



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER



# Delta Region Community Health Systems Development Program Summit

## Program Year 2 Work Plan Overview

Little Rock, AR  
September 18 – 19, 2018

# 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
  - Social service integration session
  - Implementation follow-Up



# Year 2 Work Plan Overview: Activities and Tentative Timeline

Y1	Y2 1st Quarter			Y2 2nd Quarter			Y2 3rd Quarter			Y2 4th Quarter		
Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Summit												Summit
	H/C Learning Collaborative				H/C Learning Collaborative			H/C Learning Collaborative				
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					CCC Implementation Follow-Up			
						EMS						
Employee Satisfaction Assessment											Employee Satisfaction Assessment	



# 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

Y2	Y2 1st Quarter			Y2 2nd Quarter			Y2 3rd Quarter			Y2 4th Quarter		
Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Summit												Summit
				CCC Social Service Integration Session					CCC Implementation Follow-Up			
	Champion Learning Collaborative		Champion Learning Collaborative		Champion Learning Collaborative		Champion Learning Collaborative		Champion Learning Collaborative		Champion Learning Collaborative	
		Champion-Center 1-on-1 Check-In		Champion-Center 1-on-1 Check-In Calls		Champion-Center 1-on-1 Check-In Calls		Champion-Center 1-on-1 Check-In		Champion-Center 1-on-1 Check-In		Champion-Center 1-on-1 Check-In

