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# RHPI



RURAL HOSPITAL PERFORMANCE IMPROVEMENT

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## **RHPI Project 101:**

# **RHPI Approach to Performance Improvement**

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Project Director, Rural Hospital Performance Improvement Project

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***RHPI Project is a program of Mountain States Group, Inc.***

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# **RHPI Project Goals**

To improve and sustain the financial, operational and clinical performance of rural hospitals in the Delta Region.

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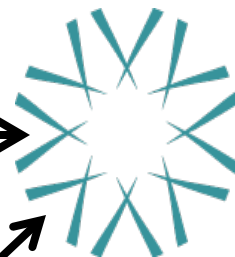
# Rural Hospital Performance Improvement Project Regional Map



**RHPI serves  
rural hospitals  
<200 beds in  
Delta Regional  
Authority  
(DRA) counties  
/ parishes in 8  
state region**

# RHPI

RURAL HOSPITAL PERFORMANCE IMPROVEMENT



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER



Office of Rural Health Policy



**Purpose:** to provide Performance Improvement technical assistance and sustainability trainings to state partners & hospitals

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# **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**

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# 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

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## **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

[Log In]

# Healthcare Quality in Rural America

## Multi-State Rural Hospital Quality and Performance Improvement Project



Current Date: 12/02/10

### 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.

### Sign In

Email

Password

[Forgot your password?](#)  
[Reset it here.](#)

### Participating States



# 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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Mountain States Group Inc.

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