

*The North Carolina Critical Access
Hospital Virtual Statewide Meeting
August 26th - 27th, 2020*

*...To A New Year, With New
Inspirations, & New Innovations...*

This educational activity is jointly provided by AXIS
Medical Education and the North Carolina
Healthcare Association



*Featuring keynote speakers:
Dr. Ron Wyatt, MD, MHA, IHI Fellow
Internationally known patient safety
expert and health equity champion
And
Benjamin Anderson, MBA, MHCDS
nationally recognized for his contributions
to innovation in rural health care and
health equity*

Meeting Objectives:

- *Provide Critical Access Hospital Leaders the opportunity to network with peers and other thought 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*
- *Discuss state and national market updates and issues impacting CAHs finance and operations activities*



NC Critical Access Hospital Statewide Meeting Agenda

Wednesday, August 26th, 2020

9:00-9:05

Welcome & Agenda Overview

**Shakeerah McCoy, MSN,RN,PCCN North Carolina Healthcare Foundation
Director of Rural Health Innovation**

9:05-9:20

North Carolina Department of Health and Human Services, Office of Rural Health
Maggie Sauer, Director of Office of Rural Health

9:20- 10:20



**COVID 19 “The New Normal” Highlights Old Woes:
Addressing Racial Equity in Quality Care**

**Opening Keynote Speaker: Ron Wyatt, MD, MHA, IHI Fellow and. Vice
President and Patient Safety Officer for MCIC Vermont**

During this session, Dr. Wyatt will provide context to historical racial injustices and the importance of valuing vulnerable populations through equitable resource allocation to develop an understanding of implicit bias, structural racism, and cultural humility. At the conclusion of the session, participants will be able to describe strategic approaches to achieve health equity in rural health care.

10:20-10:30

Break

10:30 -11:30

**Breakout Session 1: Understanding MBQIP Through Equity Lens in COVID
19 Response: Best Practices in Hospital Communications in the “New
Normal”**

**Shakeerah McCoy, MSN,RN,PCCN, North Carolina Healthcare Foundation
Director of Rural Health Innovation.** During this session, participants will review aggregate data for hospital communications and explore evidenced based tools to improve communications with patients and families through racially equitable and culturally competent lenses. Participants will also discuss adaptations for improving communications amid the COVID 19 pandemic.

**Breakout Session 2: Opportunities for REal Data Collection: Improving
Accuracy**

**Shelby Lassiter, BSN, RN, CPHQ North Carolina Healthcare Foundation,
Director Clinical Performance Improvement.** During this session, participants will explore the importance of having REal data, methods to assess REal data collected in the organization, and how to initiate steps towards an organizational culture of REal data collection.

11:30-11:45

**Critical Access Hospital Community Profiles: Using Data to Drive
Performance Improvement Strategies**

Elizabeth Mizelle, MPH Director of Measurement. During this session participants will be able to explore through data visualization use case scenarios for the CAH profile by bridging partnerships through community care coordination strategies.

11:45-1:15

Lunch Break/Joint Networking Sessions

Florida & Virginia Critical Access Hospitals representatives to join

1:15-1:45

Swing Bed Growth and Optimization Strategies

Carla Wilber, DNP,RN,NE-BC Stroudwater Associates

During this session participants will explore enhancements to swing bed quality data platforms to drive financial and operational improvement strategies through marketing swing bed quality data outcomes.

1:45-2:10

Swing Bed Directory Project

Lindsay Corcoran, Senior Health Care Consultant Stroudwater Associates will discuss the FLEX 2020-2021 finance and operations innovation project

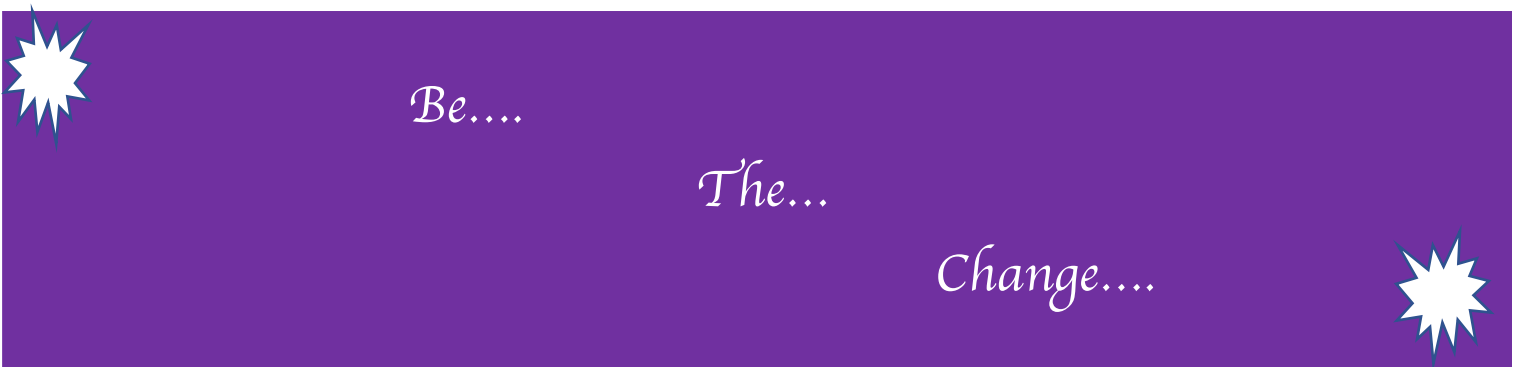
2:10-2:25

FLEX 2020-2021 New Project Updates

**Nicholas Galvez, MBA, Rural Programs Manager,
NC Office of Rural Health**

2:25-2:30

Day 1 wrap up



Rural Health
HEALTH AND HUMAN SERVICES



STROUDWATER

NC Critical Access Hospital Statewide Meeting Agenda

Thursday, August 27th, 2020

- 9:00-9:15 **Welcome and NC Office of Rural Health Rural Programs Updates**
Nick Galvez, MBA Rural Programs Manager
- 9:15-10:00 **Critical Access Hospital Network and Sharing Updates**
Eric Shell, Stroudwater Associates. During this session participants will be able to share COVID-19 experiences, successes, and support needs. Participants will also receive an overview of new market and healthcare updates.
- 10:00-10:30 **Medicaid Transformation Updates and Impact to Critical Access Hospitals**
Jim Flowers, NC Department of Health and Human Services
- 10:30-10:45 Break
- 10:45-11:05 **UNC Chatham Hospital Rural Health Clinic Designation Analysis**
Jeff Strickler, CEO UNC Chatham Hospital and Jonathan Pantenburg, Stroudwater Associates. During this session participants will learn about the improvements in financial and operational performance in the critical access hospital setting through rural health clinic designations.
- 11:05-11:30 **Benchmark Performance Group Discussions**
Matt Mendez, Stroudwater Associates
- 11:30-12:15 Lunch
- 12:15-1:00 **Envisioning the Future of Population Health Management**
Cindy Wicks and Matt Mendez with Stroudwater Associates
- 1:00-2:00 **A Pathway for Rural Health To Thrive in a Post COVID-19 World**
Closing Keynote: Benjamin Anderson, MBA, MHCDS, Colorado Hospital Association. Tying quality improvement to health equity, Benjamin explores true stories of the amazing resiliency of rural communities amidst the formidable challenges of a pandemic. He will share the lessons learned through many interviews with rural health leaders and patients through the successful development of a post COVID-19 toolkit and playbook designed to equip systems with collaborative best-practices to thrive in a post pandemic era. He offers practical tools to identify health disparities and develop ethical, effective, and financially sustainable systems to address them.
- 2:00-2:15 **New Projects for FLEX FY 2020-2021**
- 2:15-2:30 **Nick Galvez, MBA, Rural Programs Manager, NC Office of Rural Health Wrap Up**

