

2015 FLEX PROGRAM REVERSE SITE VISIT PATHWAYS TO VALUE

DoubleTree by Hilton, Bethesda, Maryland

DRAFT AGENDA

Monday, June 22, 2015 (optional pre-event)*

1:00 p.m. – 5:00 p.m. Facilitation Skill Building Workshop

- Provide an understanding of facilitative leadership and appropriate application of this leadership mode in the Flex Coordinator role
- Develop knowledge of facilitation principles and the focused conversation method
- Provide experience of effective communication and design for group conversations that allow everyone to participate
- Increase the skill capacity of participants for improved meetings and group discussion within their Flex Program and with partners

* Please note that separate registration is required for this event

Reverse Site Visit Learning Objectives:

- Discover the pathways to value laid by the past, current and future work of the national Flex Program
- Identify best practices and lessons learned by CAHs and state Flex Programs in the areas of quality improvement, financial and operational improvement, population health management and emergency medical service integration
- Strengthen the leadership of state Flex Programs by increasing knowledge and skills to enhance the value of rural health care

Tuesday, June 23, 2015

8:30 a.m. – 9:00 a.m. Federal Office of Rural Health Policy (FORHP)
Welcome: Future of the National Flex Program

9:00 a.m. – 9:45 a.m. Charting the Course: Federal Critical Access
Hospital (CAH) Policy and Regulatory Update Panel

- Learn key messages about the current state of health care policy and the transition to value payments

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- Understand why some CAHs are implementing strategies towards value
- Recognize the potential impact of value-based payments on small, rural hospitals

9:45 a.m. – 10:45 a.m.

Keynote: Navigating the Pathways to Value

- Learn the components of a framework for value
- Understand how an emphasis on customer service, employee engagement and overall accountability can dramatically improve quality
- Learn about the value of coaching for rural hospital leaders and managers
- Leverage strengths of rural providers and communities to navigate the pathway to value

10:45 a.m. – 11:00 a.m.

Break

11:00 a.m. – 11:45 a.m.

Breakouts: Voyaging Value-based Models

a. Exploring Various Alternative Delivery Models

- Review the basics of how various alternative delivery models work including the frontier extended stay clinic (FSEC) and frontier community health integrations project (FCHIP) models
- Understand the role of alternative delivery models in relation to evolving payment models
- Learn how your state Flex Program can help hospitals develop and adapt to new delivery models

b. Deploying Care Coordination and Care Transitions

- Distinguish the difference between care coordination and care transitions
- Identify pathways for state Flex Programs to guide CAHs in managing care coordination and transitions

c. Trailblazing CAH Turnarounds

- Hear the story of a CAH that received national recognition for financial turnaround
- Understand the key indicators used to assess the turnaround

- Identify strategies and tools to use with CAHs in financial turmoil in your own state

11:45 a.m. – 1:00 p.m.

Lunch (on your own)

1:00 p.m. – 1:45 p.m.

Pathways to Value with Population Health

- Key strategies to engage CAHs in a cultural change towards population health
- Encounter CAH best practice examples of population health initiatives incorporated into CAH operations

1:45 p.m. – 2:30 p.m.

Mobilizing MBQIP Measures towards Value

- Discuss how the Medicare Beneficiary Quality Improvement Project (MBQIP) improves value through better quality of care
- Understand the significance of the required MBQIP measures for fiscal year 2015 and its vision for the future
- Discover MBQIP resources available to support state Flex Program and CAHs

2:30 p.m. – 2:45 p.m.

Break

2:45 p.m. – 3:45 p.m.

Breakouts: Steering Quality Improvement towards Value

- a. Maneuvering MBQIP Measures: 101
 - Learn the significance of the MBQIP measures, their application to rural and improvement of health
 - Identify the reporting process for the MBQIP measures, including where data is reported to and where reported data is available from
 - Understand the role Quality Innovation Networks (QINs) within MBQIP
- b. Transporting CAHs towards Value through Quality Improvement
 - Demonstrate pathways for engaging CAHs in quality improvement efforts
 - Determine methods for leveraging data to inform development of quality improvement initiatives

- c. Demonstrating CAH Quality Improvement
 - Hear success stories from CAH leaders on demonstrable quality improvement
 - Assess pathways for improving quality in your state

3:45 p.m. – 4:00 p.m.

Break

4:00 p.m. – 4:50 p.m.

Exploring Innovations, Models and Tools for Value: State Sharing Round Table Discussions

- Network and build relationships with staff from other state Flex Programs
- Share and hear the successes and lessons learned of state Flex Programs
- Brainstorm Flex specific pathways to value in the following topics:
 1. Working with CAHs to improve MBQIP data reporting
 2. Engaging in Population Health Management
 3. Developing Community Paramedicine Projects
 4. Improving Time Critical Diagnoses
Emergency Medical Service (EMS) System Capacity
 5. Piloting Frequent/High Cost Users of Health Care or Emergency Department Projects
 6. Recovering from Hospital Closure
 7. Conducting Care Coordination Projects
 8. Shepherding CAH Leadership

4:50 p.m. – 5:00 p.m.

Day One Wrap Up

Wednesday, June 24, 2015

8:30 a.m. – 8:45 a.m.

Welcome and Day One Recap

8:45 a.m. – 9:30 a.m.

Lessons Learned from State Flex Program Financial Activities and other FORHP Programs

9:30 a.m. – 9:45 a.m.

Break

9:45 a.m. – 10:30 a.m.

Breakouts: Targeting Value through Financial and Operational Improvement

- a. Creating Awareness using the CAH Financial Indicators Report (CAHFIR): 101
 - Learn the purpose and value of CAHFIR in aiming for success in the value based system
 - Learn key messages for encouraging CAHS in your state to use the CAHFIR as a tool for financial improvement
- b. Discovering CAHs Operational Improvements
 - Hear the stories of state Flex Programs who have successfully partnered with CAHs on operational improvement initiatives
 - Establish pathways for partnering with CAHs on performance excellence initiatives through Flex
- c. Identifying and Approaching Financially Low Performing CAHs for Technical Assistance
 - Understand how to review financial data to identify low performing CAHs in your state
 - Learn key messages and techniques for starting the conversation with CAHs identified as low performing
 - Apply key indicators for tracking and documenting progress in financial improvement efforts for CAHs in your state

10:30 a.m. – 11:30 a.m.

Breakouts: Supporting Flex Coordinator Skills

11:30 a.m. – 1:00 p.m.

State Sharing Lunch (on your own, sign-up onsite to join a conversation on a set topic)

- Network and build relationships with staff from other state Flex Programs
- Share and hear the successes and lessons learned of state Flex Programs
- Brainstorm Flex specific pathways to value

1:00 p.m. – 1:45 p.m.

State Flex Program Panel – Pathways to the Future

- Learn about innovative projects being deployed by state Flex Programs to help CAHs succeed in the value-based health care environment
- Recognize strategies to engage CAHs and rural community partners in innovation and population health activities

1:45 p.m. – 2:00 p.m.

Cementing Pathways to Value

2:00 p.m. – 3:30 p.m.

FORHP Regional Project Officer Meetings with State Flex Programs

3:30 p.m.

Reverse Site Visit Adjourned