Speakers

- Dine Butler
  - Louisiana Department of Health, COVID-19 Testing Team

LDH COVID-19 Testing Program Overview

- LDH has a COVID-19 Testing Team that provides healthcare facilities with
  - COVID-19 Testing Supplies (Viral Transport Media, Antigen, Molecular)
  - Please, request these supplies through: www.ldh.la.gov/cv19testrequest

- LDH has a diversified testing supply in the case of future potential supply chain issues. LDH offers a CUE molecular test to rural health clinics. Pros! Cons!

- Updates will be on the LDH COVID Testing website: www.ldh.la.gov/covidtesting
  - HHS will send out a link soon that allows clinics to directly request from

- LDH offers all K-12 Schools a Safer Smarter School COVID-19 Testing program.
  - These programs offer either a PCR program or a rapid molecular test program.

  Questions?! Or Want to be included in revamped COVID Testing Site map?
  - Email: covidtesting@la.gov

Exhibitor Challenge Winners!

Speakers

- Bethany Adams, MHA, FACHE, MT(ASCP)
  - Program Director, Delta Region Community Health Systems Development Program and Small Rural Hospital Transition Project
  - National Rural Health Resource Center

- Shannon Norman
  - Senior Program Specialist
  - National Rural Health Resource Center

Delta Region Community Health Systems Development (DRCHSD) Program:

Success Stories and Funding Opportunities
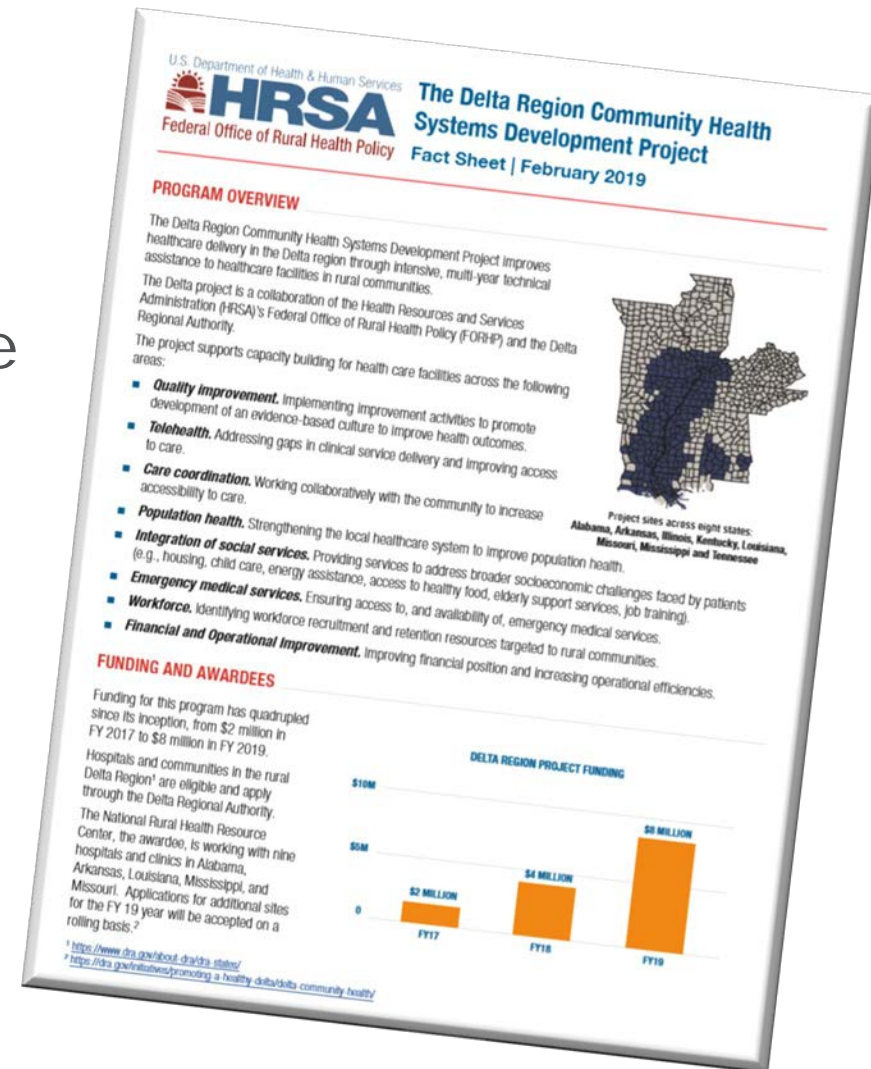
Bethany Adams

Program Director

Shannon Norman

Consultation Team Lead

December 8, 2021

Presentation Objectives

- Define DRCHSD Program purpose and goals

- Highlight technical assistance services

- Describe benefits and expectations of participation

- Outline eligibility and the application process

- Demonstrate measurable outcomes and accomplishments

The Center's Purpose

The [National Rural Health Resource Center (The Center)](#) is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation's leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:

- Transition to Value and Population Health

- Collaboration and Partnership

- Performance Improvement

- Health Information Technology

- Workforce

NATIONAL RURAL HEALTH RESOURCE CENTER

Delta Region Community Health Systems Development (DRCHSD) Program

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling $10,000,000 with 100% funded by HRSA/HHS and $0 amount and 0% funded by non-government sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by HRSA/HHS, or the U.S. Government.

Program Purpose: Develop a Local System of Care

The purpose of the DRCHSD Program to make in-depth system enhancements to position health care providers and their communities for population health.

Program Goal Areas

Implement Best Practices
- Improve financial performance
- Increase operational efficiencies
- Improve quality of care and transitions of care

Build Partnerships
- Increase telehealth utilization to fill gaps in service
- Ensure access to emergency medical services
- Address workforce recruitment and retention needs

Collaborate For Sustainability
- Integrate social services
- **Develop a community care coordination plan**
- Strengthen the local health care delivery system

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Three-Year Participation Cycle

Year 1: Project Development	Year 2: Implementation	Year 3: Sustainability
Kick-off meetings and meet and greet to plan and develop TA services	Evaluate TA and resource needs to support action plans	Sustainability planning, success stories, and spotlights
Process analyses, various assessments and action planning	Ongoing priority / action planning and implementation TA services	Demonstrate measurable outcomes and show impact of TA
Employee Engagement Assessment (EEA), and leadership development	EEA; Leadership and Board of Directors development	
Community Care Coordination – build a foundation to identify and connect with community joint partners.	CCC priority action planning and implementation, ongoing partnership and community development	Reexamine priorities and joint partner collaboration, and update action plan(s) for ongoing sustainability
Community Champion selection, hiring and onboarding	Champion skill building to support and sustain CCC plan development through 1:1 coaching, networking, learning collaborative, and bootcamps	
Financial, operational, quality improvement (FOA/QI) assessment and action planning	Revenue cycle and physician practice management (RCM/PPM) assessment and action planning	FOA/QI, RCM/PPM reassessments and action plan updates with next steps
Telehealth assessment of capacity and needs, and action planning	System selection, workflow, policy and procedure development, outreach and promotion of services	Telehealth implementation ongoing with next steps
Emergency Medical Services (EMS) community assessment	Address findings to improve EMS, CCC and operations	Enhance integration of EMS into community care coordination
Peer-2-peer and 1:1 trainings build organizational capacity to sustain gains: bootcamps, TA webinars; learning collaboratives, workshops and summits. Resources support implementation of action plans, adoption of value-based strategies, technology and population health preparedness.		

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Eligibility

- Eligible Delta Organizations include:
  - Small rural hospitals:
    - Prospective Payment System (PPS) acute care facilities up to approximately 100 beds
    - Critical Access Hospitals (CAHs)
  - Rural Health Clinics (RHCs)
  - Other healthcare organizations located in Delta Regional Authority (DRA) counties and parishes
  - View a list of eligible applicants (pdf)

Participation Expectations

Board of Directors must support full Program participation

Selected organizations must be ready, willing and able to fully participate in ALL Program goal areas to:

- Meet Program expectations

- Fulfil Program purpose of developing a local system of care

- Implement action plans and best practices

- Develop a community care coordination (CCC) plan

- Utilize resources to build staff knowledge and enhance sustainability

- Implement value-based care (VBC) recommendations to participate in, and further benefit from, VBC activities

- Adopt population health strategies

- Sign a Memorandum of Understanding (MOU)

Chief Executive Officer must be ready, willing and able to:

- Ensure executive and management teams are actively involved in, and prepared for, consultations, community events and educational trainings

- Implement and sustain the CCC plan
  - Support the Champion in CCC planning and community events
  - Collaborate with community partners to develop a CCC plan
  - Align CCC plan with organization's mission and community health needs

- Undertake and complete multiple consultation projects
  - Reserve dates, submit data requests and meet deadlines
  - Demonstrate measurable outcomes

- Participate in the Annual Summit
  - Share successes and lessons learned

Participating Organizations
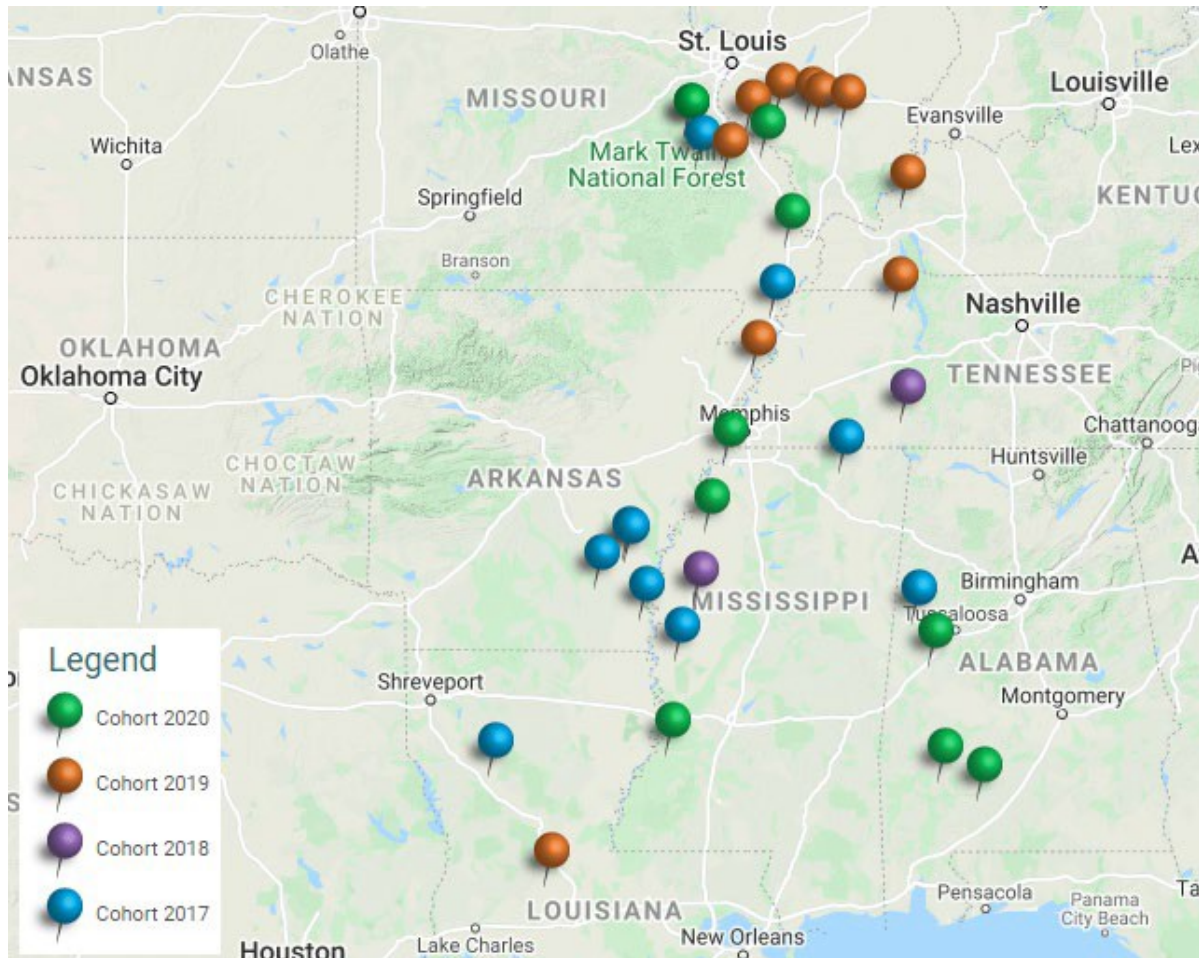
State	Total Organizations
AL	4
AR	5
IL	4
KY	1
LA	2
MO	8
MS	6
TN	2
Total	32

DRCHSD Communities Map

Financial, Operational & Quality Improvement

Increase operational efficiencies, improve financial position, and quality of care

- Financial Operational Assessment (FOA)
- Quality Improvement (QI) Project

Improve revenue cycle performance and clinic operations

- Revenue Cycle Management (RCM)
- Physician Practice Management (PPM)

95% of leaders agreed (52.6% strongly agreed) the FOA assisted their hospitals/clinics with improving financial performance and operational efficiencies (4.47/5.0)

97.5% of leaders agreed (55% strongly agreed) the QI project assisted their hospitals/clinics with improving care management and transitions of care (4.53/5.0)

97% of leaders agreed (56% strongly agreed) the RCM/PPM assisted their hospitals/clinics with improving financial performance and operational efficiencies (4.53/5.0)

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FOA & QI Post-Action Planning Polling Results

	Action plans developed today will help our hospital/clinic to implement best practices.	Best practices improve processes that increase financial performance, operational efficiencies and quality of care.	I can implement the assigned action items listed in the action plan to help our hospital/clinic to implement best practices.	I can adopt best practices listed in the action plan to help improve financial performance, operational efficiencies, and better care.
FOA	4.4	4.6	4.1	4.2
QI	4.5	4.7	4.4	4.6

NATIONAL RURAL HEALTH RESOURCE CENTER

Iron County Medical Center, Pilot Knob, MO

Community Care Coordination (CCC) Plan

- Increase care coordination

- Improve quality of care and patient experience

- Build awareness of local services

- Sustain access to local care

- Enhance community development

- Build collaborative relationships and partnerships

- **Develop and sustain a local system of care to prepare for population health**

Community Care Coordination

Community Champion Supports Community Care Coordination (CCC) Planning

[Community Champion](#)Role:

- Employee of the organization and reports to a designated supervisor

- Assist leaders with CCC planning

- Promote hospital/clinic services

- Foster community relations

- Generate community buy-in

- Build collaborative partnerships

Executive Leadership's Role:

- Directs development of CCC plan for sustainability

- Selects the Champion and appoints a supervisor

- Guides the Champion and supervisor

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Community Care Coordination (CCC):
A Process Overview

3. Stay the Course
Sustain

Monitor progress, strengthen collaboration and strategize for sustainability to ensure diverse and vulnerable populations benefit from coordinated care.

1. All Aboard
Plan & Develop

Build a comprehensive foundation to identify and connect with diverse community partners.

2. Navigate the River
Implement

Collaborate with community joint partners to identify and address community and patient health needs by maximizing capacity and available assets.

NATIONAL RURAL HEALTH

100% of Champions agreed (87% Strongly agreed) they would recommend the DRCHSD Program to other eligible health care organizations (4.8 / 5.0)

100% of Champions agreed (81% Strongly agreed) the Program helped their hospitals and clinics to be better prepared for population health (4.8 / 5.0)

Dumas, AR community partners reported that they see collaboration as being in their self-interest (4.6 / 5.0) and share a stake in both process and outcome (4.3 / 5.0).

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Telehealth and Financial Systems Enhancement Services

Telehealth Services Assessment

- Comprehensive assessment of capacity and needs

- System selection and implementation planning

- Workflow, and policy and procedure development

- Resources support telehealth planning and development, and adoption of technology

- **Funding to support equipment, hardware, software, implementation services and training needs**

92% of leaders agreed (55% strongly agreed) the DRCHSD Program assisted their hospitals/clinics with developing / expanding telehealth services (4.47/5.0)

NATIONAL RURAL HEALTH RESOURCE CENTER

Tippah County Hospital, Ripley, MS

National Rural Health Resource Center

Request for Implementation Technical Assistance (ITA) Services

Approved ITA projects are designed to assist leaders/providers with implementing best practice recommendations, value-based care strategies, and evidence-based care models referenced in reports and prioritized in action plans. Therefore, ITA services must directly support action plans for the following Program sponsored activities:

- Financial and operational improvement projects
- Quality improvement projects
- CCC and community engagement technical assistance
- Telehealth and virtual care services
- Workforce and leadership development
- Promotion and outreach

ITA services must also align with DRCHSD Program purpose and goals to:

Request for Implementation Technical Assistance

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Workforce and Leadership Development

- Employee engagement assessments
- Physician satisfaction
- Executive coaching
- Management trainings
- Board of Directors development
- Nat'l Rural Recruitment and Retention Network (3RNet)
- Americorps and National Health Service Corps (NHSC)
- Delta Doctors and DRA Workforce Program
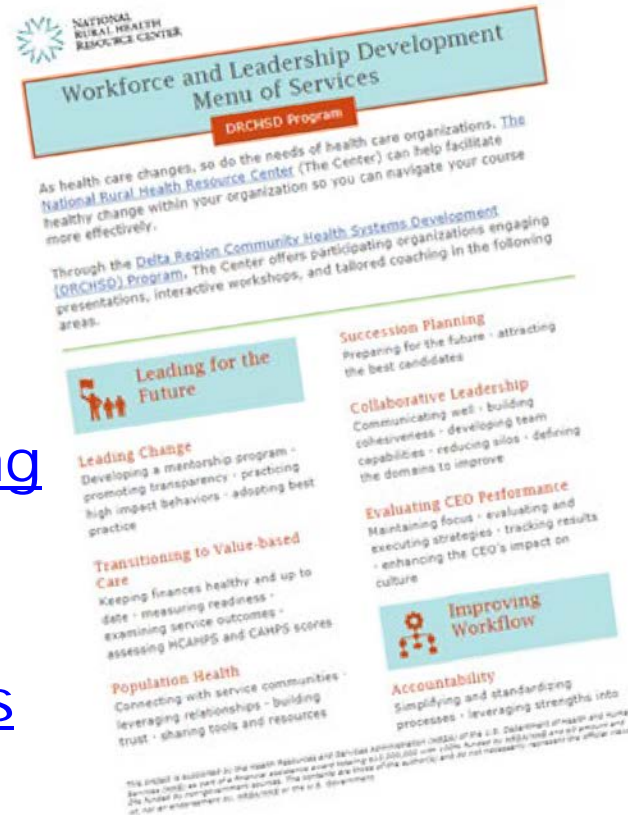
87% of leaders agreed (56% strongly agreed) the DRCHSD Program assisted their teams with developing leadership skills (4.47/5.0)

Summary of Successes

Benefits of Participation

Annual Summit

- Promote peer-to-peer learning and networking

- Share successes and lessons learned with other leaders

- Stay informed on emerging topics

- When in person, the Program supports up to 4 team members to attend

94% of participants agree (47% strongly agree) the Summit better prepared them to perform their jobs (4.4/5.0).

100% of participants agree (57%) the Summit helped position their organization to better meet changes in healthcare (4.47/5.0).

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Technical Assistance Webinars

- Delta eligible organizations [may join live DRCHSD Program Events](#)

- Recordings and materials are made available online

Champions reported a 12.8% increase in knowledge, and they are confident in applying the knowledge to promote meaningful collaboration and engagement in the community (4.8 / 5.0).

Post-training results through June 2021 show that:
- Participants increased their knowledge gain by 18%;
- 95% agree they are better prepared to perform their jobs;
- 94% are confident they will apply the knowledge gained;
- 89% agreed the training helped them to support their organizations in meeting changes in health care.

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How to Apply

1. Submit online application **OR** email DRA's Notice of Intent to drchsd-program@ruralcenter.org

2. Hold review call to complete application process

Delta Region Community Health Systems Development Program

Nearly all leaders agreed, and over 50% strongly agreed,

- They would recommend the DRCHSD Program to other eligible health care organizations (4.8 / 5.0).
- Program services helped their organizations to be better prepared for population health (4.5 / 5.0).

Selection Process

The Delta Regional Authority (DRA)

DRA Welcomes Ten Healthcare Facilities to the DRCHSD Program

Federal Office of Rural Health Policy (FORHP)

More About The Application Process

86% of hospital and clinic leaders, and 100% of Champions reported services helped their organizations to be better prepare for population health (4.5 / 5.0)

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Questions?

Community Development and a Coordinated System of Care

Community Care Coordination and Social Services Integration

Telehealth, Workforce and Leadership Development

Financial, Operational and Quality Improvements

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Apply Now

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Shannon Norman

Consultation Team Lead

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(218) 216-7039

Get to know us better:
http://www.ruralcenter.org

How Can The Program Help Your Organization?

"Henry County and adjoining counties have limited access for telehealth services. Our telehealth program will serve as a mechanism to integrate healthcare services and delivery to achieve efficiencies and improve rural healthcare. Additionally, it will improve the quality of the essential healthcare services by developing our technological capacities essential to the evolving healthcare environment."

**Lisa Casteel, CEO,
Henry County Medical Center
Paris, TN**

"The relationships that we've forged through this, both in terms of the staff at DRCHSD, as well as with our other peer hospitals have been invaluable and will stay for years and years to come... I really think that one of the most unique aspects of this (Program) is knowing you're not alone... being part of this collaborative, being part of this program allows us to be part of something bigger, to be a stronger voice, to be a bigger change effector regarding rural health and the needs of our people in these rural regions."
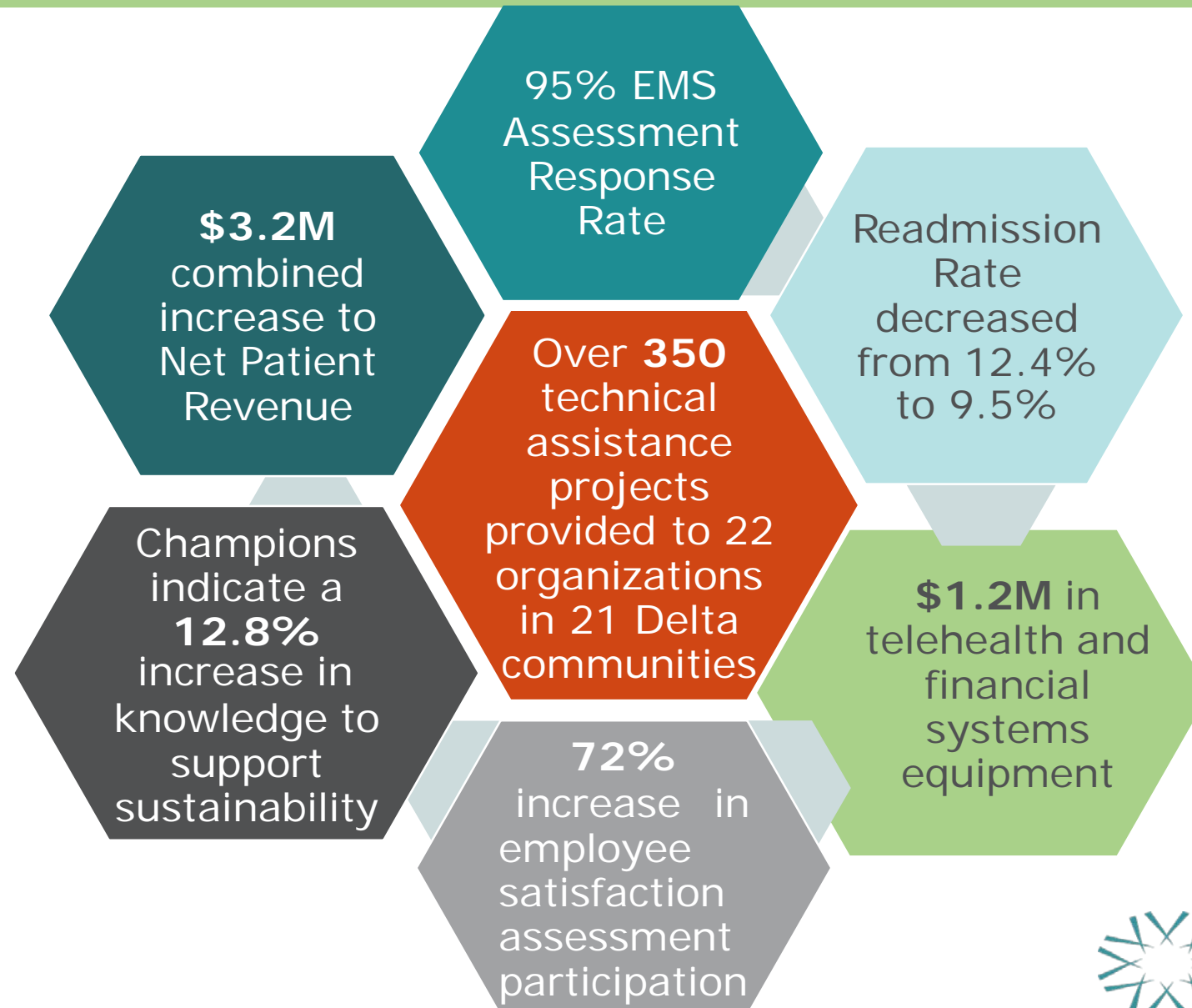
**Joshua Gilmore, CEO,
Iron County Medical Center
Pilot Knob, MO**

"We are forever grateful for all of you and for the work you have done with Tippah. Please know that we all believe that we have benefited tremendously during the past 3 years and feel like we now have the resources and tools to move forward. We are forever grateful for all of you and for the work you have done with Tippah."

**Dr. Patrick Chapman, CEO,
Tippah County Hospital
Ripley, MS**

DRCHSD Program Is Strengthening The Local Health Care System

95% EMS Assessment Response Rate

Readmission Rate decreased from 12.4% to 9.5%

$3.2M combined increase to Net Patient Revenue

Over **350** technical assistance projects provided to 22 organizations in 21 Delta communities

Champions indicate a **12.8%** increase in knowledge to support sustainability

$1.2M in telehealth and financial systems equipment

72% increase in employee satisfaction assessment participation

31

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Questions?

Speaker

- Courtney Phillips, Ph.D.
  - Secretary
  - Louisiana Department of Health

WELL-AHEAD