

**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!

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**THURSDAY, AUGUST 22, 2019**  
**8:30am – 4:30pm**  
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<b>TOPIC</b>	<b>CONTENT</b>	<b>WHO</b>	<b>WHEN (min)</b>
Registration / Continental Breakfast			8:00 am (30)
Welcome and introductions	Ice breaker: Who and Why Agenda and Logistics	Sue Collier, NCHF	8:30 am (15)
ORH Updates	FLEX Program updates Funding Opportunities	Nick Galvez, NCORH	8:45 am (30)
Quality and Patient Safety Performance Improvement	MBQIPs: Trends and Opportunities SHIP: Project ideas and Small Innovation Projects Bright Spots and PI Action Plans: Group discussion	Sue Collier, NCHF Dean Higgins, NCHF CAH Leaders	9:15 am (60)
National and State Legislative and Policy Issues	Opioid and Behavioral Health Telehealth CON	Sue Collier, NCHF	10:15 am (30)
Rural Grants and Project Updates	Rural Opioid HRSA Grant update (Ashe)  Rural Residency: Project updates and discussion (Ashe/Chatham)	Melodie Shepherd, Dir of Medical Staff Services Ashe Memorial  Andrew Hannapel, MD, CMO, Chatham Hosp. UNC Health Care	10:45 am (60)
<b>LUNCH BREAK – 11:45 AM (45)</b>			
Swing Beds	Swing Bed Program: Clinical Outcomes Benchmarks	Carla Wilber, Stroudwater Matt Mendez, Stroudwater	12:30 pm (60)
Workplace Violence	Worker and Patient Safety: Challenges and Solutions for Workplace Violence	Jeff Strickler, CEO Chatham	1:30 pm (30)
Quality and Patient Safety Innovation	Guest Speaker: Improving Quality and Safety Performance through Innovative Approaches	Benjamin Anderson, CEO Kansas	2:00pm (60)
<b>BREAK – 3:00 PM (15)</b>			
Quality and Patient Safety: Technology	NC Health Connex (NC Health Information Exchange)	Jessica Brehmer, Business Development and Outreach Specialist Health Information Exchange Authority NC DIT	3:15 (30)
Designing for Improvement and Innovation	CAH Listening Session: Brainstorming and Action Planning	Facilitators: Sue Collier, NCHF Dean Higgins, NCHF	3:45 pm (30)
Wrap-Up	Feedback on the day and Preparation for tomorrow's meeting	All	4:15 pm (15)

**North Carolina Critical Access Hospital Learning and Action Network**  
**FRIDAY, AUGUST 23, 2019**  
**8:30am – 3:15 pm**  
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<b>TOPIC</b>	<b>CONTENT</b>	<b>WHO</b>	<b>WHEN (min)</b>
Registration / Continental Breakfast			8:00 am (15)
Welcome and introductions	Agenda and Logistics	Nick Galvez, NCORH Matt Mendez, Stroudwater Sue Collier, NCHF	8:15 am (15)
Market updates and CAH Sharing	New healthcare and market updates CAH Challenges and Ideas	Matt Mendez, Stroudwater	8:30 am (30)
Rural Primary Care	Review statewide scorecard Discuss priorities	Greg Wolf, Stroudwater Matt Mendez, Stroudwater	9:00 am (30)
Medicaid in NC	Update on Medicaid Reform and impact on CAHs	Sarah Gregosky Deputy Director of Standard Plans NC Medicaid	9:30 am (30)
<b>BREAK – 10:00 AM (15)</b>			
Performance Improvement Project Updates	Individual hospital projects: Progress to date and next steps	Facilitator: Matt Mendez, Greg Wolf <ul style="list-style-type: none"> <li>• Alleghany Memorial Hospital: Craig James</li> <li>• St. Luke's Hospital: Elizabeth Presnell and Michelle Fortune</li> <li>• Cannon Memorial Hospital: Carmen Lacy</li> <li>• FirstHealth Montgomery Memorial Hospital: Beth Walker</li> </ul>	10:15 am (120)
<b>LUNCH and NETWORKING BREAK – 12:15 PM (60)</b>			
Financial and Operational Best Practices	Best practices to drive improvement: Round table discussion	Matt Mendez	1:15 pm (60)
Financial, Operational, and Departmental Productivity Benchmarks	Group discussion regarding benchmark performance	Matt Mendez / Group	2:15 pm (30)
Wrap Up	Action Plans Feedback on the day	Matt Mendez / Group	2:45 pm (15)
Next meeting	Topics and PI Opportunities	ORH/NCHF/Stroudwater	3:00 pm (15)