Program Year 2 Work Plan Overview

• RCM/PPM or FOA/QI Project
• Action Plan TA to support implementation of RCM/PPM and FOA/QI recommendations
• Telehealth assessment and planning project
• Workforce assessment and planning project
• EMS assessment and planning project
• Employee satisfaction assessment
• Community care coordination (CCC) planning
  o Social service integration session
  o Implementation follow-Up
### Year 2 Work Plan Overview: Activities and Tentative Timeline

<table>
<thead>
<tr>
<th></th>
<th>Y1</th>
<th>Y2 1st Quarter</th>
<th>Y2 2nd Quarter</th>
<th>Y2 3rd Quarter</th>
<th>Y2 4th Quarter</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sept</td>
<td>Oct</td>
<td>Nov</td>
<td>Dec</td>
<td>Jan</td>
<td>Feb</td>
</tr>
<tr>
<td>Summit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>H/C Learning Collaborative</td>
<td>H/C Learning Collaborative</td>
<td>H/C Learning Collaborative</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RCM/PPM or FOA/QI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workforce Development</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telehealth Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CCC Social Service Integration Session</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CCC Implementation Follow-Up</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Satisfaction Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>EMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- The table outlines the activities planned for each quarter of Year 2, from September through September of the following year.
- Specific tasks include H/C Learning Collaborative initiatives, RCM/PPM or FOA/QI, Onsite Implementation TA to support RCM/PPM and FOA/QI, Workforce Development, Telehealth Assessment, Operationalize Telehealth Recommendations, CCC Social Service Integration Session, and CCC Implementation Follow-Up.
- Employee Satisfaction Assessment is also included as a key activity.
Year 2 Work Plan Overview: Telehealth, EMS and Workforce

**Telehealth** - Assess broadband capacity and capability with goal to increase telemedicine application to address gaps in services and improve access to care

**Workforce** - Build on key findings from FOA, PPM, and employee satisfaction assessments, as well as CCC planning activities

**EMS** - Assist communities with ensuring access to EMS and improve coordination of services that result in a more economic manner for the community
Year 2 Work Plan Overview:
Virtual Coaching and Project Follow-up

• Activities includes:
  ◦ 3 quarterly hospital /clinic learning collaboratives
  ◦ Post-project check-in and coaching calls
  ◦ Summit

• Purpose is to support:
  ◦ Implementation process
  ◦ Performance improvement using PDCA
  ◦ Project evaluation to determine measurable outcomes and successes
  ◦ Strategy Map and Balanced Scorecard development
  ◦ Community care coordination planning
Year 2 Work Plan Overview:
Community Care Coordination (CCC) Plan

Two onsite community sessions to be held

• Session 1: Complete Planning Process
  ◦ Integrate social services into the CCC Plan
  ◦ Implement recommendations from assessments

• Session 2: Implementation of Action Steps
  ◦ CCC implementation follow-up to determine successes
  ◦ Develop next steps to further support the implementation process to assist community partners with action steps
Year 2 Work Plan Overview: Community Champions

- Provide assistance with community engagement, outreach, and community buy-in efforts to the hospital teams and community joint partners (CJPs) to obtain support for the project
- Regularly participate in ongoing coaching sessions and educational trainings through check-in calls and learning collaboratives
- Organize and participate in face-to-face meetings to include the integration of social services and recommendations
- Assist leaders in meeting program goals and identifying resources through Community Asset Mapping
- Assist CJPs with implementing action steps
## Year 2 Work Plan: Champion Activities and Tentative Timeline

<table>
<thead>
<tr>
<th>Y2</th>
<th>Y2 1st Quarter</th>
<th>Y2 2nd Quarter</th>
<th>Y2 3rd Quarter</th>
<th>Y2 4th Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept</td>
<td>Oct</td>
<td>Nov</td>
<td>Dec</td>
<td>Jan</td>
</tr>
<tr>
<td>Summit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Champion Learning Collaborative</td>
<td>Champion Learning Collaborative</td>
<td>Champion Learning Collaborative</td>
<td>Champion Learning Collaborative</td>
<td>Champion Learning Collaborative</td>
</tr>
<tr>
<td>CCC Social Service Integration Session</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCC Implementation Follow-Up</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Champion Learning Collaborative
- CCC Social Service Integration Session
- CCC Implementation Follow-Up

---

National Rural Health Resource Center