Delta Region Community Health Systems Development Program Summit

Little Rock, Arkansas

September 18 – 19, 2018
Welcome DRCHSD Hospitals and Clinic Teams!

<table>
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<tr>
<th>Organization</th>
<th>City</th>
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<tr>
<td>Pickens County Medical Center</td>
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<tr>
<td>American Hospital Association</td>
<td>John Supplitt</td>
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<td>Tennessee Hospital Association</td>
<td>Bill Jolley</td>
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<td>Arkansas Center for Health Improvement</td>
<td>Joe Thompson</td>
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<td>Arkansas Rural Health Partnership</td>
<td>Mellie Bridewell</td>
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<td>Former Delta Hospital CEO</td>
<td>Bob Humphrey</td>
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<td>Health Care Collaborative of Rural Missouri</td>
<td>Toniann Richard</td>
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<td>Louisiana Department of Health and Hospitals</td>
<td>Kimberly Brent-Jones</td>
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<td>Louisiana Rural Ambulance Alliance</td>
<td>Donna Newchurch</td>
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<td>Missouri Public Health Administration; Ozark County</td>
<td>Rhonda Suter</td>
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<td>National Rural Health Association</td>
<td>Brock Slabach</td>
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<td>University of Kentucky Center for Excellence in Rural Health</td>
<td>Fran Feltner</td>
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<td>University of Mississippi Telehealth Center of Excellence</td>
<td>Michael Adcock</td>
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<td>United States Department of Agriculture (USDA)</td>
<td>Terence McGhee</td>
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<td>Alabama Public Health and State Office of Rural Health</td>
<td>Chuck Lail</td>
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<td>CMS Rural Regional Coordinator (Region 6)</td>
<td>Carmen Irwin</td>
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<td>Delta Regional Authority (DRA)</td>
<td>Brian Henson</td>
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<td>Federal Office of Rural Health Policy (FORHP)</td>
<td>Rachel Moscato</td>
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<td>Federal Office of Rural Health Policy (FORHP)</td>
<td>Paul Moore</td>
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<td>Federal Office of Rural Health Policy (FORHP)</td>
<td>Nisha Patel</td>
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The National Rural Health Resource Center (The Center) is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation’s leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:

- Transition to Value and Population Health
- Collaboration and Partnership
- Performance Improvement
- Health Information Technology
- Workforce
**Purpose:** To make in-depth system enhancements to position the organization and community for population health

**Program Goals:**
1. Improve financial and operational performance
2. Implement quality improvements
3. Address workforce needs
4. Increase use of telemedicine
5. Ensure access to Emergency Medical Services
6. Integrate social services
7. Develop a community care coordination plan
8. Strengthen the local health care delivery system
This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U65RH31261, Delta Region Health Systems Development, $2,000,000 (0% financed with nongovernmental sources). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
Poll Everywhere: How To Join Delta Session

Step 1: Enter ‘22333’

Step 2: Enter ‘delta’

Step 3: hit ‘send’ and then wait for reply
Once you receive the reply text, then respond by entering either **A, B, C, D or E** for:

- **A.** Confident
- **B.** Somewhat Confident
- **C.** Neutral
- **D.** Somewhat Unconfident
- **E.** Unconfident

**Caution:** Responses count against your data
Concerning my knowledge of the application of best practices that *prepare my organization to participate in a value-based care system*, I am:

Concerning my knowledge of the application of best practices that *promote a quality-focused culture and build organizational value*, I am:

A. Confident  
B. Somewhat Confident  
C. Neutral  
D. Somewhat Unconfident  
E. Unconfident
Technical Assistance Approach

Consultations and services are phased-in over three years

Phase 1
- Program Kick-off Webinar
- Hospital Meet and Greet
- Financial, Operational, Quality Improvement (FOA/QI) Project
- Community Champion
- Community Engagement
- Population Health Planning
- Community Care Coordination
- Learning Collaboratives
- Project tracking
- Recommendation Adoption
- Progress (RAP) Reporting
- Summit

Phase 2
- Revenue Cycle Management (RCM)
- Physician Practice Management (PPM)
- Telehealth and EMS Assessments
- Workforce Development Project
- Community Champion
- Boot Camp
- Population Health Planning
- Community Care Coordination
- Learning Collaboratives
- Project tracking
- RAP Reporting
- Summit

Phase 3
- Project Re-assessment: FOA/QI, RCM, PPM
- Population Health Planning
- Community Care Coordination
- Learning Collaboratives
- Project tracking
- RAP Reporting
- Summit
What stands out from the consultation action plans and community care coordination (CCC) strategies?

What does the state partner offer in education and other resources that will support the teams with implementation of recommendations and development of the CCC plan?

What do you see as most important for the selected organizations in your state or for your hospital/clinic to prepare for value-based models and population health?
Poll Everywhere: How To Join Delta Session, Again

Step 1: Enter ‘22333’

Step 2: Enter ‘delta’

Step 3: hit ‘send’ and then wait for reply
Poll Everywhere: How To Submit Feedback

1. Once you receive this text, ...

2. then submit your ANONYMOUS response
Polling Questions, Again

Concerning my knowledge of the application of best practices that *prepare my organization to participate in a value-based care system*, I am:

Concerning my knowledge of the application of best practices that *promote a quality-focused culture and build organizational value*, I am:

A. Confident
B. Somewhat Confident
C. Neutral
D. Somewhat Unconfident
E. Unconfident
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2018 Summit Workshops

Community Care Coordination Planning: Hobby Room
- Care Management / Transitions of Care
- Quality / Performance Improvement
- Community Champions

Strategically Planning for the Future: Enterprise Room
- Executive Leadership
- Department Directors
- Managers
Concerning my knowledge of a systems approach to planning and development, I am ...

Concerning my knowledge application of strategies that position my organization for population health, I am ...

A. Confident
B. Somewhat Confident
C. Neutral
D. Somewhat Unconfident
E. Unconfident
Concerning my knowledge of a **systems approach to planning and development**, I am…

Concerning my knowledge application of **strategies that position my organization for population health**, I am …

A. Confident
B. Somewhat Confident
C. Neutral
D. Somewhat Unconfident
E. Unconfident
Program Year 2 Work Plan Overview

• RCM/PPM or FOA /QI Project
• Action Plan TA to support implementation of RCM/PPM and FOA/QI recommendations
• Telehealth assessment and planning project
• Workforce assessment and planning project
• EMS assessment and planning project
• Employee satisfaction assessment
• Community care coordination (CCC) planning
  o Social service integration session
  o Implementation follow-Up
## Year 2 Work Plan Overview: Activities and Tentative Timeline

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<tr>
<th>Year</th>
<th>Y1</th>
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### Activities
- **H/C Learning Collaborative**
- **RCM/PPM or FOA/QI**
- **Onsite Implementation TA To Support RCM/PPM and FOA/QI**
- **Workforce Development**
- **CCC Social Service Integration Session**
- **Operationalize Telehealth Recommendations**
- **EMS**
- **CCC Implementation Follow-Up**
- **Employee Satisfaction Assessment**
Year 2 Work Plan Overview: Telehealth, EMS and Workforce

**Telehealth** - Assess broadband capacity and capability with goal to increase telemedicine application to address gaps in services and improve access to care

**Workforce** - Build on key finding from FOA, PPM, and employee satisfaction assessments, as well as CCC planning activities

**EMS** - Assist communities with ensuring access to EMS and improve coordination of services that result in a more economic manner for the community
Year 2 Work Plan Overview: Virtual Coaching and Project Follow-up

• Activities includes:
  ◦ 3 quarterly hospital /clinic learning collaboratives
  ◦ Post-project check-in and coaching calls
  ◦ Summit

• Purpose is to support:
  ◦ Implementation process
  ◦ Performance improvement using PDCA
  ◦ Project evaluation to determine measurable outcomes and successes
  ◦ Strategy Map and Balanced Scorecard development
  ◦ Community care coordination planning
Year 2 Work Plan Overview: Community Care Coordination (CCC) Plan

Two onsite community sessions to be held to:

• Session 1: Complete Planning Process
  ◦ Integrate social services into the CCC Plan
  ◦ Implement recommendations from assessments

• Session 2: Implementation of Action Steps
  ◦ CCC Implementation follow to determine successes
  ◦ Develop next steps to further support the implementation process to assist community partners with action steps
Year 2 Work Plan Overview: Community Champions

- Provide assistance with community engagement, outreach, and community buy-in efforts to the hospital teams and community joint partners (CJPs) to obtain support for the project
- Regularly participate in ongoing coaching sessions and educational trainings through check-in calls and learning collaboratives
- Organize and participate in face-to-face meetings to include the integration of social services and recommendations
- Assist leaders in meeting program goals and identifying resources through Community Asset Mapping
- Assist CJPs with implementing action steps
## Year 2 Work Plan: Champion Activities and Tentative Timeline

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<thead>
<tr>
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- **CCC Social Service Integration Session**
  - Y2 2nd Quarter
  - Champion Learning Collaborative
  - Champion-Center 1-on-1 Check-In Calls

- **CCC Implementation Follow-Up**
  - Y2 3rd Quarter
  - Champion Learning Collaborative
  - Champion-Center 1-on-1 Check-In Calls

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**National Rural Health Resource Center**

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Executive Leadership Recommendations for The Direction of the Program and Team Feedback

• What have you learned from the Summit that you would like to incorporate in your organization to impact population health readiness?

• What additional resources are needed to support your organization in further preparing for population health?

• What are you looking forward to in Year 2 of DRCHSD?
Polling Questions, Final

How confident are you that you acquired and gained the intended knowledge from the summit?

How confident are you that you will apply the gained knowledge to continue to implement best practices that positions the organization for value-based care?

How confident are you that you will apply the gained knowledge to adopt strategies that prepare the organization population health?

A. Confident
B. Somewhat Confident
C. Neutral
D. Somewhat Unconfident
E. Unconfident
Thank You For Your Participation!