

Cultivating Excellence

National Conference of State Flex Programs



July 23-24, 2013

Bethesda, Maryland

DoubleTree Hotel by Hilton Bethesda

The 2013 National Conference of State Flex Programs marks the 14th year that state Flex programs have convened to share information about the Medicare Rural Hospital Flexibility (Flex) Program and critical access hospitals. This conference will focus on sharing the latest information and issues in the Flex program including states sharing stories of their experiences and successes for continued program growth.

The conference sessions will highlight **Cultivating Excellence** within the Flex program for continued quality improvement, financial and operational improvement, and health system development.

Tuesday, July 23, 2013

Registration

7:30am—5:30pm Ballroom AB Foyer

Welcome

8:30am—9:00am Ballroom AB

Michael McNeely, MBA, MPH, CPHIT, Deputy Director, Hospital-State Division, Federal Office of Rural Health Policy

Tom Morris, MPA, Associate Administrator for Rural Health Policy, Federal Office of Rural Health Policy, Health Resources and Services Administration

The Triple Aim for Critical Access Hospitals

9:00am—9:45am Ballroom AB

Carol Beasley, MPPM, Vice President, Institute for Healthcare Improvement

- Review the Triple Aim and its overall strategy
- Discover how the Triple Aim directly impacts the care provided in rural America
- Understand how the Triple Aim aligns with the new health care environment in CAHs
- Learn resources available from the Institute for Healthcare Improvement for use by state Flex programs



Cultivating the Flex Program

9:45am—10:15am Ballroom AB

Michael McNeely, MBA, MPH, CPHIT, Deputy Director, Hospital-State Division, Federal Office of Rural Health Policy

Kristi Martinsen, MPM, Director, Hospital-State Division, Federal Office of Rural Health Policy

- Learn the current expectations of state Flex grantees and the future of the Flex program to continue cultivating excellence

Break 10:15am—10:30am

Rural Health Reform Keynote

10:30am—11:15am Ballroom AB

Clint MacKinney, MD, MS, Deputy Director, RUPRI Center for Rural Health Policy Analysis

- Understand the application and impact of health reform in rural America and CAHs
- Learn about the Rural Health Systems Analysis and Technical Assistance (RHSATA) project
- Determine activities for state Flex programs around health reform initiatives
- Learn resources available to assist state Flex programs and CAHs on health reform

Rural Health Reform Models Panel

11:15am—12:15 pm Ballroom AB

Lance Keilers, MBA, CAPP, EFPM, President, Connected Healthcare Solutions, LLC

Brock Slabach, MPH, FACHE, Senior Vice President for Member Services, National Rural Health Association

John Supplitt, MPA, MBA, Senior Director, Section for Small or Rural Hospitals, American Hospital Association

- Learn about the issues and implications of health reform from the perspectives of a facility, provider, patient and community

Lunch—On Your Own 12:15pm—1:45pm

**Optional Federal Office of Rural Health Policy
Listening Sessions**

1:00pm—1:45pm Ballroom AB

**Using Medicare Beneficiary Quality
Improvement Project (MBQIP) Data**

1:45pm—2:45pm Ballroom AB

Megan Meacham, MPH, Public Health Analyst, Federal
Office of Rural Health Policy

Michelle Casey, MS, Deputy Director and Senior
Research Fellow, University of Minnesota Rural Health
Research Center, Flex Monitoring Team

Paul Moore, DPh, Senior Health Policy Advisor, Federal
Office of Rural Health Policy

- Receive a MBQIP update, including information on Phases I and II, and plans for Phase III
- Review the process for regional data analysis
- Learn about state Flex program use of MBQIP data
- Attain Flex Monitoring Team resources to address key quality measures
- Participate in an activity to compare and use MBQIP data reports within regions



Breakout Session #1 2:55pm—3:40pm

**A. Care Transitions and Patient Safety Small
Group Discussion** Jasmine Room

Facilitated by Kami Norland, MA, Community
Specialist, National Rural Health Resource Center

- Discuss the importance and relevance of care transitions and patient safety for state Flex programs, including state sharing of best practices

**B. Performance Improvement to Impact
Quality Small Group Discussion** Juniper Room

Facilitated by Margo Kulseth, MLIS, Information
Specialist, National Rural Health Resource Center

- Discuss the importance and relevance of performance improvement to impact quality for state Flex programs, including state sharing of best practices

**C. Medical Home and Rural Accountable Care
Organization Initiatives Small Group
Discussion** Ballroom AB

Facilitated by Terry Hill, MPA, Executive Director,
National Rural Health Resource Center

- Discuss the importance and relevance of medical home and rural accountable care organizations for state Flex programs, including state sharing of best practices

PRESENTATIONS AVAILABLE AT:



<http://goo.gl/NXZnO>

Breakout Session #2 3:50pm—4:35pm

A. Improving Performance on the Emergency Department AMI and Outpatient Surgical Care Quality Measures Jasmine Room

Michelle Casey, MS, Deputy Director and Senior Research Fellow, University of Minnesota Rural Health Research Center, Flex Monitoring Team

Bev McCollough, RN, MBA, CPHQ, Quality Improvement Director, Washington Rural Healthcare Quality Network

- Understand the evidence base for the Emergency Department AMI/chest pain and outpatient surgical care improvement quality measures
- Review CAH performance on these measures
- Learn successful state initiatives to improve performance on these quality measures

B. Creative Network Solutions Juniper Room

Pat Schou, MS, FACHE, Executive Director, Illinois Critical Access Hospital Network

Leticia Manning, MPH, Public Health Analyst, Community Based Division, Federal Office of Rural Health Policy

- Review the importance of creative network solutions and the relevance to state Flex programs
- Learn resources available from the Federal Office of Rural Health Policy relevant to CAH networks
- Hear state sharing of networking best practices



C. Critical Access Hospital Leadership Panel Discussion Ballroom AB

Dave Palm, PhD, Director, Nebraska Office of Rural Health

Susan Starling, RN, MSN, Chief Executive Officer, Marcum and Wallace Memorial Hospital, Kentucky

John Supplitt, MPA, MBA, Senior Director, Section for Small or Rural Hospitals, American Hospital Association

- Understand the importance of CAH leadership in health reform, quality improvement initiatives, engagement of facility and community leaders, and development of innovative models

Upcoming Critical Access Hospital Recognition Certificate Opportunity, Announcements and Adjourn Day One

4:45pm—5:15pm Ballroom AB

Wednesday, July 24, 2013

Welcome and Day One Recap

8:30am—8:40am Ballroom AB

Michael McNeely, MBA, MPH, CPHIT, Deputy Director, Hospital-State Division, Federal Office of Rural Health Policy

Critical Access Hospital Finance Basics in the New Health Care Environment

8:40am—9:25am Ballroom AB

Ralph Llewellyn, CPA, CHFP, Partner, Eide Bailly, LLP

- Review the top ten CAH financial indicators of success from the 2012 CAH Financial Leadership Summit
- Hear interventions state Flex programs could use to improve CAH financial performance

Using the Flex Monitoring Team Annual Critical Access Hospital Financial Indicators Report

9:25am—10:10am Ballroom AB

George Pink, PhD, Senior Research Fellow, North Carolina Rural Health Research and Policy Analysis Center, University of North Carolina-Chapel Hill

- Review how state Flex programs can use the annual CAH Financial Indicators Report
- Learn about Flex Monitoring Team resources to address key financial measures
- Participate in an activity to compare CAH financial data

Break 10:10am—10:25am

Breakout Session #3 10:25am—11:05am

A. Introduction to the Baldrige Performance Excellence Framework Jasmine Room

Terry Hill, MPA, Executive Director, National Rural Health Resource Center

- Understand the importance of quality and performance excellence in CAHs
- Learn how a framework, such as Baldrige, can support CAHs in achieving performance excellence

B. Financial Improvement Network Activities Small Group Discussion Juniper Room

Facilitated by Tracy Morton, MPH, Program Manager, National Rural Health Resource Center

- Discuss the importance and relevance of financial improvement networks for CAHs, including state sharing of best practices

C. Quality Improvement Network Activities Small Group Discussion Ballroom AB

Facilitated by Sally Buck, MS, Associate Director, National Rural Health Resource Center

- Discuss the importance and relevance of quality improvement networks for CAHs, including state sharing of best practices

The Impact of Community Health Needs Assessments

11:15am—11:45am Ballroom AB

Kami Norland, MA, Community Specialist, National Rural Health Resource Center

John Gale, MS, Research Associate, Maine Rural Health Research Center, University of Southern Maine, Flex Monitoring Team

- Understand the fundamental importance of community health needs assessments to the CAH and the community
- Review the relationship of community health needs assessments to all core areas of the Flex program
- Discover how state Flex programs are using community health needs assessments
- Learn about recent research available from the Flex Monitoring Team on community health needs assessments

Lunch—On Your Own 11:45am—1:15pm



Breakout Session #4 1:15pm—2:00pm

A. **Managing Contracts and Deliverables —**

Focused Conversation Jasmine Room

Facilitated by Sally Buck, MS, Associate Director, National Rural Health Resource Center

- Discuss the importance and relevance of managing contracts and deliverables for state Flex programs

B. **Effective Project Management —**

Focused Conversation Ballroom AB

Facilitated by Tracy Morton, MPH, Program Manager, National Rural Health Resource Center

- Discuss the importance and relevance of effective project management for state Flex programs

C. **Communication and Partnerships —**

Focused Conversation Juniper Room

Facilitated by Kami Norland, MA, Community Specialist, National Rural Health Resource Center

- Discuss the importance and relevance of communication and partnerships for state Flex programs

Integration of Emergency Medical Services (EMS) into Rural Systems of Care

2:10pm—2:40pm Ballroom AB

John Gale, MS, Research Associate, Maine Rural Health Research Center, University of Southern Maine, Flex Monitoring Team

- Learn about recent research by the Flex Monitoring Team on integration of EMS into rural systems of care, including state Flex program best practices
- Learn about activities state Flex programs can implement to integrate EMS

Blueprint for Critical Access Hospital Performance Excellence

2:40pm—3:15pm Ballroom AB

Brock Slabach, MPH, FACHE, Senior Vice President for Member Services, National Rural Health Association

Terry Hill, MPA, Executive Director, National Rural Health Resource Center

- Understand the transformational changes required by health reform for CAH financial and quality indicators
- Learn how the Blueprint for CAH Performance Excellence can support CAHs in managing these transformational changes successfully

Conference Wrap Up

3:15pm—3:30pm Ballroom AB

Michael McNeely, MBA, MPH, CPHIT, Deputy Director, Hospital-State Division, Federal Office of Rural Health Policy

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<http://goo.gl/NXZnO>

