RHPI Project 101:

RHPI Approach to Performance Improvement

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RHPI Project is a program of Mountain States Group, Inc.
To improve and sustain the financial, operational and clinical performance of rural hospitals in the Delta Region.
RHPI serves rural hospitals <200 beds in Delta Regional Authority (DRA) counties / parishes in 8 state region
Purpose: to provide Performance Improvement technical assistance and sustainability trainings to state partners & hospitals
RHPI Project Goals

RHPI Project provides comprehensive and ongoing technical assistance to Delta eligible hospitals through:

1. On-site Consultations
2. Feedback Assessments
3. Session in Sustainability Trainings
Available Onsite Consultation Services

Balanced Scorecard (BSC)
Board Training and Strategic Planning
Business Office Operations Assessment
Charge Master Coding Review & Mapping Analysis
Community Engagement
Cost Report and Compliance Assessment
Customer Service Training
ED Operational Assessment
Leadership Development & Mid-Level Management Training
Lean Process Planning
Master Site Planning
Performance Improvement Assessment
Primary Care Options Assessment
Recovery Audit Contractor (RAC) Preparedness Review
Revenue Cycle Management Assessment
Staffing Analysis and Performance Evaluation
RHPI selects projects where the hospital CEO will:

- Be actively involved and engaged in the project
  - RHPI works directly with the CEO and does not accept a “hospital representative”
- Facilitate the consultation to implement performance improvement recommendations
CEO Should Facilitate the On-site Project by:

1. Taking a lead role in the project
2. Scheduling on-site visit dates early while developing SOW
3. Building awareness of the project with hospital Board and staff
4. Providing necessary data to the consultant in a timely manner
5. Allocating adequate time for an effective and efficient on-site visit
6. Ensuring the project moves toward completion according to planned timetable
7. Reviewing the preliminary report in a timely manner
8. Providing appropriate feedback to the consultant to finalize the report
9. Implementing initial recommendations immediately to support a successful project
10. Documenting project success with the PM and RHPI staff
Post Consultation: Documentation of Outcomes

Project Assistant works directly with the CEO post-project to document outcomes.

- A post consultation interview call is performed about 6 – 9 months following the consultation to evaluate the adoption status of the recommendations.

- Future funding will depend on documentation of project success with implementing recommendations and demonstrating outcomes.
Post Consultation: Documentation of Outcomes

**Objective:** to report the hospital’s progress in implementing consultant recommendations by:

- Documenting successes and lessons learned
- Demonstrating how the project is sustained
- Assisting the hospital in developing strategic next steps to further sustain performance gains

⚠️ **Important to note:** not all recommendations can/may be implemented for various reasons
Sustainability Trainings Include:

- State trainings
- Webinar trainings
- HIT State Partner Support
- Performance Management Group (PMG) calls
Sessions in sustainability

RHPI approach is to support state partners and their hospitals through:

- Skill building to support PI
- Leadership & management education
- Peer-to-peer education
Welcome to the HQRA Project

Healthcare Quality in Rural America extends its greetings, and is glad to see you have interest in our Multi-State Rural Hospital Quality and Performance Improvement Project.

What is Healthcare Quality in Rural America (HQRA)?

HQRA is a multi-state project whose mission is to help rural hospitals continually improve the quality and safety of care they provide. Project tools include:

- Educational programs (webinars and conference calls)
- On-line benchmarking project
- On-line QI/PI courses
- On-line library of QI/PI tools

Why HQRA?

Most resources for hospital quality and performance improvement are designed for large, urban facilities. HQRA tools were created for Critical Access Hospitals and other small, rural hospitals by experts working in rural health.
Lessons Learned:

- CEO must become “change agent” for a culture of quality
- Board must re-define its role to focus on quality and performance improvement
- Organizational structure must often change so QI isn’t just “another thing” (new positions, committees, etc.)
- Clinical managers must also be fully engaged and be provided tools to manage quality
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