



## DELTA REGION COMMUNITY HEALTH SYSTEMS DEVELOPMENT (DRCHSD) PROGRAM

### Financial Operational Assessment (FOA), and Quality Improvement (QI) Project Workplan and Timeline

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#### Project Purpose

**Financial Operational Assessment (FOA)** evaluates the hospital’s operations at the department level to establish planning priorities and develop action steps to implement best practices that improve efficiency. The services assist hospital leaders in determining opportunities that could position their facilities for the future. **Quality Improvement (QI)** project evaluates hospital’s quality program; and care management and transitions of care processes to establish planning priorities and develop action steps to implement best practices that improve efficiency, performance and care coordination.

#### Project Output

Provide leadership with a report and recommendations for performance improvements and guidance to implement best practices

#### FOA and QI Project Work Plan and Timeline

Pre-planning and Data Request	Due/Onsite Dates	Estimated Time
Hospital to join a pre-planning call with consultant	Date, Year Time	30 – 45 minutes per executive team member
Hospital to submit Data Request to consultant	Date, Year	One week required by staff to complete data request



<b>Financial and Operational Assessment (FOA)</b>		
Executive leadership and management team to hold virtual interviews with the consultant	Date, Year Time	1 full day: 1 hour per team member to complete interviews
Executive leadership to review draft FOA report and submit comments to consultant within two (2) weeks. <b>The report is considered acceptable if feedback is <i>not</i> submitted to the consultant within 2 weeks of receipt of the report.</b> Follow up call with consultant is optional.	Date, Year	2 – 5 hours for executive team to review report and submit comments to consultant
Hospital to host 1 day virtual or onsite FOA report presentation and action planning session with consultant. Board of directors (BOD) encouraged to join report presentation.	Date, Year Time	1 full day: 8 hours for each executive and management team member. 2 hours for BOD.
Finalized report, recommendations and action plan is submitted to the CEO within one (1) week of consultation. Report is final following action planning session.	Date, Year	N/A
<b>Quality Improvement (QI) Project</b>		
Executive leadership and management team to hold virtual interviews with the consultant	Date, Year Time	1 full day: 1 hour per team member to complete interviews
Executive leadership to review draft FOA report and submit comments to consultant within two (2) weeks. The report is considered acceptable if feedback is <i>not</i> submitted to the consultant within 2 weeks of receipt of the report. Follow up call with consultant is optional.	Date, Year	2 – 5 hours for executive team to review report and submit comments to consultant
Hospital to host 1 day virtual or onsite FOA report presentation and action planning session with consultant. Board of directors (BOD) encouraged to join report presentation.	Date, Year Time	1 full day: 6 hours for each executive and management team member. 2 hours for BOD.
Finalized report, recommendations and action plan is submitted to the CEO within one (1) week of consultation. Report is final following action planning session.	Date, Year	N/A



<b>Post-Project Review and DRCHSD Program Follow-up</b>		
Hospital to hold Recommendation Adoption Progress (RAP) check-in call at 3-months post-project with DRCHSD Program	October 2021	1 hour for executive and management team members
Hospital to hold RAP check-in call at 12-months post-project	May 2022	1 hour for executive and management team members
Hospital to conduct FOA QI Reassessment with consultant in DRCHSD Program Year 3	October 2022 – February 2023	2 days: 6 hours for each executive and management team member on day 1, and 4 hours on day 2.

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