



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER



## PERFORMANCE MANAGEMENT GROUP (PMG)

### Care Management & Transitions of Care Process Improvement Call Agenda

Friday, March 15, 2013 10:00 AM – 11:00 AM (Central Time)

**Call-in Number:** 888-835-7847 **Access Code:** \*8513#

**Introductions:** *All Participants*

**Welcome and Overview:** *Terry Hill, Executive Director, National Rural Health Resource Center*

#### **Care Management Perspectives:**

- RHPI Star Hospital: Amy Gibson, CEO & Jennifer Ryland, CAO of Jackson Medical Center in Jackson, AL
- RHPI Consultants: Mary Guyot, Principal of Stroudwater Associates in Portland, ME
- Alabama State Partners

#### **Open Discussion and Questions:** *All Participants*

1. What are the care management challenges rural hospitals are facing?
2. Tell us about your RHPI experiences: *(Hospital)*
  - a. What was the catalyst for your hospital to engage in a RHPI project?
  - b. Describe the consulting process in your hospital.
  - c. How did you act on consultant findings and recommendations? What resources were required? How did you engage staff to carry out recommendations and be accountable?
  - d. What are the hospital outcomes to date?
  - e. How do you plan to make outcomes sustainable?
3. Share some of your lessons learned and recommendations with other rural hospitals in regards to improving care management processes.
4. Looking back, how might you have changed or modified the project in order to progress smoothly?
5. What recommendations would you have for RHPI, state partners, and national policy makers on assisting rural hospitals with improving financial, clinical and operational performance?

#### **Wrap-up**

#### **Jackson Medical Center Improves Case Management Processes**

RHPI Spotlight - December, 2012