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 10:00-10:10
Shakeerah McCoy, NCHA

North Carolina Office of Rural Health Program Updates 10:10-10:30
Nicholas Galvez, NC ORH

Quality & Patient Safety: Patient Safety Organizations & The Critical Access Hospitals 10:30-11:00
Shelby Lassiter, NCHA

FLEX MBQIP Trends 11:00-11:30
Shakeerah McCoy, NCHA

Growing Better Health Outcomes Together in North Carolina 11:30-12:00
Sharon Goodson and Joel Groce, NC Community Action Agency

Lunch/Networking 12:00-12:45

CAH Swing Bed Program Development and Benchmarking 12:45-1:00
Gregory Wolf, Stroudwater Associates

Hospital Spotlight: Pender Hospital 1:00-1:30
Ruth Glaser & Cynthia Faulkner

CAH Profiles: Overview & Interactive Session: Using Data to Drive Rapid Improvement Projects 1:30-2:30
LaPonda Edmondson, Miriam Tardif-Douglin, Elizabeth Mizelle

NCCARE 360 2:30-3:00
Chris Scarboro and Megan Carlson, NCCARE360

Keynote: The He(art) Of Meaningful Stakeholder Engagement 3:00-4:30
Michelle Rathman, Impact! Communications, Inc.

Wrap Up Day 1 Evaluations
Agenda Day 2

Welcome & Introductions  
NC Office of Rural Health Updates  
Nicholas Galvez, NC ORH  
9:00-9:20

NC Medicaid Reform: Impact on CAHs  
Sarah Gregorsky, NC Medicaid  
9:20-9:50

New Market & Healthcare Updates  
Matthew Mendez, Stroudwater  
9:50-10:20

Group Discussion  
10:20-10:40

Break  
10:40-10:55

Part I - Practice Management Optimization and Alignment  
Opal Greenway, Stroudwater Associates  
10:55-12:00

Lunch/Networking  
12:00-12:50

Performance Improvement Projects:  
- St. Luke’s Hospital Culture Initiative Case  
  Michelle Fortune, St. Luke’s and Matthew Mendez, Stroudwater Associates  
  12:50-1:20

- 2020 Project Selections (4)  
  Nicholas Galvez, NC ORH  
  1:20-1:35

Part II: Practice Management Optimization and Alignment  
Opal Greenway, Stroudwater Associates  
1:35-2:35

Break  
2:35-2:45

Financial, Operational, and Departmental Productivity Benchmarks  
Matthew Mendez  
2:45-3:15

Wrap Up/Evaluations  
3:15-3:30