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Delta Region Community Health Systems Development Program

The Center DRCHSD Team

Agenda

- Welcome – FORHP and DRA
- Program Purpose and Goals
- Technical Assistance Overview
- Community Care Coordination (CCC)
- Community Champion
- Consultation Services
- Program Effectiveness
- ICMC's Experience in the Program
- Eligibility
- Application Process
- Participation Expectations
- Questions



Delta Region Community Health System Development (DRCHSD) Program Supported By:



Delta Regional Authority

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](#)) 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.



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The Delta Region Community Health Systems Development Project

Fact Sheet | February 2019

PROGRAM OVERVIEW

The Delta Region Community Health Systems Development Project improves healthcare delivery in the Delta region through intensive, multi-year technical assistance to healthcare facilities in rural communities.

The Delta project is a collaboration of the Health Resources and Services Administration (HRSA)'s Federal Office of Rural Health Policy (FORHP) and the Delta Regional Authority.

The project supports capacity building for health care facilities across the following areas:

- **Quality improvement.** Implementing improvement activities to promote development of an evidence-based culture to improve health outcomes.
- **Telehealth.** Addressing gaps in clinical service delivery and improving access to care.
- **Care coordination.** Working collaboratively with the community to increase accessibility to care.
- **Population health.** Strengthening the local healthcare system to improve population health.
- **Integration of social services.** Providing services to address broader socioeconomic challenges faced by patients (e.g., housing, child care, energy assistance, access to healthy food, elderly support services, job training).
- **Emergency medical services.** Ensuring access to, and availability of, emergency medical services.
- **Workforce.** Identifying workforce recruitment and retention resources targeted to rural communities.
- **Financial and Operational Improvement.** Improving financial position and increasing operational efficiencies.



Project sites across eight states:
Alabama, Arkansas, Illinois, Kentucky, Louisiana,
Missouri, Mississippi and Tennessee

FUNDING AND AWARDEES

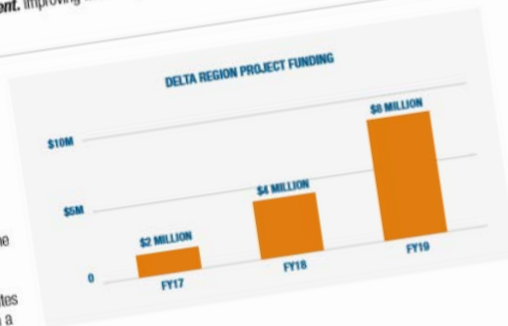
Funding for this program has quadrupled since its inception, from \$2 million in FY 2017 to \$8 million in FY 2019.

Hospitals and communities in the rural Delta Region¹ are eligible and apply through the Delta Regional Authority.

The National Rural Health Resource Center, the awardee, is working with nine hospitals and clinics in Alabama, Arkansas, Louisiana, Mississippi, and Missouri. Applications for additional sites for the FY 19 year will be accepted on a rolling basis.²

¹ <https://www.dra.gov/about-dra/dra-states/>

² <https://hra.gov/initiatives/promoting-a-healthy-delta-community-health/>



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[Learn more about the Hospital State Division at FORHP](#)

www.hrsa.gov/rural-health



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Delta Regional Authority (DRA)



Delta Regional Authority



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Initiatives

Strengthening the Delta Workforce

Promoting a Healthy Delta

- Delta Region Community Health Systems Development Program
- Healthy Delta Research Database
- Innovative Readiness Training Clinics
- Delta Doctors
 - How to Apply
 - Compliance Guidelines
 - Federal and State Health Resources

Supporting Delta Leadership

Cultivating Innovative Partnerships

Delta Region Community Health Systems Development Program



www.dra.gov



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Meet Your Delta Regional Authority (DRA) Team



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The Center's Purpose

www.ruralcenter.org

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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Building Sustainable Local Health Care Systems

- [DRCHSD Program](#) is designed to:
 - Assess health care needs
 - Align services to meet needs
 - Improve financial, operational and quality performance
 - **Develop a local system of care to prepare for population health**



Program Goals

<https://www.ruralcenter.org/drchsd>

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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Benefits of Participation in DRCHSD Program

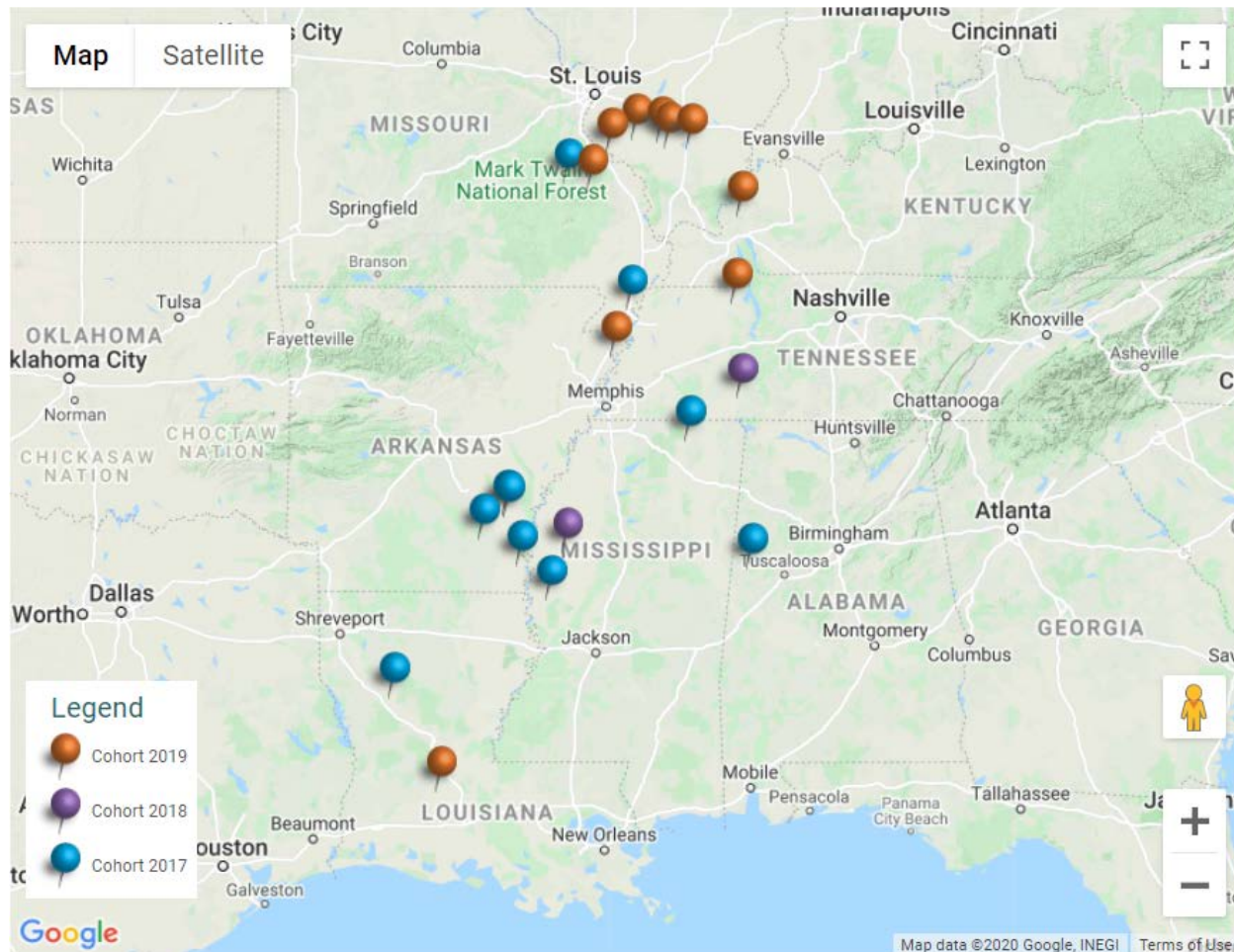
<https://www.ruralcenter.org/drchsd/benefits-of-participation>

- Onsite comprehensive consultations
- Onsite 1:1 assistance in developing a community care coordination (CCC) plan
- Off-site and onsite education and trainings
- Resources are available to support:
 - A community champion to assist leadership in developing the CCC plan;
 - Telehealth service development to include funding for equipment, hardware, software, training
 - A variety of assessments and direct hands-on assistance to support the implementation of best practices



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Participating Communities



<https://www.ruralcenter.org/drchsd/selected-hospitals-map>



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Technical Assistance Services are Phased-in Over Three Years

Year 1: Plan & Development	Year 2: Implementation	Year 3: Sustainability
Kick-off Webinar, Meet and Greet and Initiation Planning	Recommendation Adoption Progress Report (RAP) Calls; Planning For Next Steps	RAP Calls, Demonstrate Measurable Outcomes, Show Impact, Share Success Stories
Community Care Coordination Planning and Development	Community Care Coordination Implementation	Community Care Coordination With Integration of Social Services
Community Champion Onboarding	Community Champion Development	Community Champion Sustainability
Financial, Operational, Quality Performance Improvement (FOA/QI)	Revenue Cycle and Physician Practice Management (RCM/PPM) Performance Improvement	FOA/QI, RCM/PPM Reassessments and Action Plan Updates For Ongoing Performance Improvements
Telehealth Assessment	Telehealth and Financial System Enhancement Implementation	Telehealth Utilization and Application of Financial System Enhancements
Employee Satisfaction Assessment; Leadership Development Planning	Employee Satisfaction Assessment; Leadership Development	Application of Leadership Training For Cultural Change And Employee Satisfaction Assessment
EMS Assessment	Implementation Technical Assistance	Sustainability Planning and Application of Assistance
Workforce Development	Workforce Development	Workforce Development
Learning Collaboratives	Learning Collaboratives	Learning Collaboratives
Summit	Summit	Summit

Community Care Coordination: Infrastructure for Managing Population Health



How Does Community Care Coordination (CCC) Work?

1. An open forum for fostering relationships and building partnerships
2. A mechanism to coordinate local services
3. A venue for improving transitions of care
4. **An infrastructure for managing population health of the future**



CCC Planning Process to Developing A Local System of Care

Year 1: Host one (1) on-site planning event to:

1. Build partnerships with health and social service providers
2. Understand local services and available assets
3. Identify community needs

Year 2: Host two (2) on-site planning events to:

1. Prioritize community needs
2. Coordinate and communicate local services
3. Improve transitions of care

Year 3: Host one (1) planning event to:

1. Review progress, determine outcomes and modify plan, if needed,
2. Begin 'practicing' management of population



Positive Impact of CCC



Better coordination of care that fills gaps in services



Promotes effective communication among providers and social service agencies



Increase effective utilization of local resources



Market services and promote quality of care



Build community awareness of available resources



Improve community perception of the hospital



Reduce out-migration and by-passing of local services



Grow patient loyalty and volume



Reduce duplication of services



Improve reimbursement



Position the hospital for population health for the future

Benefits of Community Care Coordination

Community Champion (CC)



- Program supports one Community Champion (CC) per selected health care organization for the purpose of developing and enhancing a local coordinated system of care.
- CC works directly with The Center to assist their hospital teams and community joint partners (CJP) with the development and implementation of community care coordination action plans.



Financial, Operational, and Quality Improvement

- The Financial and Operational Assessment (FOA) aims to identify strategies and develop that:

- ✓ Increase operational efficiencies;
- ✓ Improve financial position; and
- ✓ Assist leaders with maximizing reimbursement that will result in increased financial stability



- The Quality Improvement (QI) consultation aims to identify top opportunities that will result in:
 - ✓ Improve quality performance;
 - ✓ Increase patient satisfaction; and
 - ✓ Position for emerging health care delivery models and population health.



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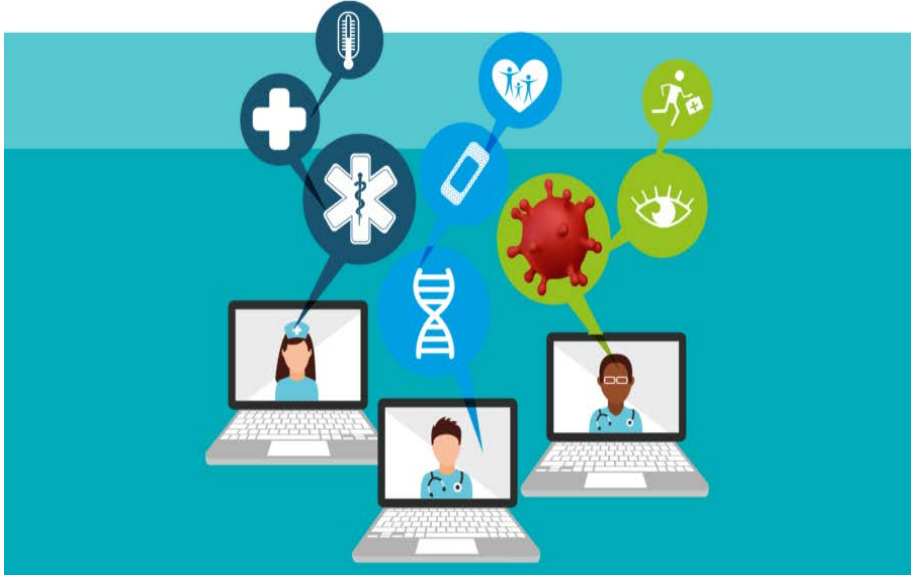
Revenue Cycle and Physician Practice Management

The Revenue Cycle and Physician Practice Management (RCM / PPM) consultation assesses the following areas to identify opportunities:

- Hospital and clinic billing operations to improve financial management and increase reimbursement
- Physician affiliation and operations impacting hospital profitability
- Best practice benchmarks to establish baseline Key Performance Indicators (KPIs)



Telehealth and Financial Systems Enhancements

- Comprehensive assessment of capacity and needs
 - System selection and implementation plan
 - Workflow, policy and procedure development
- 
- The illustration shows three laptops displaying healthcare professionals. Above them are various medical and financial icons: a thermometer, a plus sign, a medical star, a heart with people, a DNA helix, a virus, an eye, and a person running. These icons are connected by lines, suggesting a networked system.
- Coaching to support planning and development
 - Resources to support adoption of technology
 - Outreach and education to community for telehealth services



Workforce and Leadership Development

Measurement

Employee and physician engagement

Development

Executive coaching

Open virtual learning on timely topics

Education for staff, leaders, board of directors

Workforce Support

Delta Doctors and DRA Workforce Program

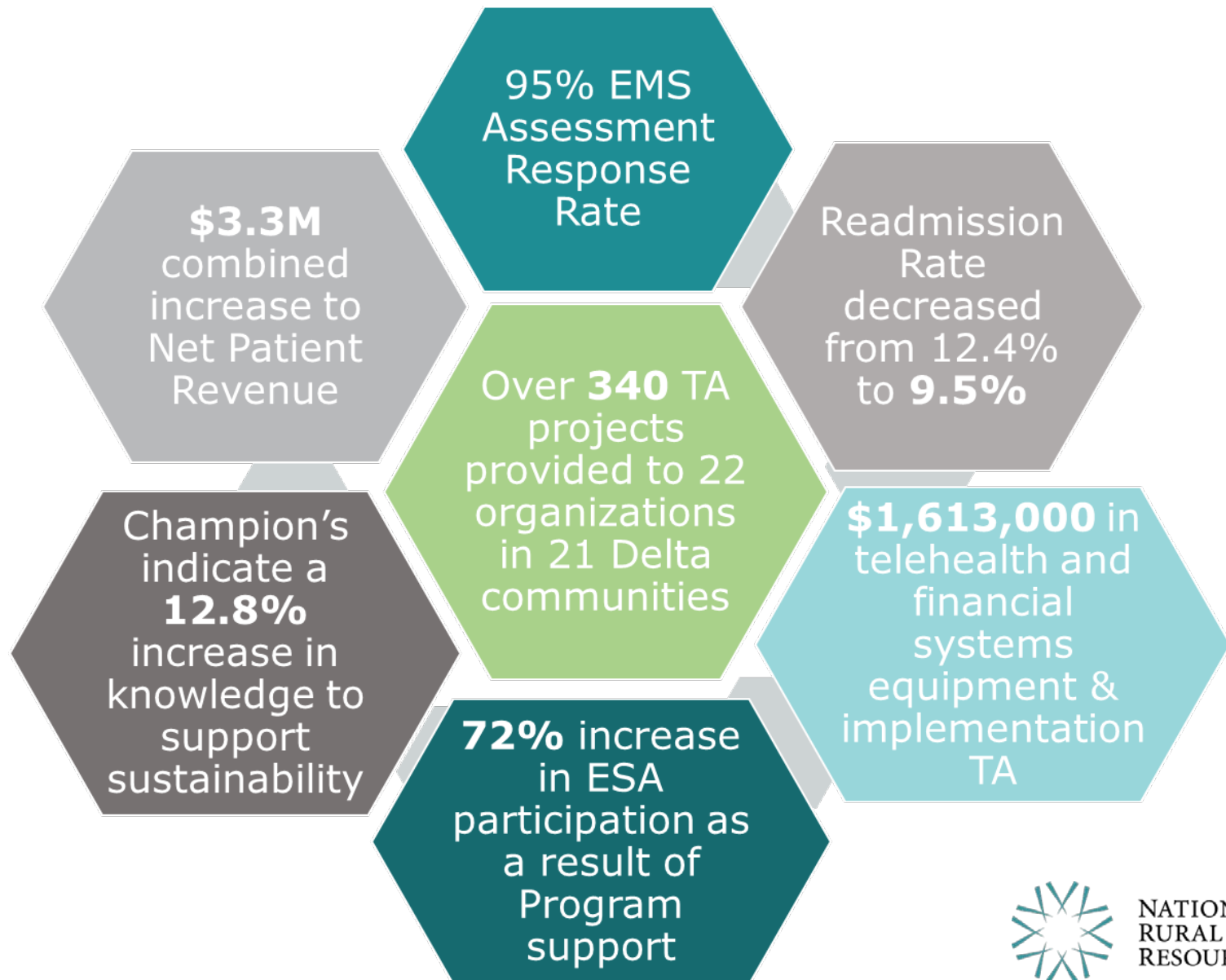
Nat'l Rural Recruitment and Retention Network (3RNet)

AmeriCorps and National Health Service Corps (NHSC)



[Visionary Board Leadership and the Transition to Value](#)

DRCHSD Accomplishments 2017-2020



Hospital and Clinic Key Accomplishments



Delta Memorial Hospital: Net Patient Revenue increased from \$12.2 to \$13.1 million within 6-months post-project

Iron County Medical Center: Increased ER HCAHPS scores from 60% to 93% within 4-months post-project

Drew Memorial Health System: Cash collected as % of Net Revenue increased 58% within 14-months post-project

Tippah County Hospital: Clinic visits increased 59% from 2018 to 2019 and collections per patient increased 94%



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CCC Key Accomplishments



- **Natchitoches Regional Medical Center (NRMC):** Partnering with local food pantries to conduct health assessments and promote routine care and specialty services.
- **Daughters of Charity Services of Arkansas:** Purchased a vehicle to address transportation barriers; coordinated community block parties with **Delta Memorial Hospital** to market available services.
- **Iron County Medical Center:** Formalized a coalition, Iron County Health Coalition, to address the impact of substance abuse and mental health disorders in upper middle and high school students and the community.



Iron County Medical Center's Experience in the DRCHSD Program

- Joshua Gilmore, CEO of Iron County Medical Center in Pilot Knob, Missouri
- ICMC is part of Cohort 2017



Eligibility

- [View a list of eligible applicants](#)
- Eligible applicants include:
 - Small rural hospitals:
 - Prospective Payment System (PPS) acute care facilities up to approximately 100 beds
 - Critical Access Hospitals (CAHs)
 - Rural Health Clinics (RHCs)
 - Other healthcare organizations located in [Delta Regional Authority \(DRA\)](#) designated counties and parishes

<https://www.ruralcenter.org/content/eligibility-and-application>



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Application Process

- Submit an application using The Center's [online form](#) or complete DRA's [Notice of Intent](#) form
 - Rolling application process
- Application review call is conducted with the CEO
- Submit six Key Performance Indicators (KPIs)
- Complete the [Self-Assessment for Transition Planning](#)



Readiness And Participation Expectations

Selected health care organizations should be willing, ready and able to:

- Undertake a large project and be committed to multiple years
- Develop a community care coordination (CCC) plan
- Coordinate care with community joint partners (CJP) to create a local system of care
- Implement consultant recommended best practices
- Adopt recommended transition strategies
- Demonstrate measurable outcomes



Readiness and Participation Expectations Continued

Executive / Management Teams Should Be Ready To:

- Be actively involved and fully engaged in all program activities
- Respond in a timely manner for effective planning
 - Schedule and reserve onsite consultation dates
 - Meet deadlines
 - Submit all data requests
 - Complete projects as per the agreed upon timeline
- Report pre-/post-project values and track key measures
- Complete post-project follow-up requirements
- Utilize the resources to support implementation process and internal capacity building

Questions



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Upcoming Events



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Get to know us better:

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