagement, explore approaches to engagement from grant project experiences addressing patient, clinical and organizational level engagement strategies. Based on practices from the field, the session will include approaches such as motivational interviewing, identifying and reducing patient access barriers, negotiating provider buy-in and successful approaches to engaging organizational leadership within and across partner organizations.

### **Breakout 5: Measuring for Improvement - Tools and Methods for Effective Quality Improvement Intervention Design**

**Lynae Wyckoff, MS, CDSMP, DSMP, CPSMP**, Senior Health Educator, Bassett Healthcare Network, Cooperstown, NY

**Takisha Bittle**, Small Practice Quality Director, CareSouth-Carolina, Inc., Hartsville, SC

**Julie Howard, RCP, RRT-NPS**, RT COPD Case Manager, Adventist Health Feather River, Paradise, CA

**Room:** Cabinet Room

The session will cover practices including:

- ⇒ Leveraging practice facilitation
- ⇒ Using data to inform effective approaches
- ⇒ Utilization of health information technology and electronic medical record (EMR) systems for data dashboards, data sharing and data measurement
- ⇒ Marketing data and successful practices for using data to build stakeholder support and inform approaches to reaching and serving target populations



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3:30 - 3:45 p.m. **Break**

### Breakout Session Two | 3:45 - 4:30 p.m.

#### **Breakout 1: Engaging with EMS and Community Partners to Impact Health Outcomes**

**Sarah Craig, MHA, CRCA**, Director of Hospital System Innovation, South Carolina Office of Rural Health

**Room:** Congressional Room A

**Learning Objectives:**

- ⇒ Discover how the South Carolina Flex Program is improving EMS capacity and operations by assisting CAHs to develop strategies for engaging with community partners and targeting specific health needs

#### **Breakout 2: CAH Administrator Panel: Engaging with System and Independent CAHs**

**Leslie Marsh, RN, BS, MSN, MBA**, CEO, Lexington Regional Health Center, Lexington, NE

**Steve Barnett, DHA, CRNA, FACHE**, President / CEO, McKenzie Health System, Sandusky, MI

**Room:** Congressional Room B

**Learning Objectives:**

- ⇒ Learn strategies from CAH Administrators to engage and collaborate with independent vs. system-owned or affiliated CAHs

#### **Breakout 3: Integrating Behavioral Health through Flex Program Activities**

**Judy Bergh, BAN**, Flex Program Coordinator, Minnesota Department of Health, Office of Rural Health and Primary Care

**Stephanie Nantz, MPA**, Assistant Director of Operations, North Carolina Office of Rural Health

**Room:** Calvert Room

**Learning Objectives:**

- ⇒ Learn how two state Flex Program activities to address behavioral health are making an impact in their rural communities



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Tuesday, July 17, 2018

## Flex Program Reverse Site Visit Agenda

4:30 - 4:45 p.m. **Break**

4:45 - 5:25 p.m. **Flex Program Update: What to Expect in 2019**

*Sarah Young, MPH, Flex Program Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*

**Room:** Empire Ballroom

**Learning Objectives:**

- ⇒ Learn about Flex Program direction and how measurement and evaluation is necessary to demonstrate and improve program impact
- ⇒ Review PIMS data and changes in PIMS reporting

5:25 - 5:30 p.m. **FORHP Day One Wrap-Up**

*Sarah Young, MPH, Flex Program Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*

**Room:** Empire Ballroom

Wednesday, July 18, 2018

8:00 - 10:00 a.m. **Registration & Check-in**

8:30 - 8:45 a.m. **Federal Office of Rural Health Policy Welcome**

*Sarah Young, MPH, Flex Program Coordinator, Katy Lloyd, MPH, Public Health Analyst, Federal Office of Rural Health Policy, Health Resources and Services Administration*

**Room:** Empire Ballroom



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### 8:45 - 9:30 a.m. **MBQIP and SHCP Program Awards**

*Nisha Patel, MA, CHES, Senior Advisor and Associate Director, Kristi Martinsen, MPM, Director Hospital State Division, Michael Fallahkhair, MPH, Deputy Division Director Community-Based Division, Katy Lloyd, MPH, Public Health Analyst, Yvonne Chow, MPP, MBQIP Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*

**Room:** Empire Ballroom

### 9:30 - 10:00 a.m. **Facilitated Flex Networking Session**

**Room:** Empire Ballroom

⇒ Through an engaging networking activity, connect with Flex Program personnel and learn about unique aspects of rural health impacting CAHs in other states

### 10:00 - 10:15 a.m. **Break**

## Breakout Session Three | 10:15 - 11:15 a.m.

### **The ABCs of Abx Stewardship**

*Sarah Brinkman, MBA, MA, CPHQ, Program Manager, Stratis Health*

*Lisa Carhuff, RN, MSN, Director of Hospital Services, Georgia State Office of Rural Health*

*Alia Hayes, MPH, Rural Health Manager, New Hampshire State Office of Rural Health*

*Jack King, Director, Rural Hospital Flexibility Program, Montana Hospital Association*

**Room:** Cabinet Room

#### **Learning Objectives:**

- ⇒ Explain the importance of antibiotic stewardship for CAHs and the related MBQIP measure
- ⇒ Describe a range of state Flex program approaches for supporting CAHs with antibiotic stewardship
- ⇒ Identify opportunities for enhancing state Flex support around antibiotic stewardship in your program



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### Breakout Session Three | 10:15 - 11:15 a.m.

#### **CAH Finance 101: Understanding the Basics**

*Ralph Llewellyn, CPA, CHFP, Partner, Eide Bailly*

**Room:** Congressional Room A

**Learning Objectives:**

- ⇒ Learn basic billing methodologies and principles for CAHs and how CAHs can maximize their financial success

#### **CAHMPAS Updates to Help Inform Your Workplan**

*Kristin Reiter, PhD, Professor, Flex Monitoring Team, University of North Carolina - Chapel Hill*

**Room:** Congressional Room B

**Learning Objectives:**

- ⇒ Describe and interpret new financial data features available in the Critical Access Hospital Measurement and Performance Assessment System (CAHMPAS)
- ⇒ Understand how to use CAHMPAS to identify hospitals or areas that may benefit from financial or operational performance improvement interventions
- ⇒ Contribute feedback and ideas for strengthening and enhancing CAHMPAS to better meet user needs

### Wednesday, July 18, 2018

11:15 - 12:45 p.m. **Lunch** (on your own)

11:45 - 12:45 p.m. **Optional Peer Networking Brown Bag Session**

**Room:** Empire Ballroom

Flex and SHCP Program grantees are invited to participate together as part of an informal roundtable brown bag networking opportunity to connect with fellow rural program grantees by U.S. regions.



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Wednesday, July 18, 2018

12:45 - 1:30 p.m. **Keynote: A Michigan Tale of Combating Opioids**

**Steve Barnett, DHA, CRNA, FACHE, President / CEO,**  
**Mark Hamed, MD, MBA, MPH, Medical Director,**  
*McKenzie Health System, Sandusky, MI*

**Room:** Empire Ballroom

**Learning Objectives:**

- ⇒ Gain an understanding about the dangers of the increasing rate of prescription drug abuse in the US
- ⇒ Gain an understanding of the major components needed to develop an “oxy-free ED”
- ⇒ Be able to identify patients who exhibit narcotic medication-seeking behavior
- ⇒ Be able to develop and implement a plan for managing patients seeking narcotic prescription medications in the emergency department

1:30 - 1:45 p.m. **Break**

Breakout Session Four | 1:45 - 2:30 p.m.

**Supporting CAHs through Quality Staff Turnover**

**Kyle Cameron, MS, Program Manager, Wyoming Department of Health**

**Stacie Rothwell, Program Manager, Oregon Office of Rural Health**

**Room:** Cabinet Room

**Learning Objectives:**

- ⇒ Hear how other state Flex Programs manage CAH turnover while maintaining engagement in MBQIP
- ⇒ Identify proactive steps your state Flex Program can take to avoid a gap in MBQIP reporting despite staff turnover
- ⇒ Learn about available resources to support your state Flex Program in these efforts





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Breakout Session Four | 1:45 - 2:30 p.m.

### Peer Stories: Flex Program Internal Process Improvement Strategies

**Ernie Scott**, Director, **Kayla Combs**, MHA, Flex Director, Kentucky Office of Rural Health

**Hannah Robinson**, MPH, Flex Program Specialist, Utah Office of Primary Care and Rural Health

**Greg Rosenvall**, Rural Hospital Improvement Director, Utah Hospital Association

**Room:** Congressional Room A

#### Learning Objectives:

- ⇒ Learn what Flex Programs are evaluating and integrating for improvement of their internal processes related to Flex grant management

### Leading Change Through Operational Improvement

**Jack King**, Director, Rural Hospital Flexibility Program, Montana Hospital Association

**Karen Madden**, MA, Director, New York State Office of Rural Health

**Room:** Congressional Room B

#### Learning Objectives:

- ⇒ Discover Flex Program activities to engage, measure and impact CAH operations in cohorts and boot camps

Wednesday, July 18, 2018

2:30 - 2:40 p.m. **Break**



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### Flex Program Reverse Site Visit Agenda

2:40 - 3:30 p.m. **Keynote: Role and Value of Effective Leadership in Rural Health**

*Lieutenant Commander Fred Butler Jr., MPH, MBA,  
Senior Advisor for Integration and Quality, Centers for  
Medicare and Medicaid Services*

**Room:** Empire Ballroom

**Learning Objectives:**

- ⇒ Discover powerful leadership and management models and mindsets that can be used by state Flex Programs and SHCP grantees to engage, measure and improve rural health care

3:30 p.m. **Adjourn**

### SHCP Partnership Meeting Agenda

#### Learning Objectives

- ⇒ Discover ways to communicate the value of your rural quality improvement project
- ⇒ Identify opportunities to implement best practices and lessons learned through shared experiences from fellow awarded projects
- ⇒ Strengthen the leadership, implementation and targeted outcome of your rural quality improvement project
- ⇒ Identify opportunities for collaboration through networking and making connections with others from programs across FORHP

SHCP Program presentations are accessible here:

<http://ruralhealthlink.org/Resources/TrainingMaterials/ProgramMeetings.aspx>





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Tuesday, July 17, 2018

## SHCP Partnership Meeting Agenda

- 8:30 - 9:15 a.m. **Federal Office of Rural Health Policy Welcome**  
*Tom Morris, MPA, Associate Administrator, Sarah Young, MPH, Flex Program Coordinator, Katy Lloyd, MPH, Public Health Analyst and Program Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
**Room:** Empire Ballroom
- 9:15 - 10:15 a.m. **Opening Keynote: Engage. Measure. Improve.**  
*Shantanu Agrawal, DO, President and CEO, National Quality Forum*  
**Room:** Empire Ballroom  
**Learning Objectives:**  
⇒ Understand the importance of engaging with partners to address needs  
⇒ Understand the relationship of management when applying evidence-based practices to lead improvement
- 10:15 - 10:30 a.m. **Break**
- 10:30 - 11:15 a.m. **Federal Rural Health Policy & Regulatory Update**  
*Paul Moore, D.PH, Senior Health Policy Advisor, Wakina Scott, MPH, PhD, Policy Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
*Brock Slabach, MPH, FACHE, Senior Vice-President, National Rural Health Association*  
*John Supplitt, MPA, MBA, Senior Director, American Hospital Association*  
**Room:** Empire Ballroom  
**Learning Objectives:**  
⇒ Learn the current state of health care policy and regulations for rural safety net providers in the everchanging environment



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Tuesday, July 17, 2018

11:15 - 12:30 p.m. **Lunch**

11:30 - 12:30 p.m. **NORC Cohort Analysis: Focus Group Brown Bag**

**Room:** Hampton Ballroom

Note: For pre-registered participants

12:30 - 2:30 p.m. **Experiences from the Field - Grant Project Panel Presentations Theme I: Strategies for Quality Improvement**

**Room:** Hampton Ballroom

Explore innovations and strategies of peer rural health grant projects across the SHCP Program cohort through peer grant recipient led panels, highlighting project best practices and lessons learned across topics focused on improving the quality of health care services among rural communities.

**Panel 1: Data Collection & Utilizations** (15 minutes)

Learn strategies, approaches and methodologies to data collection, utilization and tracking of health indicators over time.

- ⇒ Pines Health Services, ME
- ⇒ Northwest Michigan Health Services, MI
- ⇒ Upper Peninsula Health Care Solutions, MI

**Panel 2: Organizational Culture Change** (25 minutes)

Understand experiences, approaches and lessons learned related to the navigation and adoption of successful quality improvement organizational culture change practices.

- ⇒ Mountain Health & Community Services, CA
- ⇒ Delta Health Alliance, MS
- ⇒ Cox-Monett Hospital, MO
- ⇒ Daughters of Charity Services of Arkansas, AR
- ⇒ Holmes County General Hospital District, OH



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12:30 - 2:30 p.m. **Panel 3: Telehealth, Telemedicine & Mobile Technology**  
(10 minutes)

Learn about successful approaches and solutions to barriers for use of telehealth, telemedicine, mobile technology and/or remote patient monitoring to improve patient health outcomes.

- ⇒ Avera Queen of Peace, SD
- ⇒ Cary Medical Center, ME

**Panel 1-3: Q&A Discussion** (10 minutes)

Facilitate discussion and Q&A on *Strategies for Quality Improvement* topics grantee projects presented during Panels 1-3.

**Panel 4: Models for Patient Centered Medical Homes**  
(10 minutes)

Understand organizational positioning for the pursuit of patient-centered medical home accreditation recognition and experiences relating to value, benefits and potential impacts of leveraging the patient-centered medical home model.

- ⇒ Sanford Health Network, IA
- ⇒ Great Mines Health Center, MO

**Panel 5: Care Coordination** (15 minutes)

Discover best practices, approaches, innovations and lessons learned for implementation of effective care coordination practices.

- ⇒ Clay County Hospital, IL
- ⇒ Care South Carolina, SC
- ⇒ Sarah Bush Lincoln Health Center, IL

**Panel 4-5: Q&A Discussion** (10 minutes)

Facilitate discussion and Q&A on *Strategies for Quality Improvement* topics grantee projects presented during Panels 4-5.



## Engage. Measure. Improve.

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2:30 - 2:45 p.m. **Break**

### Breakout Session One | 2:45 - 3:30 p.m.

#### **Breakout 1: Supporting Population Health Through Collaboration**

**Lindy Vincent**, Rural Hospital Program Manager, Washington State Department of Health

**Scott Daniels, PhD**, Performance Improvement Coordinator, Hawaii Department of Health, Office of Primary Care and Rural Health

**Room:** Congressional Room A

##### **Learning Objectives:**

- ⇒ Learn about how two Flex Programs are supporting their CAHs to collaborate with non-traditional partners to address community-level health indicators and social determinants of health

#### **Breakout 2: Supporting Regional EMS Capacity**

**Angie Lockwood**, Project Coordinator, University of North Dakota Center for Rural Health

**Daniel Prokop, MHA**, Flex SHIP Coordinator, Ohio Department of Health

**Room:** Congressional Room B

##### **Learning Objectives:**

- ⇒ Learn about how one Flex Program is working on developing a multi-county EMS network while another is working regionally to support EMS capacity

#### **Breakout 3: ACOs, QPP and VBP - Oh MI!**

**Karla Weng, MPH**, Senior Program Manager, Stratis Health

**John Barnas**, Executive Director, **Crystal Barter, MS**, Director of Performance Improvement, Michigan Center for Rural Health

**Room:** Empire Ballroom

##### **Learning Objectives:**

- ⇒ Identify key aspects of three value-based payment programs and their relevance for rural providers and CAHs



## Engage. Measure. Improve.

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Breakout Session One | 2:45 - 3:30 p.m.

### Breakout 4: The Engagement Trifecta - Patient, Clinical and Organizational Engagement for Successful Quality Improvement

**Kathy Alkire, RN, BSN, MA**, Director of Quality, Morongo Basin Community Health Center, Yucca Valley, CA

**Kristen Blankenbecler, PharmD**, Outreach Pharmacist, Marcum and Wallace Memorial Hospital, Irvine, KY

**Olivia Foster, RN, BSN**, Infection Preventionist / Population Health Care Coordinator, Providence Valdez Medical Center, Valdez, AK

**Angie McCain, RN, MSN**, Director of Surgical and Maternal Care, Avera Queen of Peace Hospital, Mitchell, SD

**Room:** Calvert Room

With a focus on successful strategies for engagement, explore approaches to engagement from grant project experiences addressing patient, clinical and organizational level engagement strategies. Based on practices from the field, the session will include approaches such as motivational interviewing, identifying and reducing patient access barriers, negotiating provider buy-in and successful approaches to engaging organizational leadership within and across partner organizations.

### Breakout 5: Measuring for Improvement - Tools and Methods for Effective Quality Improvement Intervention Design

**Lynae Wyckoff, MS, CDSMP, DSMP, CPSMP**, Senior Health Educator, Bassett Healthcare Network, Cooperstown, NY

**Takisha Bittle**, Small Practice Quality Director, CareSouth-Carolina, Inc., Hartsville, SC

**Julie Howard, RCP, RRT-NPS**, RT COPD Case Manager, Adventist Health Feather River, Paradise, CA

**Room:** Cabinet Room

The session will cover practices including:

- ⇒ Leveraging practice facilitation
- ⇒ Using data to inform effective approaches
- ⇒ Utilization of health information technology and electronic medical record (EMR) systems for data dashboards, data sharing and data measurement
- ⇒ Marketing data and successful practices for using data to build stakeholder support and inform approaches to reaching and serving target populations



# Engage. Measure. Improve.

2018 Rural Health Care Improvement Collaboration

Tuesday, July 17, 2018

## SHCP Partnership Meeting Agenda

3:30 - 3:45 p.m. **Break**

3:45 - 4:30 p.m. **Experiences from the Field - Grant Project Panel Presentations II: Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions (Part 1 of 2)**

**Room:** Hampton Ballroom

Explore successful approaches to improving patient health outcomes for chronic disease conditions from fellow rural health grant projects awarded under the SHCP Program. Grant project recipient led panels will highlight best practices and lessons learned focusing on improving the health outcomes of rural patients with chronic disease conditions.

### **Panel 1: Integrated Approaches to Chronic Disease Management (30 minutes)**

Learn about the implementation of integrated approaches to chronic disease management for rural patient populations and the lessons learned for utilization of successful strategies, methodologies and practices.

- ⇒ Granville-Vance District Health Department, NC
- ⇒ Winn Community Health Center, LA
- ⇒ Central Montana Medical Facilities, MT
- ⇒ Roanoke Valley Health Services, NC
- ⇒ Shawano Medical Center, WI
- ⇒ Washington County Memorial Hospital, MO

### **Panel 1: Q&A and Discussion (15 minutes)**

Facilitated discussion and Q&A on *Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions* topic focusing on *Integrated Approaches to Chronic Disease Management* grantee projects presented during Panel 1.





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4:30 - 4:45 p.m. **Break**

4:45 - 6:00 p.m. **Experiences from the Field - Grant Project Panel Presentations Theme II: Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions (Part 2 of 2)**

**Room:** Hampton Ballroom

### **Panel 1: Transitional Care Management for Chronic Disease (10 minutes)**

Learn the experiences implementing transitional care management (TCM) for chronic disease conditions and the resulting successes, lessons learned and innovative strategies identified for effective chronic disease transitional care practices.

- ⇒ St. Luke's Hospital, NC
- ⇒ Feather River Hospital, CA

### **Panel 2: Reaching and Engaging Remote Patient Populations (15 minutes)**

Discover approaches and lessons learned for improving access to care and engaging patients from experiences inworking with exceptionally remote patient populations with particularly unique approaches to health care needs.

- ⇒ Santee Sioux Health and Wellness Center, NE
- ⇒ Cross Road Medical Center, AK
- ⇒ Providence Valdez Medical Center, AK

### **Panel 1-2: Q&A and Discussion (10 minutes)**

Facilitated discussion and Q&A on *Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions* topics grantee projects presented during Panels 1-2.



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4:45 - 6:00 p.m. **Panel 3: Group Patient Education Approaches for Chronic Disease Management** (10 minutes)

Explore the experiences and strategies for effective approaches to patient education through educational approaches such as classes, workshops and other forums delivered to patient groups aimed to positively improve patient health outcomes and chronic disease management.

⇒ Bassett Healthcare Network, NY

⇒ Hi-Desert Memorial Health Care District, CA

**Panel 4: Connecting Care for Individual Patient Needs** (20 minutes)

Learn approaches for improving the connection of care with patients through one-on-one patient interactions for improved patient chronic disease self-management.

⇒ Greeley County Health Services, KS

⇒ Marcum & Wallace Hospital, KY

⇒ ARcare, AR

⇒ Trinity Hospital, OH

**Panel 3-4: Q&A and Discussion** (10 minutes)

Facilitated Q&A discussion on *Approaches to Improving Patient Health Outcomes for Chronic Disease Conditions* topics grantee projects presented during Panels 3-4.

6:00 p.m..

**Day One Wrap-Up**

**Katy Lloyd, MPH**, Public Health Analyst and Program Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration

**Room:** Hampton Ballroom



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Wednesday, July 18, 2018

## SHCP Partnership Meeting Agenda

- 8:30 - 8:45 a.m. **Federal Office of Rural Health Policy Welcome**  
*Sarah Young, MPH, Flex Program Coordinator, Katy Lloyd, MPH, SHCP Program Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
**Room:** Empire Ballroom
- 8:45 - 9:30 a.m. **MBQIP and SHCP Program Awards**  
*Nisha Patel, MA, CHES, Senior Advisor and Associate Director, Kristi Martinsen, MPM, Director Hospital State Division, Michael Fallahkhair, MPH, Deputy Division Director Community-Based Division, Katy Lloyd, MPH, Public Health Analyst, Yvonne Chow, MPP, MBQIP Coordinator, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
**Room:** Empire Ballroom
- 9:30 - 9:45 a.m. **Break**
- 9:45 - 10:00 a.m. **FORHP Community-Based Division Updates**  
*Michael Fallahkhair, MPH, Deputy Division Director Community-Based Division, Federal Office of Rural Health Policy, Health Resources and Services Administration*  
**Room:** Hampton Ballroom  
Brief overview of FORHP Community-Based Division programs and resources, providing updates on current funding opportunity updates relevant to SHCP Program award recipients.



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Wednesday, July 18, 2018

10:00 - 10:15 a.m. **Small Health Care Provider Quality Improvement Program Coordinator Update**

*Katy Lloyd, MPH, Public Health Analyst, Federal Office of Rural Health Policy, Health Resources and Services Administration*

**Room:** Hampton Ballroom

Key programmatic information and updates from the FORHP Small Health Care Provider Quality Improvement Program Coordinator. The session will address reflections and outcomes across the program's cohort for the program's first two years of project implementation and implications for upcoming year two PIMS measure reporting requirement updates and changes.

10:15 - 10:30 a.m. **Quality Improvement Data Collection & Utilization**

*Amy Heikkinen, CPHQ, CPPM, Health Information Technology Consultant, Rural Quality Improvement Technical Assistance (RQITA), Stratis Health*

**Room:** Hampton Ballroom

Obtain information, resources and tools to address key aspects of quality improvement data collection and utilization pertinent to SHCP Program PIMS reporting requirements for overall effective project outcome demonstration and other relevant data collection, utilization and reporting methodologies.



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10:30 - 11:15 a.m. **Positioning Quality Improvement Initiatives for Long Term Sustainability**

**Amanda Phillips-Martinez, MPH**, Technical Assistance Consultant, Georgia Health Policy Center, Georgia State University

**Room:** Hampton Ballroom

As SHCP Program grant projects move into the third year of the program, sustainability becomes an integral element to the development of lasting project success. This interactive session will present a framework for sustainability, guide positioning and planning with internal and external stakeholders, learning key practices and approaches and exploring foundational sustainability elements pertinent to the SHCP program's year three sustainability plan deliverable requirement.

11:15 - 12:45 p.m. **Lunch** (on your own)

11:45 - 12:45 p.m. **Optional Peer Flex and Quality Networking Brown Bag Session**

**Room:** Empire Ballroom

Flex and SHCP Program grantees are invited to participate together as part of an informal roundtable brown bag networking opportunity to connect with fellow rural program grantees by U.S. regions.



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### Breakout Session Two | 12:45 - 1:30 p.m.

#### Breakout 1: Translating Policy to Program Practice

**Janey Joffe, MBA**, Assistant Director, **Claudia Chavez-Krebs, LPN**, Quality Initiatives Program Coordinator, Upper Peninsula Health Care Solutions, Marquette, MI

**Theresa Knowles, FNP-C**, Vice President of Quality Improvement, Penobscot Community Health Center, Bangor, ME

**Tiffany Mose, MHA, CMP, CPC**, Administrative Director of Physician Practices, **Alice Anne Smith, RN, BSN, CPC**, Roanoke Valley Health Services Clinics Manager, Halifax Regional Medical Center, Roanoke Rapids, SC

**Karla Weng, MPH, CPHQ**, Senior Program Manager, Stratis Health

**Room:** Calvert Room

Explore health improvement and innovation through a broader community, state and national health policy context, linking policy implications for rural communities to innovate, rural applicable models with demonstrated success in translating policy into effective health care quality improvement interventions. SHCP Program grantee panelists will highlight successful practices and share experiences with leveraging policy for quality improvements, cost savings and improvements to patient health.

#### Breakout 2: Quality Improvement Team Design - Successful Solutions and Strategies

**Richard Nordahl, MBA**, Senior Director and CEO, Sanford Sheldon Medical Center, Sheldon, IA

**Gwen Williams, LMSW, MSW, ACSW**, Director of Programs, Northwest Michigan Health Services, Shelby, MI

**Sandra Groenewold, MD**, Board Certified Family Physician, Family Medicine ThedaCare Physician, Shawano Medical Center, Shawano, WI

**Room:** Governor's Boardroom

Learn from practices with proven success in team-based approaches to quality improvement and understand how effective implementation and utilization of team design can contribute to the success of quality improvement efforts. The session will discuss common challenges and address solutions for designing, facilitating and getting the most out of quality improvement teams. The session will include sharing by peer grantees about successful practices they have found for effectively developing and utilizing a high-impact and high-value quality improvement team.



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Breakout Session Two | 12:45 - 1:30 p.m.

### Breakout 3: Keynote - A Michigan Tale of Combating Opioids

*Steve Barnett, DHA, CRNA, FACHE, President / CEO, Mark Hamed, MD, MBA, MPH, Medical Director, McKenzie Health System, Sandusky, MI*

Room: Empire Ballroom

#### Learning Objectives:

- ⇒ Gain an understanding about the dangers of the increasing rate of prescription drug abuse in the US
- ⇒ Gain an understanding of the major components needed to develop an “oxy-free ED”
- ⇒ Be able to identify patients who exhibit narcotic medication-seeking behavior
- ⇒ Be able to develop and implement a plan for managing patients seeking narcotic prescription medications in the emergency department

Wednesday, July 18, 2018

### SHCP Partnership Meeting Agenda

1:30 - 1:45 p.m. **Break**

1:45 - 2:30 p.m. **Telling Your Story - Leveraging Effective Strategies using PIMS Data**

*Alana Knudson, PhD, Co-Director, Shena Popat, MHA, Research Scientist, National Opinion Research Center (NORC), Walsh Center for Rural Health Analysis*

Room: Hampton Ballroom

Explore effective strategies to working with data, examine practices and practical approaches for conveying information identified from data and understand how to communicate data meaningfully to key targeted audiences in this interactive session.



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Wednesday, July 18, 2018

### SHCP Partnership Meeting Agenda

2:30 - 2:40 p.m. **Break**

2:40 - 3:30 p.m. **Keynote: Role and Value of Effective Leadership in Rural Health**

*Lieutenant Commander Fred Butler Jr., MPH, MBA,  
Senior Advisor for Integration and Quality, Centers for  
Medicare and Medicaid Services*

**Room:** Empire Ballroom

**Learning Objectives:**

⇒ Discover powerful leadership and management models and mindsets that can be used by state Flex Programs and SHCP grantees to engage, measure and improve rural health care

3:30 p.m. **Adjourn**

### Planning Committee

Thank you to the Planning Committee for all their insight and guidance!

- |                         |                         |
|-------------------------|-------------------------|
| ⇒ Alia Hayes, NH        | ⇒ Kathryn Miller, WI    |
| ⇒ Heidi Hedberg, AK     | ⇒ Megan Lahr, FMT       |
| ⇒ Kassie Clarke, NOSORH | ⇒ Ronnie Rom, MA        |
| ⇒ Laura Hudson, NRHA    | ⇒ Yvonne Chow, FORHP    |
| ⇒ Nancy Jo Hansen, NE   | ⇒ Danielle Kunkel, WA   |
| ⇒ Sarah Young, FORHP    | ⇒ John Gale, FMT        |
| ⇒ Andy Fosmire, OK      | ⇒ Laima Etchegoyhen, NV |
| ⇒ Jody Ward, ND         | ⇒ Michelle Mills, CO    |
| ⇒ Sarah Brinkman, RQITA | ⇒ Alex Evenson, FMT     |
| ⇒ Jill Bullock, AZ      | ⇒ Katy Lloyd, FORHP     |
| ⇒ Lannette Johnston, PA | ⇒ Melinda Merrell, SC   |
| ⇒ Nicole Breton, ME     |                         |



## Notes