



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER

## SMALL RURAL HOSPITAL TRANSITION (SRHT) PROJECT

### Performance Management Group (PMG) Call Agenda

With the support of the [Health Resources and Services Administration's \(HRSA\) Office of Rural Health Policy](#), the National Rural Health Resource Center and Rural Health Innovations provide educational opportunities for the [Small Rural Hospital Transition \(SRHT\) Project](#).

[Performance Management Group \(PMG\) Calls](#) are 60 minutes of interactive discussions that are designed to share experience and knowledge from rural hospital administrators and nationally recognized field experts. PMG calls promote peer-to-peer sharing of best practices and lessons learned among hospital executives to support ongoing performance improvement. The goal is to disseminate strategies that assist rural hospitals with preparing for new payment and care delivery models. Hospitals that are eligible to participate in the SRHT Project may join the PMG calls for free, at no cost, by [registering online](#).

**Date:** Friday, August 14, 2015

**Time:** 10:00 MST / 11:00 CST / 12:00 EST

**Topic:** Guadalupe County Hospital Care Management and Transition of Care SRHT Project

**Speakers:**

Christina Campos, Chief Executive Officer; Guadalupe County Hospital, Santa Rosa, NM

Mary Guyot, Principal, Stroudwater Associates, Portland, ME

Carla Wilber, Senior Consultant, Stroudwater, Portland, ME

**Facilitator:** Terry Hill, MPA, Executive Director, Rural Health Innovations, Duluth, MN

**Agenda – See below**

**Call-in number: (877) 273-4202 / Conference Room Number: 914983637**

**Adobe Link to join the meeting:** <http://ruralcenter.adobeconnect.com/r5q04klatoi/>

**Speaker biographies and contact information:** See page 3 below

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# Performance Management Group (PMG) Call Agenda

**Phone Number: (877) 273-4202 / Conference Room Number: 914983637**

**To join the meeting:** <http://ruralcenter.adobeconnect.com/r5q04klatoi/>

1. Welcome and speaker introductions
2. Why did Guadalupe County Hospital (GCH) select a care management / transition of care quality improvement project over a financial operational assessment?
3. How does hardwiring quality processes create a hospital wide culture of excellence?
4. How does hardwiring care management processes support the hospital with improving transition of care?
5. What successes has GCH experienced by participating in the SRHT quality improvement project?
6. How did the GCH team approach the implementation of consultant recommendations?
7. What tools were most helpful to the GCH team and how did it help staff to improve quality processes?
8. How can the SRHT Project care management / transition of care project help prepare other rural hospital for population health management?
9. Why should other rural hospitals consider a care management / transition of care quality improvement project?
10. Questions and Answers

## Adjourn

## Speaker Biographies and Contract Information

### **Christina R. Campos, MBA, FACHE**

Chief Executive Officer  
Guadalupe County Hospital  
Santa Rosa, New Mexico  
[ccampos@gchnm.org](mailto:ccampos@gchnm.org)

Mrs. Christina Campos is the Chief Executive Officer of Guadalupe County Hospital in Santa Rosa, New Mexico. She began her career in health care in early 1993 as a hospital volunteer and community “encourager” under the Mountain States Health Corporation’s community health development program. She soon became Finance Officer for the small frontier hospital and served in that capacity from 1993 to 1996. From 1998 to 2005, she served as a member of the Clinical Operations Board of the University of New Mexico Hospital in Albuquerque. In 2004 she became the Administrator of Guadalupe County Hospital, a 10 bed general acute care hospital located in rural eastern New Mexico. As Administrator, Ms. Campos has reinvigorated the small hospital, improving and expanding services, training and recruiting local staff, and eliminating all agency and traveling staff. She spearheaded the planning, financing, design and construction of a replacement facility which opened in June 2011. The new hospital is both patient-centered and high tech. It achieved Meaningful Use in 2012, 2013, and 2014, and received HIMMS Stage 6 designation for electronic medical record adoption in January 2013. Most recently, Guadalupe County Hospital received the 2013 Press Ganey Guardian of Excellence Award for patient satisfaction in Inpatient Care. Ms. Campos received her BA in Latin American Studies and Economics from the University of New Mexico, and her MBA in Health Care Administration from Regis University in Denver, CO. She is past Chairman and member of the New Mexico Hospital Association Board of Directors. She also serves on the NM Trauma System Fund Authority, the NM Hospital Equipment Loan Council, and the Hospital Services Corporation Board of Directors. She currently serves as Chairman of the NM Rural Hospital Network and is the past Chairman of the American College of Health Executives Management Series Editorial Board. She is a NM delegate to the American Hospital Association Region 8 Policy Review Board, and in 2013 was appointed by HHS Secretary Kathleen Sebelius to serve on the National Advisory Committee for Rural Health and Human Services.

### **Mary Guyot, RN, BS, CRRN**

Principal  
Stroudwater Associates  
Portland, Maine  
Email: [MGuyot@stroudwater.com](mailto:MGuyot@stroudwater.com)  
Website: [Stroudwater Associates](http://Stroudwater Associates)

Mrs. Mary Guyot is a Principal Consultant at Stroudwater Associates in Portland, Maine. Mrs. Guyot has 40 years of experience in the healthcare industry in every nursing department including management, care management, and quality improvement for both

hospitals and nursing home facilities. Currently, she assists hospitals and clinics with process analysis, and engages administration and departmental personnel in performance and quality improvement, which results in greater efficiency and more opportunities to serve a growing population. Mrs. Guyot has specific expertise in cost-based swing bed reimbursement for Critical Access Hospitals (CAH) and in Prospective Payment Systems (PPS) with skilled nursing utilization in distinct part units, swing bed and nursing homes. Before joining Stroudwater Associates, she was a Care Manager of a CORF followed by eight years as a Director of Professional Services for a national rehabilitation management company. Mrs. Guyot received her nursing degree from Hôtel-Dieu School of Nursing in Edmunston, New Brunswick, Canada, and her Bachelor of Science with a concentration in Adult Education and Business from the University of Maine, Orono.

**Carla Brock Wilber, DNP, MSN, RN**

Senior Consultant

Stroudwater Associates

Portland, Maine

Email: [CWilber@stroudwater.com](mailto:CWilber@stroudwater.com)

Website: [Stroudwater Associates](http://Stroudwater Associates)

Mrs. Carla Wilber is a Senior Consultant for Stroudwater Associates and an accomplished nurse administrator with an excellent background in critical care, education, and emergency services. Before joining Stroudwater in 2014, Mrs. Wilber worked at Wake Forest Baptist Health-Lexington Medical Center, where she was Director of Enterprise Excellence. In this capacity, she led, facilitated, and supported the Lean transformation initiative across the continuum of care and health systems, and was responsible for the development, implementation, and ongoing assessment of comprehensive performance improvement and Lean redesign initiatives within the healthcare facility. Mrs. Wilber is also a seasoned clinician, and worked directly with patients in the facility's Outpatient Surgical Department as both Unit Coordinator and as an Endoscopy Registered Nurse. Mrs. Wilber earned her Doctorate of Nursing Practice from George Washington University, where she was a member of the Sigma Theta Tau International Honor Society of Nursing. She also holds a Master of Science in Nursing Leadership from East Carolina University, a BS in Nursing from Winston-Salem State University, and an associate degree in nursing from Davidson County Community College.