



NATIONAL
RURAL HEALTH
RESOURCE CENTER

Exploring State Flex Program Competencies for Excellence: Managing the Flex Grant Improving Processes & Efficiencies Building & Sustaining Partnerships

Tracy Morton

Senior Program Manager

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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



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



Managing the Flex Grant: Overview

- Program evaluation
- Flex grant writing
- Contract management
- Consultant management
- Grant management



Managing the Flex Grant: 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?



Improving Processes & Efficiencies: Overview

- Lean principles
- Plan Do Study Act (PDSA)
- Frameworks
- Continued performance improvement techniques and strategies
- Sharing best practices and utilizing lessons learned



Improving Processes & Efficiencies: 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?



Building & Sustaining Partnerships: Overview

- Building relationships, connections and partnerships
- Communicating effectively with CAHs and their communities
- Leveraging resources and knowing what's available
- Networking and facilitation skills
- Leadership and trust-building
- Packaging and translating information
- Partners: who, why, how to build



Building & Sustaining Partnerships: 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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Tracy Morton

Senior Program Manager

218-727-9390 ext. 227

tmorton@ruralcenter.org

<http://www.ruralcenter.org>

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@RHRC