



NATIONAL
RURAL HEALTH
RESOURCE CENTER

Delta Region Community Health Systems Development (DRCHSD) Program

The Center DRCHSD Team

April 30, 2018

Presentation Agenda

- Introductions
- Program Purpose and Goals
- Technical Assistance Approach
- Community Care Coordination Planning
- Sustainability
- Resources
- Next steps
- Questions and 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



The Center Staff



[Read staff bios on the website](#)



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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) 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.



DRCHSD Program Purpose and Goals

Purpose: To make in-depth system enhancements to position the organization and community for population health

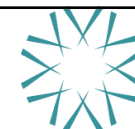
Program Goals:

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

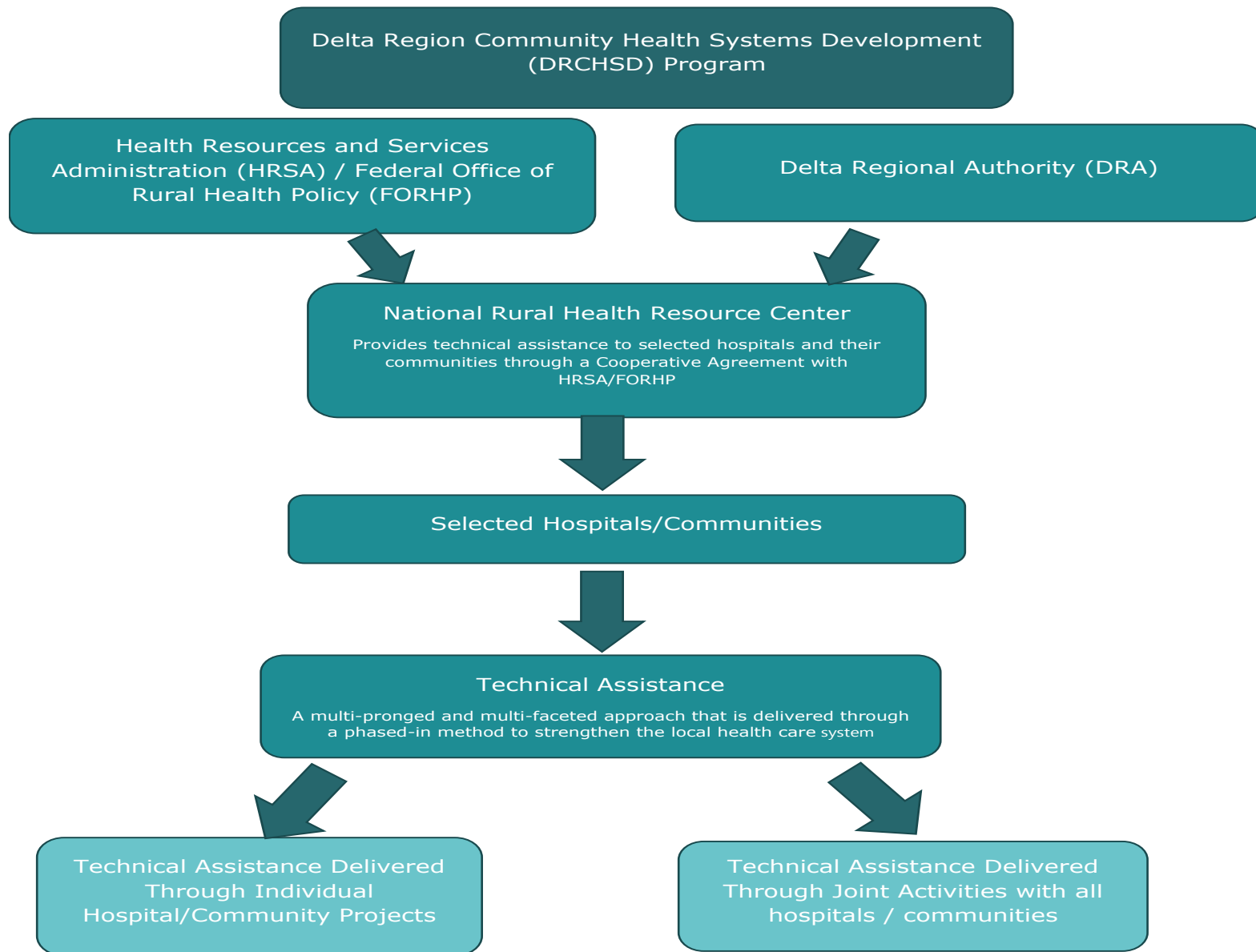


Congratulations to Selected Delta Hospitals and Clinics!

Organization	City	State
Pickens County Medical Center	Carrollton	AL
Daughters of Charity Services	Dumas	AR
Chicot Memorial Medical Center	Lake Village	AR
Delta Memorial Hospital	Dumas	AR
Drew Memorial Hospital	Monticello	AR
Natchitoches Regional Medical Center	Natchitoches	LA
Sharkey-Issaquena Community Hospital	Rolling Fork	MS
Tippah County Hospital	Ripley	MS
Iron County Hospital	Pilot Knob	MO
Pemiscot County Memorial Hospital	Hayti	MO



Technical Assistance Overview

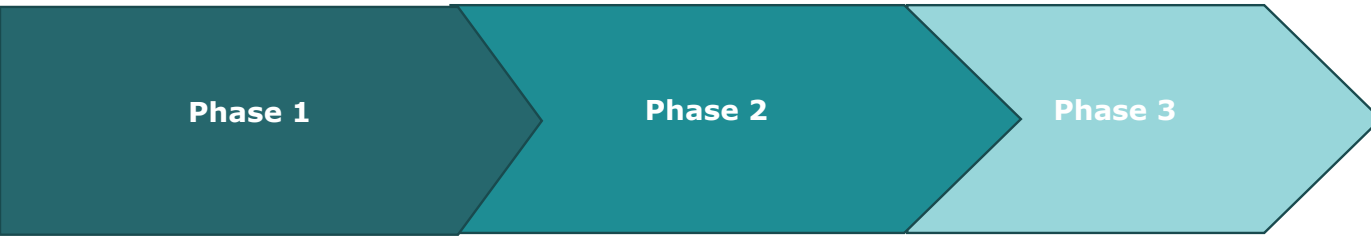


Project Expectations

- Submission of Letter of Commitment
 - Outlines understanding of DRCHSD program purpose and goals
- Defines [Participation Expectations](#) for the hospital team in assessments, action planning, educational events, Learning Collaboratives, as well as role of the CEO in the program
- Discusses designation of Community Champion



Technical Assistance Phases To Support System Development



Program Kick-off

Hospital Engagement

**Hospital Financial, Operational and Quality Improvement
Community Champion**

Hospital Learning Collaborative

Community Engagement

Workforce Development Project

Summit

Program Evaluation

Community Care Coordination Development Project

Community Champion / Health Coach Boot Camp

Hospital Learning Collaborative

Community Care Coordination / ICHS Model

**Hospital Revenue Cycle / Physician Practice Management Project
Telehealth Project**

EMS Project

Workforce Development and Assessment Project

Summit

Program Evaluation

Hospital Progress Assessment

Community Champion

Hospital Learning Collaborative

Community Care Coordination / ICHS Model

Hospital Progress Assessment

Summit

Program Evaluation



Phase 1: Financial Operational and Quality Improvement Project

Financial Operational Assessment (FOA)

Identifies strategies and develops tactics that increase operational efficiencies, improve financial position, and assist leaders with maximizing reimbursement where possible to help their hospitals be financially stable during the transition to population health.

Quality Improvement (QI) Project

Assesses utilization review, discharge planning, care coordination and resource utilization to yield cost-effective, quality outcomes that are patient-centric and safe. Overall, improves transition of care, quality reporting and scores, patient satisfaction, as well as patient and family engagement to prepare for population health.

Phase 2: Revenue Cycle Management and Physician Practice Management Project

Physician Practice Management (PPM):

- Provides leaders a strategy around physician alignment
- Helps providers to implement a unified process around affiliation activity
- Assists hospitals in achieving community objectives such as:
 - Improved access to care
 - Expanded clinical services
 - Higher care coordination
 - Formation of accountable care organization

Community Care Coordination Planning



Why Community Health Planning and System Development?

- Increase financial viability and operational efficiency
 - Lower costs due to services provided in a more economically viable manner (value)
- Increase quality of care
 - Revenue is tied to quality of care (value)
- Patient-centered care
- Community care coordination

Value = Improved quality and patient satisfaction
Relative to reduced utilization and costs

Integrated Community Health Services Model



- Determine how to best work towards meeting the needs of the community
- Evaluate and utilize partnerships that will contribute towards helping meet the needs of the community

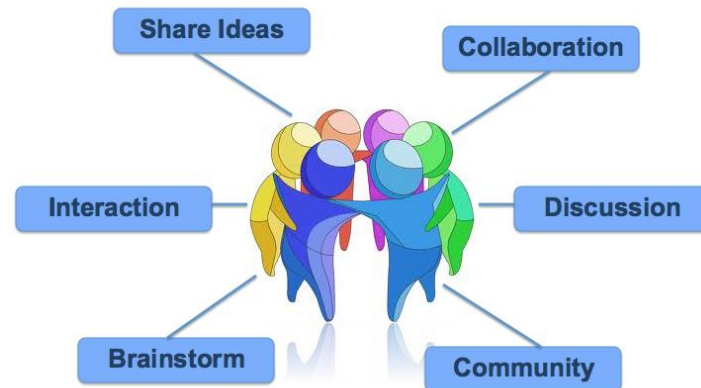
Community Champion

- Liaison between the DRCHSD Program, the hospital and the community to support next steps
- Guide community participation throughout the Program
- Generally a lay worker, that can be a catalyst for change
- Education and peer sharing provided by the Program
- Partial financial support by the Program through Center



Learning Collaboratives

- Provide executive and management teams direction for next steps
- Coaches teams through the program
- Provide leadership with tools that assist hospitals in transitioning to a value-based system
- Assist teams with implementing recommendations
- Assist teams with developing community health plans
- Support community champions

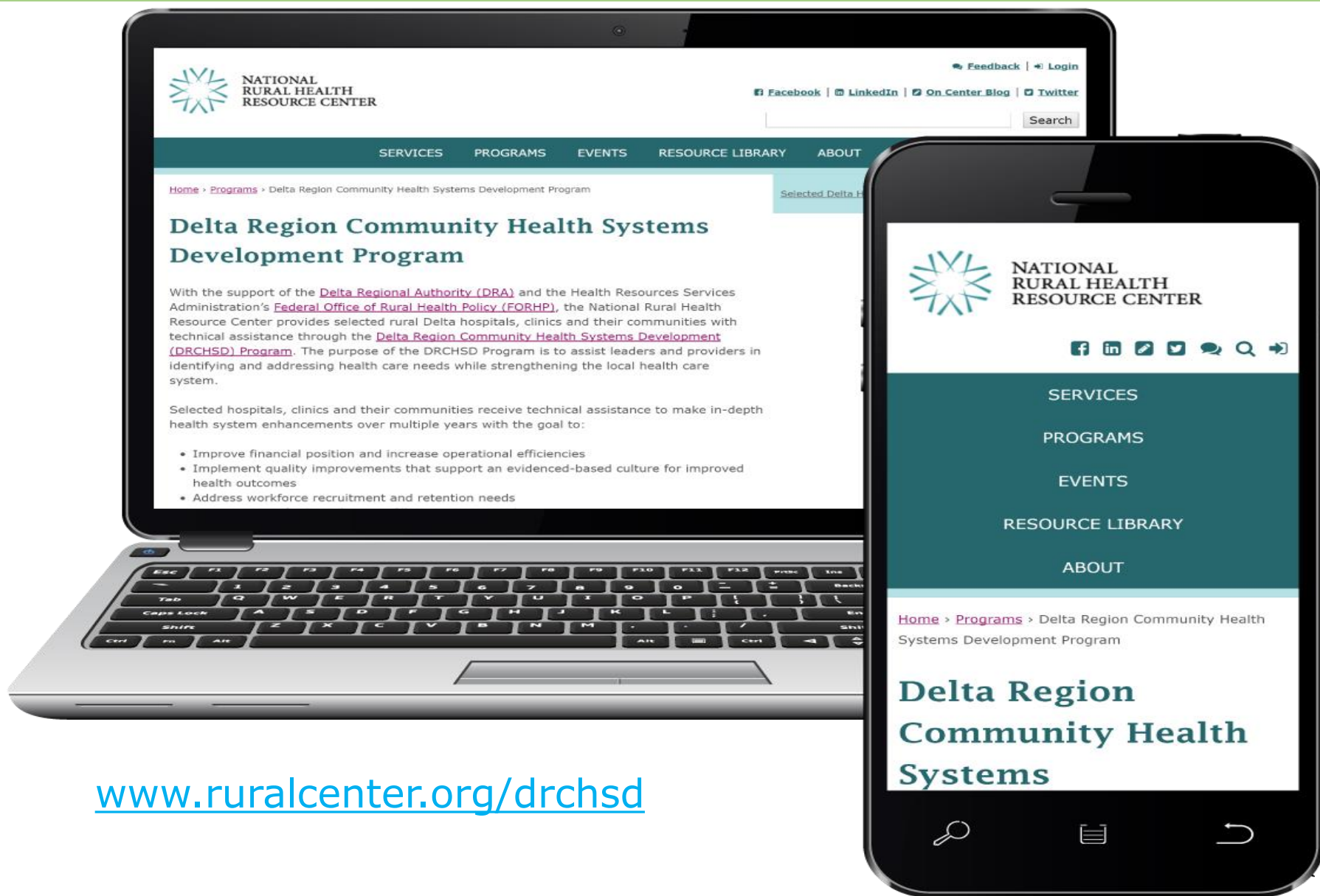


Sustainability

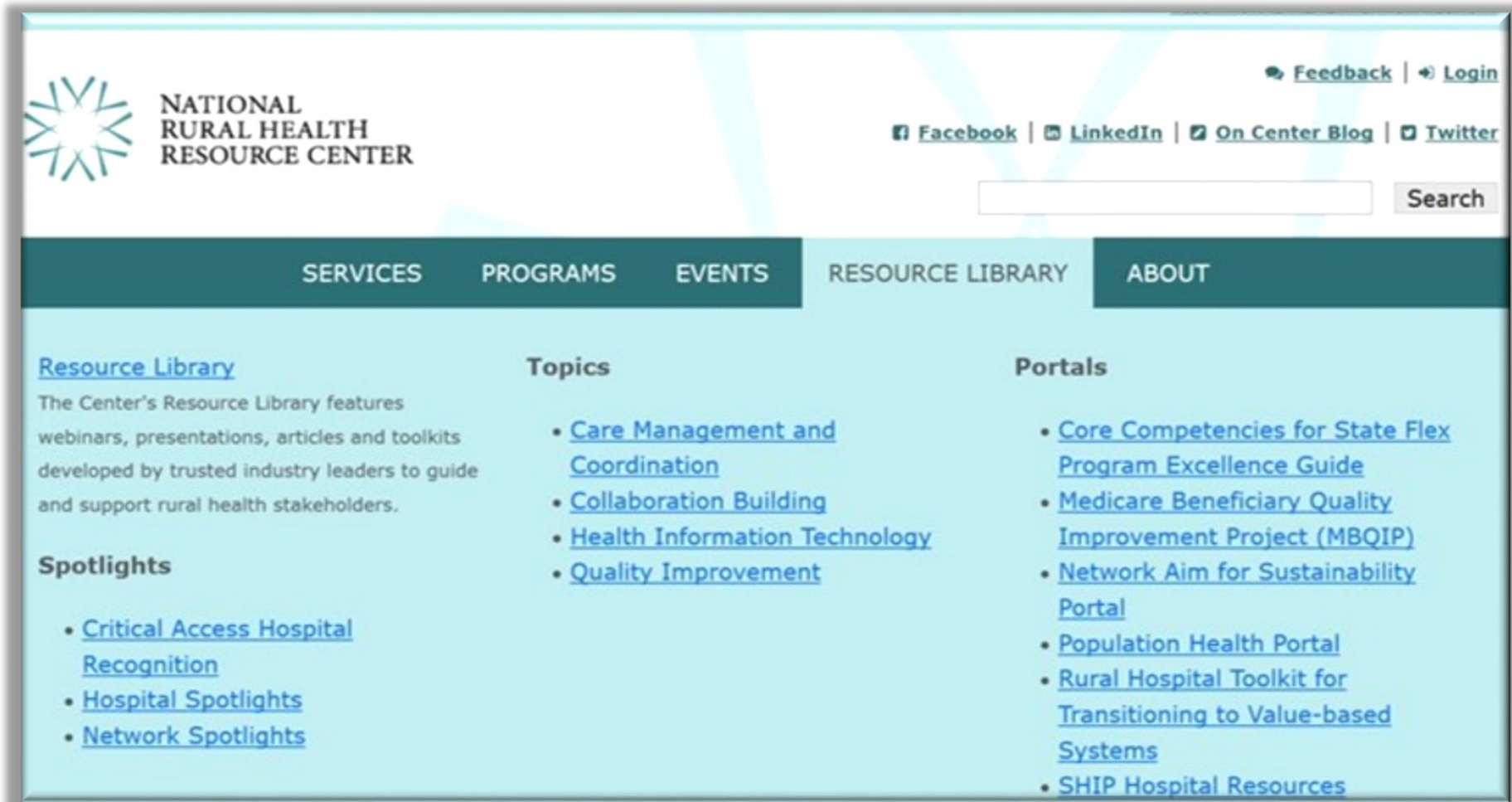
- Three year phased-in approach that builds independence through ongoing assistance
- Community champion
- Resources and tools are provided to help leaders implement best practices
- Ongoing coaching and peer sharing through Learning Collaboratives
- Telehealth
- Workforce
- Project follow-up to demonstrate measurable outcomes and determine Return On Community Investment (ROCI)



DRCHSD Program Webpage



Resources and Tools



The screenshot displays the website's header with the logo and name of the National Rural Health Resource Center. It includes navigation links for Feedback and Login, and social media icons for Facebook, LinkedIn, On Center Blog, and Twitter. A search bar is also present. The main navigation menu highlights the Resource Library section. The content area is divided into three columns: Resource Library, Topics, and Portals. The Resource Library column describes the center's offerings and lists spotlights. The Topics column lists key areas of focus. The Portals column lists various online resources.

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Resource Library

The Center's Resource Library features webinars, presentations, articles and toolkits developed by trusted industry leaders to guide and support rural health stakeholders.

Spotlights

- [Critical Access Hospital Recognition](#)
- [Hospital Spotlights](#)
- [Network Spotlights](#)

Topics

- [Care Management and Coordination](#)
- [Collaboration Building](#)
- [Health Information Technology](#)
- [Quality Improvement](#)

Portals

- [Core Competencies for State Flex Program Excellence Guide](#)
- [Medicare Beneficiary Quality Improvement Project \(MBQIP\)](#)
- [Network Aim for Sustainability Portal](#)
- [Population Health Portal](#)
- [Rural Hospital Toolkit for Transitioning to Value-based Systems](#)
- [SHIP Hospital Resources](#)

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Contact Information:

The Center DRCHSD Team

(218) 727-9390

drchsd-program@ruralcenter.org

Get to know us better:

<http://www.ruralcenter.org>



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Contact Information

Bethany Adams	Senior Program Manager	(859) 806-2940	badams@ruralcenter.org
Madalyn Bloomstrand	Program Coordinator I	(218) 216-7045	mbloomstrand@ruralcenter.org
Sally Buck	Chief Executive Officer	(218) 216-7025	sbuck@ruralcenter.org
Kaisha Graham	Program Coordinator II	(218) 216-7020	kgraham@ruralcenter.org
Terry Hill	Senior Advisor Rural Health Leadership and Policy	(218) 216-7032	thill@ruralcenter.org
Alyssa Meller	Chief Operating Officer	(218) 216-7040	ameller@ruralcenter.org
Kate Stenehjem	Senior Program Specialist	(218) 216-7038	kstenehjem@ruralcenter.org