Flex Program Core Competencies for Excellence
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:

- Performance Improvement
- Health Information Technology
- Recruitment & Retention
- Community Health Assessments
- Networking
Content to Cover

• Overview of the Core Competencies
• Resources to support the Core Competencies
• Your thoughts on the Core Competencies
• Assessment findings to date
• Next Steps
Identifying the Core Competencies

- Summit in May 2015 with state Flex Program staff to identify framework to support the most important skills and methods necessary for state Flex Programs to support critical access hospitals (CAHs) and their communities
- Federal Office of Rural Health Policy (FORHP) and Flex Monitoring Team also present

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Competency Development

• Identified by your peers
• Allows multiple pathways for creating a well rooted Flex Program – able to withstand programmatic and policy shifts and staff turnover
• Content with depth accessible for any program to work on allowing for growth
• The tools are here, assessment will help identify which areas to start…
Core Competencies

- Managing the Flex Program
- Building and Sustaining Partnerships
- Improving Processes and Efficiencies
- Understanding Policies and Regulations
- Promoting Quality Reporting and Improvement
- Supporting Hospital Financial Performance
- Addressing Community Health Needs
- Understanding Systems of Care
- Preparing for Future Models of Health Care
Core Competency Resources Online

- Core Competencies for State Flex Program Excellence Guide
- Self-assessment
- Resources for each of the nine competencies
- https://www.ruralcenter.org/tasc/core-competencies
Text Polling

To: 650 600 9016

Your polling response code will go here
## Assessment Results to Date

<table>
<thead>
<tr>
<th>Number of Assessments Completed</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Average Score (out of 45)</td>
<td>36.16</td>
</tr>
<tr>
<td>Minimum Score</td>
<td>24.83</td>
</tr>
<tr>
<td>Maximum Score</td>
<td>43.18</td>
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## Assessment Results to Date

<table>
<thead>
<tr>
<th>Core Competency</th>
<th>Average Score</th>
</tr>
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<tbody>
<tr>
<td>Managing the Flex Program</td>
<td>4.25</td>
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<tr>
<td>Building and Sustaining Partnerships</td>
<td>4.16</td>
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<tr>
<td>Improving Processes and Efficiencies</td>
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<tr>
<td>Understanding Policies and Regulations</td>
<td>4.22</td>
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<tr>
<td>Promoting Quality Reporting and Improvement</td>
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<td>Supporting Hospital Financial Performance</td>
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<td>Addressing Community Health Needs</td>
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<td>Understanding Systems of care</td>
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<tr>
<td>Preparing for Future Models of Health Care</td>
<td>3.59</td>
</tr>
</tbody>
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Assessment Results to Date
Average Scores and Ranges

1. MANAGING THE FLEX PROGRAM: 4.25
2. BUILDING AND SUSTAINING PARTNERSHIPS: 4.16
3. IMPROVING PROCESSES AND EFFICIENCIES: 3.94
4. UNDERSTANDING POLICIES AND REGULATIONS: 4.22
5. PROMOTING QUALITY REPORTING AND IMPROVEMENT: 4.39
Assessment Results to Date
Average Scores and Ranges

1. SUPPORTING HOSPITAL FINANCIAL PERFORMANCE: 3.81
2. ADDRESSING COMMUNITY HEALTH NEEDS: 3.83
3. UNDERSTANDING SYSTEMS OF CARE: 3.96
4. PREPARING FOR FUTURE MODELS OF HEALTH CARE: 3.59
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