North Carolina Critical Access Hospital Learning and Action Network  
Thursday, August 22 and Friday August 23, 2019  
8:30am – 4:30pm  
The Historic Brookstown Inn - 200 Brookstown Ave. - Winston-Salem, NC

Welcome to the statewide FLEX CAH Collaborative and Learning and Action Network meeting! This two-day program is packed with valuable information to help you improve the quality of health care provided in your communities and the financial and operational performance of your CAH. Additional speakers are planned to help you address population health improvements using innovative models. We have also planned time for you to network with CAH peers from across North Carolina and develop action plans based on your learning from this event.

The desired outcomes for both days include:
- Provide opportunities to network with CAH peers and other leaders committed to rural health
- Receive updates from NCORH, NCHF, and Stroudwater on FLEX and SHIP programs
- Receive updates, benchmarks, and best practices for enhancing performance on the following topics:
  - quality and patient safety
  - finance and operations, including service line productivity and market updates
  - Medicaid reform legislative activities
  - population health and innovative rural health models
- Share ideas and perspectives with peers to learn and improve performance
- Draft action plans to address innovative approaches to population health needs and improve overall performance

In the past, we have focused the first day on quality and patient safety content and the second day on finance and operations improvement. We are excited to have many of you attending both days. We hope this will promote ongoing integration of performance improvement efforts across your quality, patient safety, finance, operations, and population health initiatives. This approach is one innovation CAHs are using to maximum efficiency and accelerate overall improvements!
## TOPIC
Registration / Continental Breakfast

### CONTENT
- Ice breaker: Who and Why
- Agenda and Logistics

### WHO
Sue Collier, NCHF

### WHEN (min)
8:00 am (30)

## TOPIC
Welcome and introductions

### CONTENT
- Ice breaker: Who and Why
- Agenda and Logistics

### WHO
Sue Collier, NCHF

### WHEN (min)
8:30 am (15)

## TOPIC
ORH Updates

### CONTENT
- FLEX Program updates
- Funding Opportunities

### WHO
Nick Galvez, NCORH

### WHEN (min)
8:45 am (30)

## TOPIC
Quality and Patient Safety Performance Improvement

### CONTENT
- MBQIPs: Trends and Opportunities
- SHIP: Project ideas and Small Innovation Projects
- Bright Spots and PI Action Plans: Group discussion

### WHO
Sue Collier, NCHF
Dean Higgins, NCHF
CAH Leaders

### WHEN (min)
9:15 am (60)

## TOPIC
National and State Legislative and Policy Issues

### CONTENT
- Opioid and Behavioral Health
- Telehealth
- CON

### WHO
Sue Collier, NCHF

### WHEN (min)
10:15 am (30)

## TOPIC
Rural Grants and Project Updates

### CONTENT
- Rural Opioid HRSA Grant update (Ashe)
- Rural Residency: Project updates and discussion (Ashe/Chatham)

### WHO
Melodie Shepherd, Dir of Medical Staff Services
Ashe Memorial
Andrew Hannapel, MD, CMO, Chatham Hosp.
UNC Health Care

### WHEN (min)
10:45 am (60)

## LUNCH BREAK – 11:45 AM (45)

### Break

## TOPIC
Swing Beds

### CONTENT
Swing Bed Program: Clinical Outcomes Benchmarks

### WHO
Carla Wilber, Stroudwater
Matt Mendez, Stroudwater

### WHEN (min)
12:30 pm (60)

## TOPIC
Workplace Violence

### CONTENT
Worker and Patient Safety: Challenges and Solutions for Workplace Violence

### WHO
Jeff Strickler, CEO
Chatham

### WHEN (min)
1:30 pm (30)

## TOPIC
Quality and Patient Safety Innovation

### CONTENT
Guest Speaker: Improving Quality and Safety Performance through Innovative Approaches

### WHO
Benjamin Anderson, CEO
Kansas

### WHEN (min)
2:00 pm (60)

## BREAK – 3:00 PM (15)

### Break

## TOPIC
Quality and Patient Safety: Technology

### CONTENT
NC Health Connex (NC Health Information Exchange)

### WHO
Jessica Brehmer, Business Development and Outreach Specialist
Health Information Exchange Authority
NC DIT

### WHEN (min)
3:15 (30)

## TOPIC
Designing for Improvement and Innovation

### CONTENT
CAH Listening Session: Brainstorming and Action Planning

### WHO
Facilitators: Sue Collier, NCHF
Dean Higgins, NCHF

### WHEN (min)
3:45 pm (30)

## TOPIC
Wrap-Up

### CONTENT
Feedback on the day and Preparation for tomorrow’s meeting

### WHO
All

### WHEN (min)
4:15 pm (15)
<table>
<thead>
<tr>
<th>TOPIC</th>
<th>CONTENT</th>
<th>WHO</th>
<th>WHEN (min)</th>
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<tbody>
<tr>
<td>Registration / Continental Breakfast</td>
<td></td>
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<td>8:00 am</td>
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<tr>
<td>Welcome and introductions</td>
<td>Agenda and Logistics</td>
<td>Nick Galvez, NCORH</td>
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<td>Matt Mendez, Stroudwater</td>
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<td>Sue Collier, NCHF</td>
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<td>Market updates and CAH Sharing</td>
<td>Matt Mendez, Stroudwater</td>
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<td>New healthcare and market updates</td>
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<td>CAH Challenges and Ideas</td>
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<td>Rural Primary Care</td>
<td>Review statewide scorecard</td>
<td>Greg Wolf, Stroudwater</td>
<td>9:00 am</td>
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<td></td>
<td>Discuss priorities</td>
<td>Matt Mendez, Stroudwater</td>
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<td>Medicaid in NC</td>
<td>Update on Medicaid Reform and impact on CAHs</td>
<td>Sarah Gregosky</td>
<td>9:30 am</td>
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<td>Deputy Director of Standard Plans NC</td>
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<td>Medicaid</td>
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<td>Performance Improvement Project Updates</td>
<td>Individual hospital projects:</td>
<td>Facilitator: Matt Mendez, Greg Wolf</td>
<td>10:15 am</td>
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<td>Progress to date and next steps</td>
<td>Alleghany Memorial Hospital: Craig James</td>
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<td>St. Luke’s Hospital: Elizabeth Presnell</td>
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<td></td>
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<td>and Michelle Fortune</td>
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<td>Cannon Memorial Hospital: Carmen Lacy</td>
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<td>FirstHealth Montgomery Memorial Hospital: Beth Walker</td>
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<td>LUNCH and NETWORKING BREAK – 12:15 PM (60)</td>
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<td>Financial and Operational Best Practices</td>
<td>Best practices to drive improvement: Round</td>
<td>Matt Mendez</td>
<td>1:15 pm</td>
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<td>table discussion</td>
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<tr>
<td>Financial, Operational, and Departmental</td>
<td>Group discussion regarding benchmark</td>
<td>Matt Mendez / Group</td>
<td>2:15 pm</td>
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<td>Productivity Benchmarks</td>
<td>performance</td>
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<td>Wrap Up</td>
<td>Action Plans</td>
<td>Matt Mendez / Group</td>
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<td>Feedback on the day</td>
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<td>Next meeting</td>
<td>Topics and PI Opportunities</td>
<td>ORH/NCHF/Stroudwater</td>
<td>3:00 pm</td>
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