



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER



## PERFORMANCE MANAGEMENT GROUP (PMG)

### Leadership and Balanced Scorecard Development Call Agenda

Monday, September 23, 2013 10:00 AM – 11:00 AM (Central Time)

**Call-in Number:** 877-273-4202 **Room Number:** 5287640#

**Welcome, Overview and Introductions:** *Terry Hill, Executive Director, National Rural Health Resource Center*

#### Speakers:

- RHPI Star Hospital: Tom Hudgins, CEO & Kara Jo Carson, CFO/Compliance & Privacy Officer, Pinckneyville Community Hospital
- RHPI Consultants: Scott Goodspeed, Principal & Vice President, iVantage Health Analytics

#### Open Discussion and Questions: *All Participants*

1. What are the leadership challenges rural hospitals are facing? (*Consultant*)
2. Tell us about your RHPI experience: (*Hospital*)
  - a. What was the catalyst for your hospital to engage in a RHPI project?
  - b. Describe the consulting process in your hospital.
  - c. How did you act on consultant findings and recommendations? How did you engage staff to carry out recommendations and be accountable?
  - d. What are the expected outcomes and progress to date?
  - e. How do you plan to make outcomes sustainable?
  - f. What has been the impact on your community?
  - g. Share lessons learned.
3. Looking back, how might you have changed or modified the project in order to progress smoothly?
4. What recommendations would you have for RHPI, state partners, and national policy makers on assisting rural hospitals with improving financial, clinical and operational performance?
5. Questions?

#### Wrap-up

**[Pinckneyville Community Hospital Celebrates Accomplishments from Balanced Scorecard Development](#)** (*RHPI Spotlight – July, 2013*)