



NATIONAL
RURAL HEALTH
RESOURCE CENTER

Exploring State Flex Program Competencies for Excellence:

Addressing Community Needs

Promoting Quality Reporting & Improvement
Understanding Policies & Regulations

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The Center's Purpose

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



State Flex Program Leadership Summit



Photo of State Flex Program Leadership Summit Participants



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Purpose of the Summit

- Develop a framework of Flex Coordinator strategies, core competencies and related resources for achieving excellence in state Flex Programs
- Identify and discuss the most important skills and methods necessary for state Flex Coordinators to support critical access hospitals (CAHs) and their communities through a successful transition to value-based payment and population health management



Purpose of the Summit

- Provide recommendations on how the Federal Office of Rural Health Policy (FORHP), the Technical Assistance and Services Center (TASC), the Flex Monitoring Team (FMT) and other Flex partners could assist in developing and maintaining Flex Coordinators' competencies and knowledge



Agenda/Process

- Facilitated discussion regarding the changing landscape of health care and the Flex Program
- Consensus workshop to identify state Flex Program core competencies for excellence
- Small group and large group discussions regarding current resources and resource needs to address identified competencies



Identified Core Competencies

- Flex Grant Management
- Improve Processes and Efficiencies
- Build and Sustain Partnerships
- Prepare for Future Models of Care
- Understand Systems of Care
- Support Hospital Sustainability
- Address Community Needs
- Promote Quality Reporting and Improvement
- Understand Policies and Regulations



Addressing Community Needs: Overview

- Understanding the social determinants of health
- Population health
- How to conduct and monitor community health needs assessments (CHNAs)



Addressing Community Needs: Discussion

- In this competency, what are the qualities needed for program excellence?
- What has your program done in this area?
- What resources are you aware of in your program or in other places that could be useful in achieving excellence in this area?



Promoting Quality Reporting & Improvement: Overview

- Quality reporting
- Quality improvement (QI) and performance improvement (PI) principles and practices
- Data availability and use
- Basics of Medicare Beneficiary Quality Improvement Project (MBQIP)
 - What?
 - Why
 - How?



Promoting Quality Reporting & Improvement: Discussion

- In this competency, what are the qualities needed for program excellence?
- What has your program done in this area?
- What resources are you aware of in your program or in other places that could be useful in achieving excellence in this area?



Understanding Policies & Regulations: Overview

- Understanding impact of Center for Medicare & Medicaid Services (CMS) regulations
- Policy and political awareness
- Understanding impact of policy legislation and regulation on CAHs



Understanding Policies & Regulations: Discussion

- In this competency, what are the qualities needed for program excellence?
- What has your program done in this area?
- What resources are you aware of in your program or in other places that could be useful in achieving excellence in this area?





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