

# **Delta Region Community Health Systems Development (DRCHSD) Program:**

**Introduction and Application  
Webinar**



# Agenda

**Welcome** –Kim Mayo, DRCHSD Telehealth and Outreach Program Manager, National Rural Health Resource Center (The Center)

**DRCHSD Application and Eligibility** – Suzanne Snyder, Public Health Analyst at FORHP / DRCHSD Program Coordinator

**Program Purpose and Goals**– Latraiel Courtney, DRCHSD Clinic Consultation Program Specialist & Selena McCord, DRCHSD Community Care Coordination Program Manager

**Cohort 2019 Compilation Video**

**Questions and Closing Comments**

# The Center's Purpose

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



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National  
Rural Health  
Resource Center

# Diversity, Equity, Inclusion, & Anti-racism



## Building a culture where difference is valued

The Center is committed to DEI and anti-racism. We create an environment that reflects the communities we live in and serve; a place where everyone feels accepted and empowered to be their full, authentic selves; and where everyone belongs.

We understand the impact of and seek to defeat racism and discrimination in ourselves, our workplace, and the world. This guides how we cultivate leaders, build our programs and resources, and deliver our technical assistance.

We are an organization that honors, celebrates, and respects all dimensions of diversity. These principles are central to our mission and to our impact.

*[Read more at ruralcenter.org/DEI](https://ruralcenter.org/DEI)*

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# Delta Region Community Health Systems Development (DRCHSD) Program



U.S. Department of Health & Human Services



**HRSA**

Federal Office of Rural Health Policy

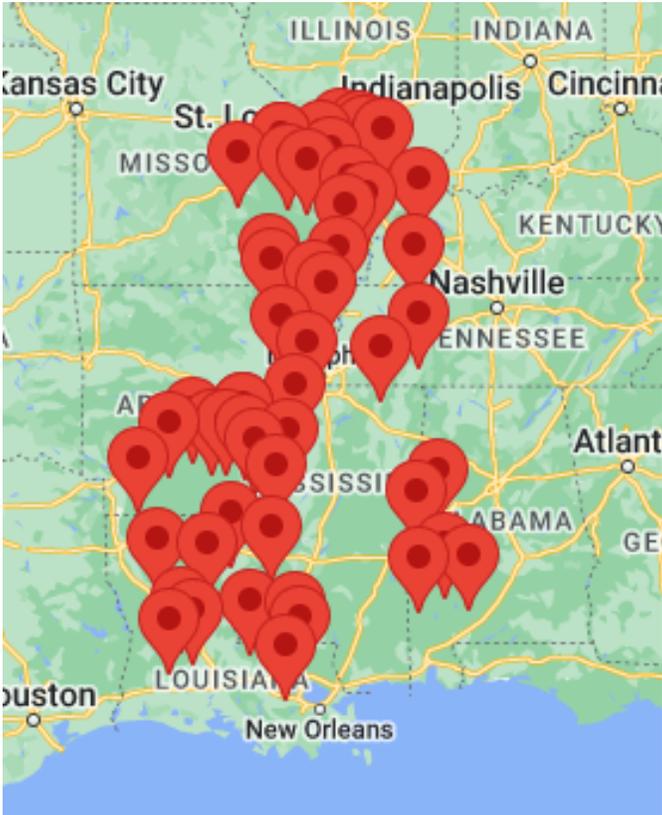
*This project is supported by the Health Resources and Services Administration ([HRSA](#)) of the U.S. Department of Health and Human Services ([HHS](#)) under grant number U65RH31261, Delta Region Health Systems Development, \$10,000,000 (0% financed with nongovernmental sources). This information or 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.*

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# DRCHSD Program Participating Organizations

State	Participants per State
AL	6
AR	13
IL	5
KY	1
LA	11
MO	10
MS	6
TN	2
Total	54



**Eligible health care facilities include Critical Access Hospitals, small rural hospitals, Rural Health Clinics, tribal health care facilities and other health care organizations located in the 252 parishes and counties of the Mississippi Delta region.**

# How to Apply

1. Go to [Eligibility and Application](#)
2. Submit [online application](#)
3. Hold review call to complete application process for consideration in the next Cohort

Nearly all leaders agreed, and over 50% strongly agreed,

- They would recommend the DRCHSD Program to other eligible health care organizations (4.8 / 5.0)
- Program services helped their organizations to be better prepared for population health (4.5 / 5.0)

**October 15, 2023: Application deadline for Cohort 2023**

# Program Purpose: Develop a Local System of Care



The purpose of the DRCHSD Program to make in-depth system enhancements to position health care providers and their communities for population health.

# Program Goal Areas



## Implement Best Practices

- Improve financial performance
- Increase operational efficiencies
- Improve quality of care and transitions of care



## Build Partnerships

- Increase telehealth utilization to fill gaps in service
- Ensure access to emergency medical services
- Address workforce recruitment and retention needs



## Collaborate for Sustainability

- Integrate social services
- Develop a community care coordination plan
- Strengthen the local health care delivery system

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# Roadmap to Success: Phased-In Approach For Clinics

- Phases 1 – III : Clinic Readiness and Financial Assessment
- Phase IV: Systems and IT Readiness Assessment for Telehealth Preparation
- Community Care Coordination Planning
- Workforce and Leadership Development

# Phases I – III Overview: Clinic Readiness

## Phase I: Clinic Business Office and Financial Assessment

- Hold kickoff call
- Submit data request
- Hold virtual interview
- Receipt of final report
- Hold review call
- Follow up technical assistance

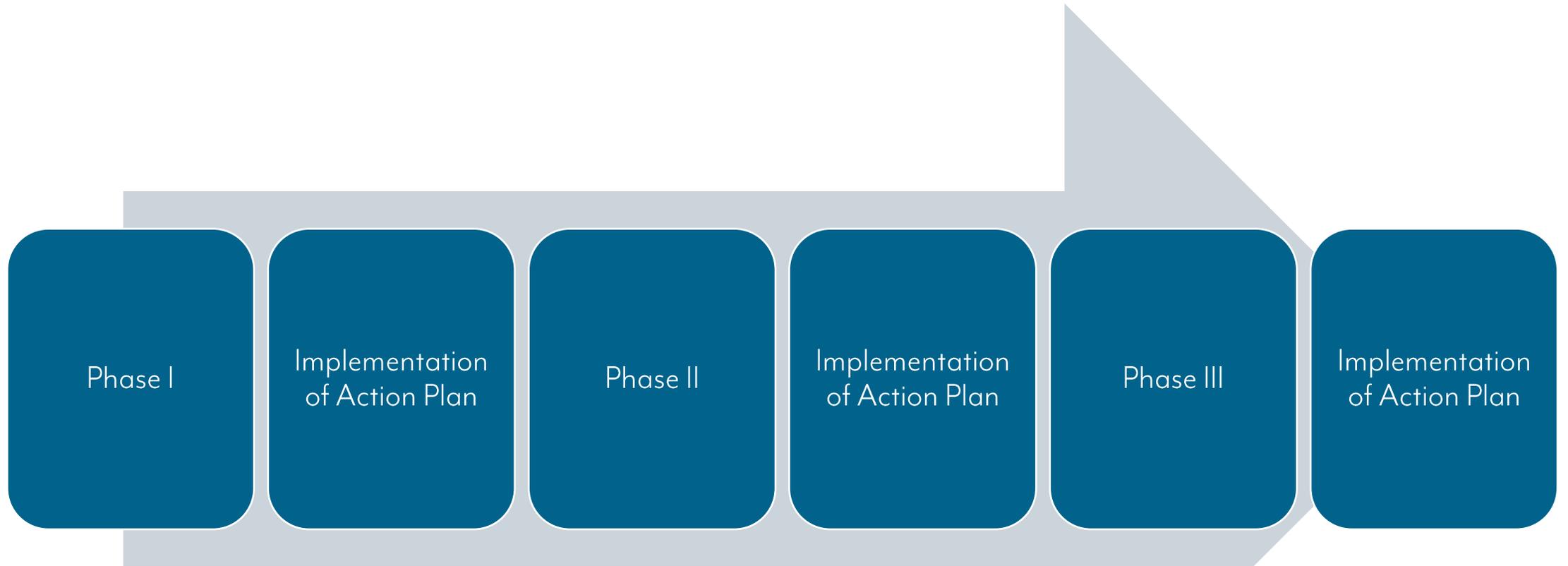
## Phase II: Clinic Business Office Functionality and Revenue Cycle Assessment

- Hold planning and data review call
- Submit data request
- Hold onsite interviews and observations
- Review draft report
- Hold virtual report presentation and develop action plan
- Receipt of final report
- Hold review call
- Follow up technical assistance

## Phase III: Clinic Operations Assessment

- Hold planning and data review call
- Submit data request
- Hold onsite interview and observations
- Review draft report and recommendations
- Hold virtual report presentation to review assessment findings and develop action plan
- Receipt of final report and action plan
- Hold review call
- Follow up technical assistance

# Consultation to Implementation



# Phase IV: Systems and IT Readiness Assessment For Telehealth Preparation



- Evaluates technology and IT processes
- Assesses IT infrastructure and determines opportunities to support telehealth assessment and planning
- Identified IT readiness deficiencies must be resolved prior to initiating the full telehealth assessment

92% of leaders agreed (55% strongly agreed) the DRCHSD Program assisted their hospitals/clinics with developing / expanding telehealth services (4.47 / 5.0)

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# Hard Stops To Support Implementation and Sustainability

- **Review calls are held following each phase to:**
  - Determine progress and success
  - Identify barriers and needed resources
  - Provide coaching to overcome challenges
  - Support implementation of best practices
- **Hard stops may be incorporated between phases in to:**
  - Enhance implementation process
  - Adjust services to meet the clinic's needs
  - Ensure organizational readiness
  - Sustain post-project gains

# Community Champion Hiring



“Several [HCO leaders] pointed to the positive impact the Community Champion position supported by the DRCHSD Program had in making connections to community resources and local organizations”

*2022 Final Report – Delta Region Community Health Systems Development Program Evaluation*

## Community Champion Responsibilities

- Assist leaders with CCC planning
- Engage community in planning
- Foster community relations
- Generate community buy-in
- Build collaborative partnerships
- Perform outreach activities
- Promote hospital/clinic services
- Build awareness of available local services
- Help build patient and family loyalty

# Sustain a Community Care Coordination Plan

## Natchitoches Regional Medical Center Natchitoches, LA



“This program has broken down walls and opened opportunities to collaborate for common causes in this ever-changing health care environment. We share information, follow – and even establish – best practices together.”

*DRCHSD 2022 Post-Project Impact Assessment Report: CEO and Champion Interview*

96% of Champions agreed the DRCHSD Program helped their hospitals and clinics to be better prepared for population health

# Support Workforce Needs

- Staff development and education
- Employee engagement
- Physician satisfaction
- Executive coaching
- Management training
- Leadership retreat
- Board development and education
- Board strategy planning workshops
- Physician contracting and recruitment planning
- Staffing assessment
- Market and labor productivity analyses
- Other services as requested

87% of leaders agreed the DRCHSD Program assisted their team with developing leadership skills

# Annual Summit

## Annual Summit

- Promote peer-to-peer learning and networking
- Share successes and lessons learned with other leaders
- Stay informed on emerging topics
- When in person, the Program supports up to 4 team members to attend



94% of participants agree (47% strongly agree) the Summit better prepared them to perform their jobs (4.4 / 5.0)

100% of participants agree (57% strongly agree) the Summit helped position their organization to better meet changes in healthcare (4.47 / 5.0)

# Fact Sheet

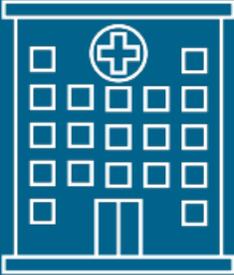
## Fact Sheet

The Delta Region Community Health Systems Development (DRCHSD) Program assists leaders and providers in identifying and addressing health care needs while strengthening the local health care system by providing intensive, multi-year technical assistance to health care organizations located in the 252 Delta Regional Authority parishes and counties. Forty-three health care organizations in 40 different Delta communities have been supported by the program since 2017.

### Key Program Areas

-  Implement Best Practices
-  Build Partnerships
-  Collaborate for Sustainability

### COHORT 2019 SNAPSHOT



**10**  
Participating health care organizations, including **eight critical access hospitals** and **two prospective payment system hospitals**

**6**  
States represented by program participants — **Arkansas, Illinois, Kentucky, Louisiana, Missouri, and Tennessee**

**3 years**  
Time commitment required by health care organizations to participate in the program

**\$0**  
Cost to participants to take part in the program

### RETURN ON INVESTMENT

Every **\$1 in federal funds** invested in DRCHSD technical assistance educational services **yields a \$2.28 return on community investment.**

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$10,000,000 with 100% funded by HRSA/HHS and \$0 amount and 0% funded by non-government sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by HRSA/HHS, or the U.S. Government.

This project is in partnership with the Delta Regional Authority.

### COHORT 2019 OUTCOMES

**90%**  
of participants made **improvements in care coordination**



**16**  
New telehealth services started by five participants



**10**  
Community Champions hired to help guide participants through community care coordination efforts



**12%**  
Participants' average increase in net patient revenue over 23 months

**83%** of health care leaders at participating organizations said the program **positioned their organization to be better prepared for population health**

**Nearly \$1.5m** to add and expand participants' telehealth services

**More than \$900,000** to support **10 Community Champions** over three years

# Benefits of Clinic Participation

- Build service excellence culture
- Secure access to local services
- Improve point of service collections
- Position the clinic for a better future
- Enhance the clinic's mission for delivering quality service
- Improve clinic's business operations and fiscal health
- Align community health needs with service delivery



# DRCHSD Cohort 2019 Compilation Video



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# DRCHSD Program Spotlight Videos

## Iron County Medical Center Focuses on Financial and Operational Efficiencies



## South Sunflower County Hospital Improves Financial Stability and Focuses on Growth



## Delta Memorial Hospital and DePaul Community Health Centers Address Socioeconomic Challenges to Strengthen Community Care Coordination



## Tippah County Hospital Increases its Use of Telehealth to Increase Access to Care



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# Questions?



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innovating to  
improve the health  
of rural  
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