



NATIONAL
RURAL HEALTH
RESOURCE CENTER

Delta Region Community Health Systems Development (DRCHSD) Program

Introduction and Application Webinar

The Center DRCHSD Team

June 24, 2021

Agenda

1

Welcome – Kate Stenehjem, DRCHSD Program Manager, National Rural Health Resource Center (The Center)

2

Program Purpose and Goals – Kate Stenehjem

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DRCHSD Application and Eligibility – Suzanne Snyder, Public Health Analyst at FORHP / DRCHSD Project Officer

4

Program Components and Benefits of Participation – Kim Mayo, Senior Specialist, The Center

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Iron County Medical Center's Experience in the Program – Joshua Gilmore, CEO and Cindy Sadler, CNO

6

Questions and Closing Comments – Kate Stenehjem



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



Delta Regional Authority (DRA) and Federal Office of Rural Health (FORHP) Partnership



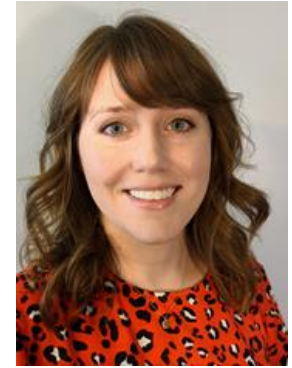
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Initiatives

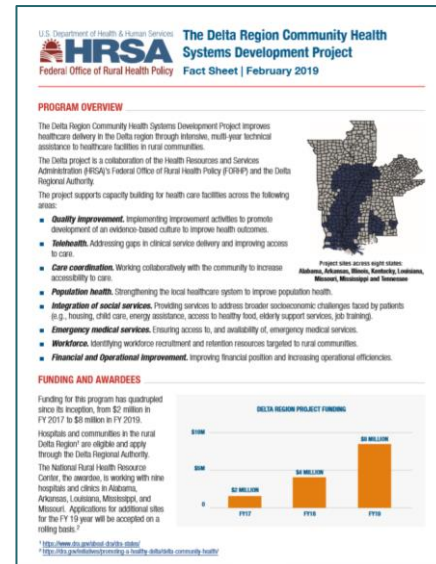
Strengthening the Delta Workforce

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 System Development Program



Agenda (continued)

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DRCHSD Program Areas and Goals

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

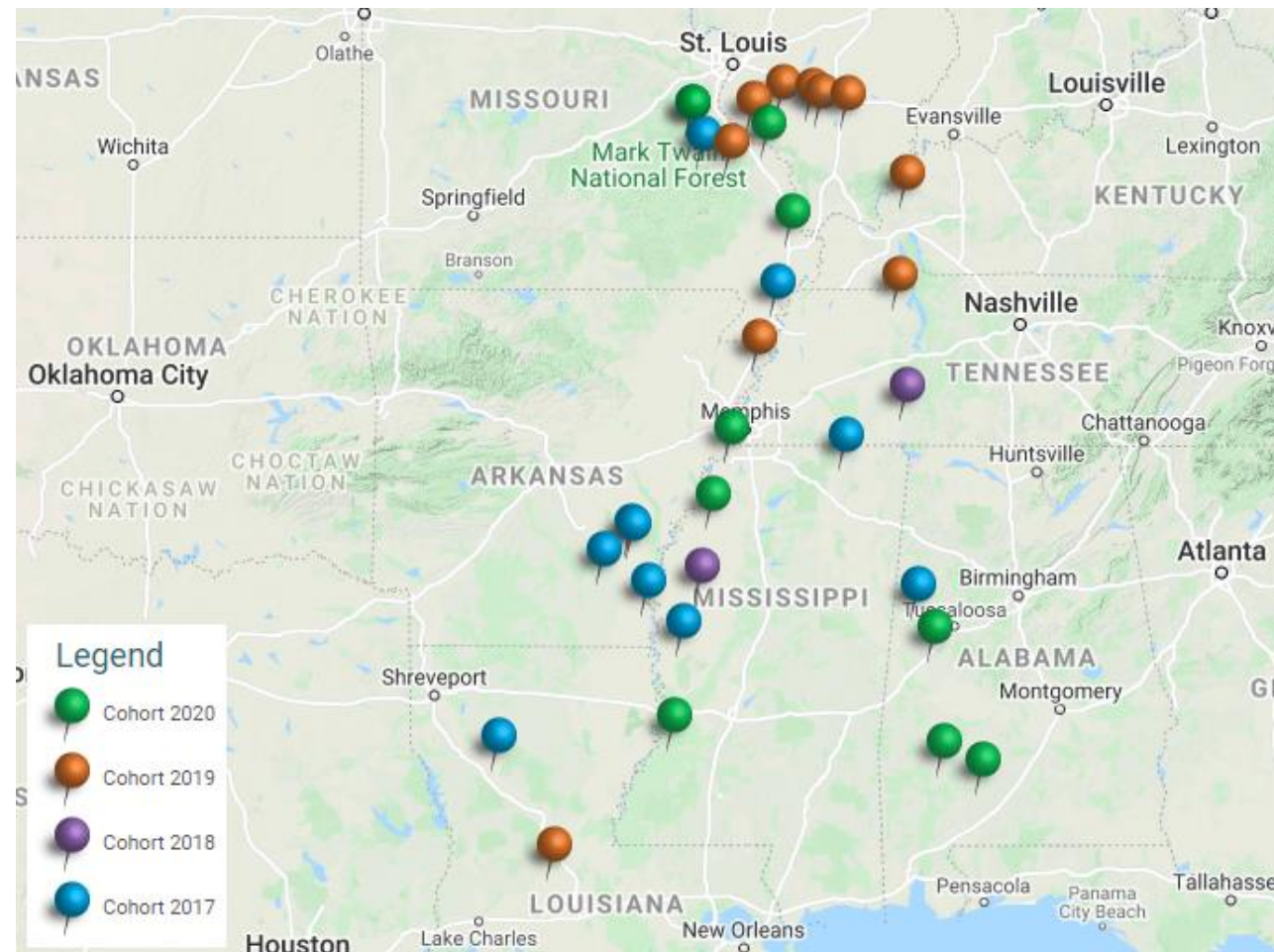
Collaborate For Sustainability

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



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DRCHSD Communities Map



State	Total Organizations
AL	4
AR	5
IL	4
KY	1
LA	2
MO	8
MS	6
TN	2
Total	32



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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



The screenshot displays the Delta Regional Authority website. The header features the DRA logo, the text "Delta Regional Authority", a search bar, and social media links. The navigation menu includes "About DRA", "Funding", "Initiatives", "Research", "Newsroom", "Accountability", and "Resources". The "Initiatives" section is expanded, showing a list of programs: "Strengthening the Delta Workforce", "Promoting a Healthy Delta", "Delta Region Community Health Systems Development Program", "Healthy Delta Research Database", "Innovative Readiness Training", "Delta Doctors", "Health Programs Team", "Fact Sheet", "How to Apply", "Compliance Guidelines", "National Interest Waiver", "Resources", "Supporting Delta Leadership", "Cultivating Innovative Partnerships", and "Supporting Delta Leadership". The "Delta Region Community Health Systems Development Program" is highlighted. To the right of the list, the title "Delta Region Community Health Systems Development Program" is displayed above a photograph of a dirt road in a rural landscape with a blue sign featuring a white 'H' and an arrow pointing right.



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Three-Year Participation Cycle

Year 1: Project Development	Year 2: Implementation	Year 3: Sustainability
Kick-off meetings to plan and develop services	Evaluate resource needs to support action plans	Sustainability planning, success stories, and spotlights
Process analyses, various assessments and action planning	Ongoing priority / action planning and implementation services	Demonstrate measurable outcomes and show impact
Community Care Coordination builds a foundation to identify and connect with community joint partners.	CCC priority action planning and implementation, ongoing partnership and community development	Reexamine priorities and joint partner collaboration, and update action plan(s) for ongoing sustainability
Community Champion selection, hiring and onboarding	Champion skill building to support CCC planning through 1:1 coaching, networking, learning collaborative, and bootcamps	Champion skill building to sustain CCC plan through 1:1 coaching, networking, learning collaborative, and bootcamps
Financial, operational, quality improvement (FOA/QI) assessment and action planning	Revenue cycle and physician practice management (RCM/PPM) assessment and action planning	FOA/QI, RCM/PPM reassessments and action plan updates with next steps
Telehealth assessment of capacity and needs, and action planning	System selection, workflow, policy and procedure development, outreach and promotion of services	Telehealth implementation ongoing with next steps
Emergency Medical Services (EMS) community assessment	Address findings to improve EMS, CCC and operations	Integrate EMS into action plan updates and next steps
Employee and Physician Engagement Assessments; leadership and BOD development; management training; staff trainings and resiliency; executive coaching; and support services with 3RNet, Delta Doctors Program, Americorps and National Health Service Corps		
Peer-2-peer and 1:1 trainings build organizational capacity to sustain performance gains: bootcamps, webinars; learning collaboratives, workshops and summits. Resources support implementation of action plans and technology.		

Purpose of DRCHSD Program Is To Develop A Coordinated System of Care

- Builds collaborative relationships and partnerships for long-term success
- Sustains access to local services
- Promotes quality improvements and enhances financial performance
- Improves patient experience and operational efficiencies



Purpose of DRCHSD Program Is To Develop A Coordinated System of Care (continued)

"Community Care Coordination is a partnership among health care professionals, clinics and hospitals, specialists, pharmacists, mental health professionals, community services and other resources working together to provide patient-centered, coordinated care." Source: [Stratis Health](#)



"Community Development is the planned evolution of all aspects of **community well-being** (economic, social, environmental and cultural). A process whereby community members come together to take **collective action and generate solutions to common problems.**"

Source: [The Community Development Handbook: A Tool to Build Community Capacity](#)

Community Champion Assists With Community Care Coordination

Program supports a Community Champion to:

- Assist leadership and community partners with developing a community care coordination plan
- Work with The Center to facilitate communications
- Foster relations and promote collaboration among community partners
- Engage community to buy-in and support the community care coordination plan
- Promote the organization and the quality of services



Financial Operational Assessment (FOA) and Quality Improvement (QI) Projects

Financial Operational Assessment (FOA)

- Identifies strategies and develops tactics to increase operational efficiencies and improve financial position
- Assist leaders with adopting organization wide initiatives at the department level to increase efficiency and maximize reimbursement potential
- Assist leaders with connecting quality to value of the organization to enhance reimbursement

Quality Improvement (QI) Project

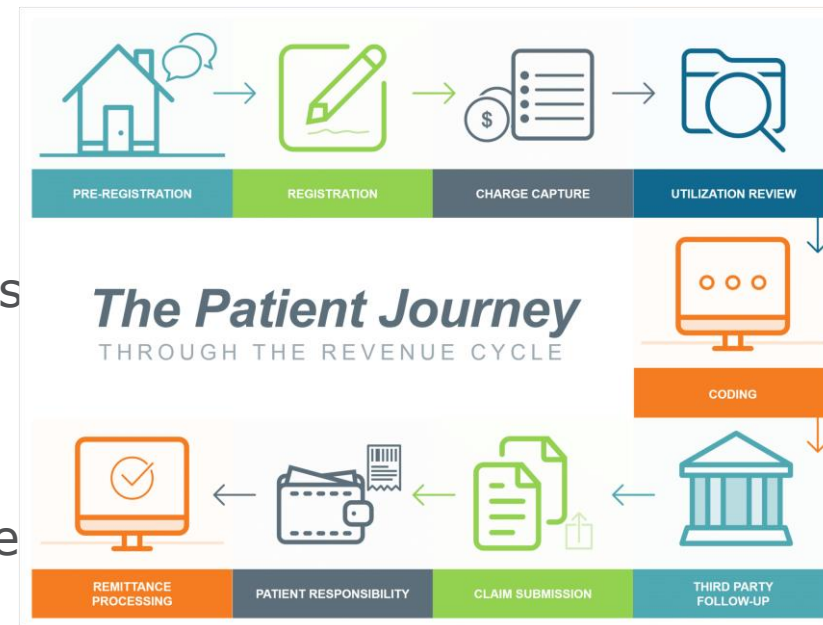
- Improves utilization review, discharge planning, care coordination and resource utilization
- Improves transition of care, quality reporting, patient satisfaction, and patient and family engagement
- Improves revenue cycle process and reimbursement
- Prepares the organization for population health



Revenue Cycle and Physician Practice Management

Revenue Cycle Management (RCM)

- Assesses processes and identifies opportunities to adopt best practices that improve efficiency and reimbursement
- Connects care management improvements with revenue cycle performance to enhance reimbursement
- Utilizes key performance indicators (KPI) to drive and monitor financial performance



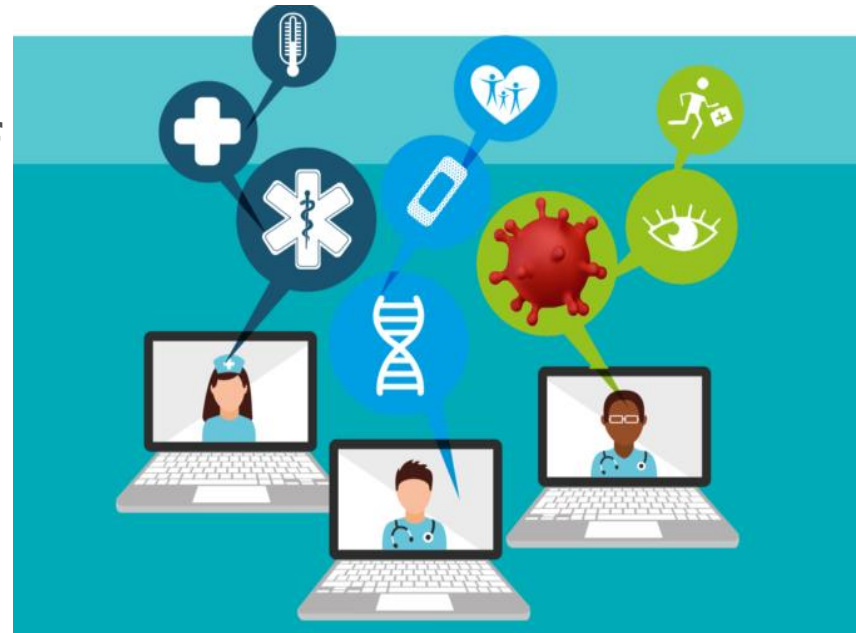
Physician Practice Management (PPM)

- Provides a strategy around physician alignment
- Assess physician affiliation and operations, which affects hospital's profitability
- Provides a practice financial benchmarking analysis
- Considers the design of the compensation plan
- Helps providers to implement a unified process around affiliation activity

Telehealth and Financial Systems Enhancement Services

Telehealth Services Assessment

- Comprehensive assessment of capacity and needs
- System selection and implementation planning
- Workflow, and policy and procedure development
- Resources support telehealth planning and development, and adoption of technology
- **Direct funding available to support equipment, hardware, software, implementation services and training needs for those organizations that meet program requirements**



Workforce and Leadership Development

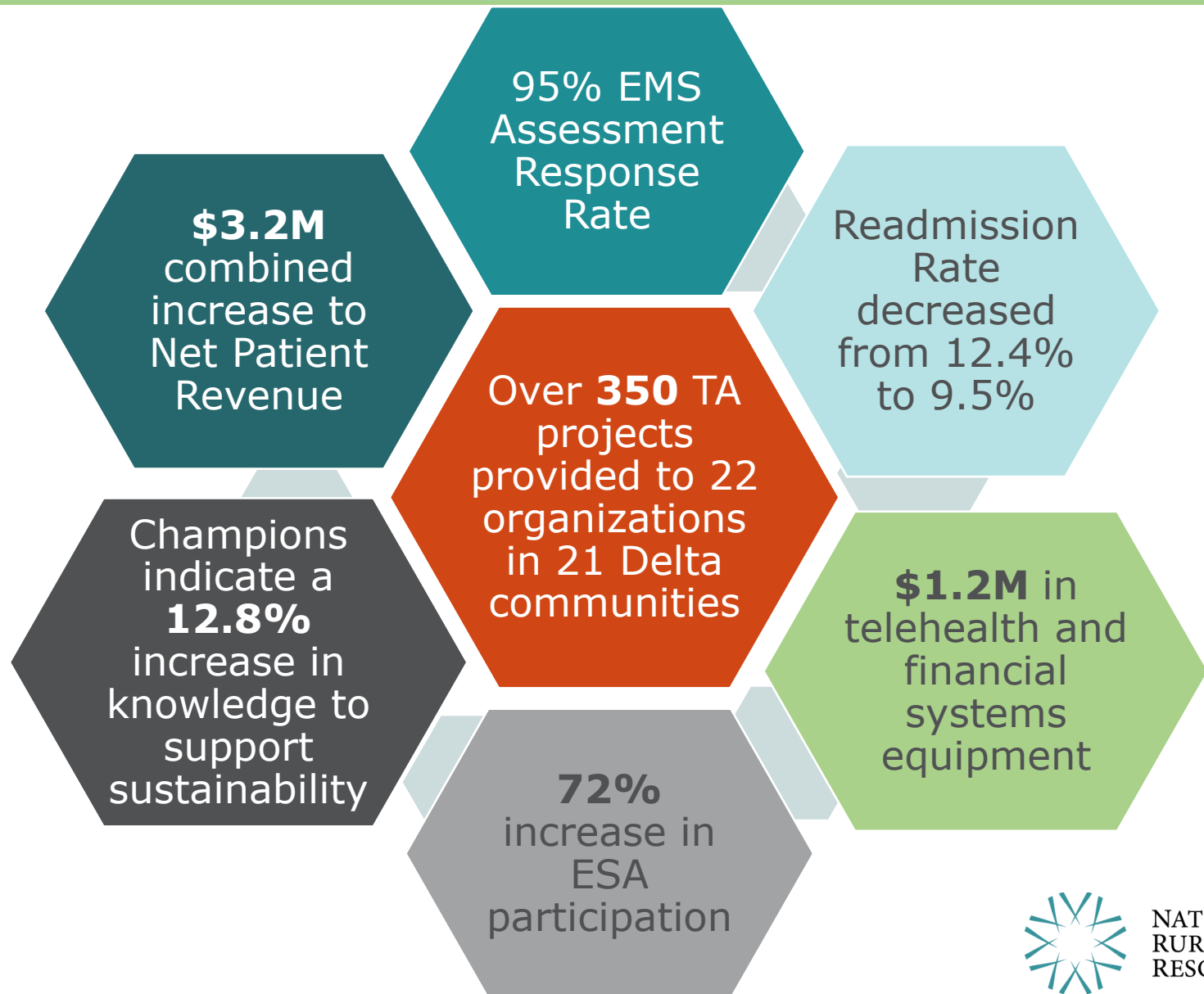
- Employee and physician engagement assessments
 - Staff development and resiliency
 - Executive coaching
 - Management trainings
 - Board of Directors development
-
- Open virtual trainings on timely topics
 - Nat'l Rural Recruitment and Retention Network (3RNet)
 - Delta Doctors and DRA Workforce Program
 - Americorps and National Health Service Corps (NHSC)



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



Strengthening The Local Health Care System



Benefits of Participation and Anticipated Outcomes



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Iron County Medical Center's Experience in the DRCHSD Program

- Iron County Medical Center, Pilot Knob, Missouri
- Joshua Gilmore, CEO
- Cindy Sadler, CNO
- [Listen to Joshua and Cindy talk about their experience in this video!](#)

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



 Iron County Medical Center
COMPASSIONATE CARE, CLOSE TO HOME

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Agenda (final)

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Questions?



Application Resources

- [DRCHSD Program Information](#)
- ['About Delta' Video](#)
- [Eligibility and Application](#)
- [DRCHSD Program Application Form](#)
- [Program Introduction and Overview of Application Process](#)
- [Benefits of Participation](#)
- [Participation Expectations](#)
- [Participating Hospitals and Clinics](#)
- [FAQs](#)
- [Events](#) for Technical Assistance Trainings Recordings



Testimonials



"It has been an honor to be included in such an awesome learning experience for the past 3 years. We have been afforded teachings that will last a lifetime and beyond. Thank you for the work that you do to highlight the necessity of bringing ways to make health care better into the rural areas. Keep up the wonderful work you are doing."

**Jacqueline Washington,
Community Champion, DePaul
Community Health Center**



"The relationships that we've forged through this, both in terms of the staff at DRCHSD, as well as with our other peer hospitals have been invaluable and will stay for years and years to come... I really think that one of the most unique aspects of this (program) is knowing you're not alone... being part of this collaborative, being part of this program allows us to be part of something bigger, to be a stronger voice, to be a bigger change effector regarding rural health and the needs of our people in these rural regions."

**Joshua Gilmore, CEO, Iron
County Medical Center**



"I wanted to thank everyone for leading a great and organized event. I stayed engaged the whole time. ... this was the perfect opportunity to be productive and address the nuts and bolts of the community's health needs. By the group working together in this way, there will be health improvement impacts. We can show other communities in Southern IL how to do this work and make impacts. This has been very productive and I'm impressed."

**Community Joint Partner,
Franklin Hospital**

Testimonials (continued)

“ ”

"The program is so great for all the CAH's and rural hospitals throughout the Delta. So very appreciated."

**Randy Dauby, CEO,
Pinckneyville Community
Hospital**

“ ”

"Thank you to you and to all of the team members at your organization for continuing to fight for rural healthcare each and every day! Thank you for helping us to continue to thrive!"

**Lisa Twidwell, CEO, Madison
Medical Center**

“ ”

"We are forever grateful for all of you and for the work you have done with Tippah. Please know that we all believe that we have benefited tremendously during the past 3 years and feel like we now have the resources and tools to move forward. We are forever grateful for all of you and for the work you have done with Tippah."

**Dr. Patrick Chapman,
CEO, Tippah County Hospital**

Testimonials (further)

“ ”

"I am so excited about this entire project. I cannot wait to be live with our Telehealth Services. I am so extremely grateful to DRCHSD team for all the support and patience through this process. I know that this opportunity we have been given will take our patient care to the next level and in turn improve the overall health of our community. It's a very exciting time for SICH."

Cary Dinning, Community Champion, Sharkey-Issaquena Community Hospital

“ ”

Henry County and adjoining counties have limited access for telehealth services. Our telehealth program will serve as a mechanism to integrate healthcare services and delivery to achieve efficiencies and improve rural healthcare. Additionally, it will improve the quality of the essential healthcare services by developing our technological capacities essential to the evolving healthcare environment."

Lisa Casteel, CEO, Henry County Medical Center

“ ”

"Having access to the technical expertise and assistance through DRCHSD has really enabled us to create a firm foundation across the board not just financially but from quality and community and leadership to ensure that we are following best practices and moving in the right direction."

Testimonials (once more)



“ ”

"I strongly recommend the DRCHSD program to struggling rural hospitals and can't say enough about the amazing support we've gotten from the DRCHSD team."



“ ”

"Although rural hospitals have the ideas and desire to overcome hurdles, we may not have the expertise or resources to accomplish it. That is where the DRCHSD project is so important, to help us clear the hurdles."



“ ”

"I could not be more pleased with the knowledge and assistance I have received in my position as Champion. The environment and overall experience I have had are very positive. I feel very blessed to have this position and to have the opportunity to be of service to my community."

Testimonials (final)

“ ”

"The team has been responsive to our questions, ideas and needs with professionalism and expertise. We can't thank them enough for getting our hospital started in telehealth."

“ ”

"The telehealth consultation included an assessment, action planning session and financial assistance with implementation. The comprehensive approach is the best grant program we have been involved with thus far. Often, we only get consultation and we do not have the means to implement the program designed. The Rural Health Center and Huron have been instrumental to help our hospital serve their patients and optimize our electronic health record to continue connectivity with necessary partners to grow services."

“ ”

"The telehealth assessment and planning session was instrumental in identifying areas of opportunity for our growth. Our hospital was fortunate to receive this assistance along with the grant funding to enhance our patient care with new solutions for electronic pre-registration and an interface engine for easier sharing of data. The wealth of knowledge from the Delta Program Telehealth resources has been wonderful!"

Comments from 2020 Customer Satisfaction Assessment

96% of DRCHSD customer satisfaction assessment respondents would recommend the DRCHSD Program to other eligible hospitals and clinics!

- Great program and great staff! I recommend this program to all rural hospitals!
- I appreciate the assistance from the organization, it has served my hospital well.
- Very pleased with overall services of the program and the staff that is managing the project.
- Thank you very much for the opportunity to be a part of this entire process. Your team of experts were awesome, the information relevant and timely but most important to me was how much I learned while being a part of all the process improvement changes that happened here at Iron County Medical Center.
- COVID has hindered this like it has for many other programs but no fault of the Center. They do a super job.
- So glad to be a part of it.
- The Center Staff is vested in this hospital. I am very comfortable in our discussions and feel I've known them for years.
- I strongly recommend the DRCHSD program to struggling rural hospitals and can't say enough about the amazing support we've gotten from the DRCHSD Team.
- A great program for rural hospitals. We certainly appreciate acc resources provided.

Comments from 2020 Customer Satisfaction Assessment, Continued

- I love this program and the opportunity our hospital has at maximizing this resource. Sky is the limit and I look forward to seeing the results of all our hard work! Thanks to everyone who has helped us through this point. We are looking forward to year 2!
- Thank you for this program, it is great access to wonderful resources for a rural healthcare provider!
- DRCHSD has been very valuable in helping us improve our hospital.
- Great organization.
- I could not be more pleased with the knowledge and assistance I have received in my position as CC (Community Champion). The environment and overall experience I have had are very positive. I feel very blessed to have this position and to have the opportunity to be of service to my community.
- The DRCHSD Program has been very beneficial to our Community Champion, hospital and community.
- DRCHSD has been invaluable in helping our hospital staff improve and take pride in our facilities so we can provide the best care possible for our community.

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Upcoming Events



News



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Get to know us better:

<http://www.ruralcenter.org>

