

**Profiles in Innovation:
 Advancing Performance in North Carolina Critical Access Hospitals
 February 18th-19th, 2020
 Featuring Keynote Speaker, Michelle Ratheman**

Meeting Objectives:

- Provide Critical Access and Small and Rural Hospital Leaders the opportunity to network with peers and other leaders committed to rural health improvement
- Review and highlight best practices amongst CAHs for enhancing performance in quality, patient safety, population health, and financial operations in innovative rural health models
- Receive and discuss national, state and market updates on issues impacting CAHs
- Gain an understanding of provider alignment and practice optimization best practices

Agenda Day 1

Welcome & Statewide Meeting Overview <i>Shakeerah McCoy, NCHA</i>	10:00-10:10
North Carolina Office of Rural Health Program Updates <i>Nicholas Galvez, NC ORH</i>	10:10-10:30
Quality & Patient Safety: Patient Safety Organizations & The Critical Access Hospitals <i>Shelby Lassiter, NCHA</i>	10:30-11:00
FLEX MBQIP Trends <i>Shakeerah McCoy, NCHA</i>	11:00-11:30
Growing Better Health Outcomes Together in North Carolina <i>Sharon Goodson and Joel Groce, NC Community Action Agency</i>	11:30-12:00
Lunch/Networking	12:00-12:45
CAH Swing Bed Program Development and Benchmarking <i>Gregory Wolf, Stroudwater Associates</i>	12:45-1:00
Hospital Spotlight: Pender Hospital <i>Ruth Glaser & Cynthia Faulkner</i>	1:00-1:30
CAH Profiles: Overview & Interactive Session: Using Data to Drive Rapid Improvement Projects <i>LaPonda Edmondson, Miriam Tardif-Douglin, Elizabeth Mizelle</i>	1:30-2:30
NCCARE 360 <i>Chris Scarboro and Megan Carlson, NCCARE360</i>	2:30-3:00
Keynote: The He(art) Of Meaningful Stakeholder Engagement <i>Michelle Rathman, Impact! Communications, Inc.</i>	3:00-4:30

Wrap Up Day 1 Evaluations

February 19th, 2020

Agenda Day 2

Welcome & Introductions <i>NC Office of Rural Health Updates</i> <i>Nicholas Galvez, NC ORH</i>	9:00-9:20
NC Medicaid Reform: Impact on CAHs <i>Sarah Gregorsky, NC Medicaid</i>	9:20-9:50
New Market & Healthcare Updates <i>Matthew Mendez, Stroudwater</i>	9:50-10:20
Group Discussion	10:20-10:40
Break	10:40-10:55
Part I- Practice Management Optimization and Alignment <i>Opal Greenway, Stroudwater Associates</i>	10:55-12:00
Lunch/Networking	12:00-12:50
Performance Improvement Projects:	
<ul style="list-style-type: none"> • St. Luke’s Hospital Culture Initiative Case <i>Michelle Fortune, St. Luke’s and Matthew Mendez, Stroudwater Associates</i> 	12:50-1:20
<ul style="list-style-type: none"> • 2020 Project Selections (4) <i>Nicholas Galvez, NC ORH</i> 	1:20-1:35
Part II: Practice Management Optimization and Alignment <i>Opal Greenway, Stroudwater Associates</i>	1:35-2:35
Break	2:35-2:45
Financial, Operational, and Departmental Productivity Benchmarks <i>Matthew Mendez</i>	2:45-3:15
Wrap Up/Evaluations	3:15-3:30