



**HOMETOWN
HEALTH**

HomeTown Strong. HomeTown Proud.

RURAL HEALTHCARE SYMPOSIUM



MARCH 21-24, 2023

JOHNSTON, IOWA

AGENDA AT A GLANCE Tuesday, March 21, 2023: Main Session

8:30am - 9:30am	Breakfast		Ballroom 3
9:30am - 10:00am	Welcome & Introductions	Lisa Carhuff, HTH	Ballrooms 1-2
10:00am - 11:15am	The Hero Effect - Being Your Best When it Matters Most	Kevin Brown	Ballrooms 1-2
11:15am - 12:00pm	Designing for Patient Experience	Lisa Carhuff, HTH	Ballrooms 1-2
12:00pm - 12:45pm	Lunch		Ballroom 3
12:45pm - 1:45pm	Rural Emergency Hospital (REH)	Janice Walters, Rural Health Redesign Center	Ballrooms 1-2
1:45pm - 2:00pm	Networking Break		Garden Rooms
2:00pm - 2:45pm	Achieving Health Equity	Olivia Walker, IA Dept of HHS	Ballrooms 1-2
2:45pm - 3:45pm	What's Your Story - Effective Hospital Communications	Alyssa Meller, National Rural Resource Center	Ballrooms 1-2
3:45pm - 4:45pm	Five Key Organizational Skills that Lead to Higher Performance	Chip Caldwell, Caldwell Butler	Ballrooms 1-2
4:45pm - 5:00pm	Closing	Lisa Carhuff, HTH	Ballrooms 1-2
5:00pm - 6:00pm	Networking Reception		Garden Rooms

Wednesday, March 22, 2023: Breakout Session: RHC

7:30am - 8:30am	Breakfast		Ballroom 3
8:30am - 8:40am	Welcome & Introductions to RHC Session	Lesla Schlatman, HTH	Ballroom 2
8:40am - 9:40am	Creating a Culture of Quality thru PCMH	Kristen Ogden, The Compliance Team	Ballroom 2
9:40am - 9:50am	Break		Location
9:50am - 10:50am	Social Determinants of Health: Impact, Identification & Addressing	Lesla Schlatman, HTH	Ballroom 2
10:50am - 11:45am	Compliance in the RHC: Regulations to Rural Excellence	Kristen Ogden	Ballroom 2
11:45am - 12:30pm	Lunch		Ballroom 3
12:30pm - 1:25pm	Optimizing Reimbursement in the RHC	Jeff Harper	Ballroom 2
1:25pm - 1:35pm	Closing & Announcements	Lesla Schlatman	Ballroom 2

Wednesday, March 22, 2023: Breakout Session: Discharge Planning

1:45pm - 1:55pm	Welcome & Introductions	Lesla Schlatman	Ballroom 2
1:55pm - 2:40pm	Key Elements of a Successful Discharge Planning Process	Lesla Schlatman	Ballroom 2
2:40pm - 3:10pm	Patient Education: Best Practices & Avoiding Pitfalls	Lesla Schlatman	Ballroom 2
3:10pm - 3:20pm	Break		Location
3:20pm - 3:50pm	Group Activity: Patient Education & Discharge Instructions	Lesla Schlatman	Ballroom 2
3:50pm - 4:10pm	Closing Gaps: Discharge Instructions, Day of Discharge, Post Discharge Follow-Up	Lesla Schlatman	Ballroom 2
4:10pm - 4:35pm	Group Activity: Kahoot - Testing Your Knowledge	Lesla Schlatman	Ballroom 2
4:35pm - 4:45pm	Closing & Next Steps	Lesla Schlatman	Ballroom 2
5:00pm - 6:00pm	Networking Reception		Garden Rooms

AGENDA AT A GLANCE (CONT.)

Wednesday, March 22, 2023: Breakout Session: Financial Performance

7:30am - 8:30am	Breakfast		Ballroom 3
8:30am - 8:45am	Welcome & Introductions	Lisa Ryles, HomeTown Health	Ballroom 1
8:45am - 9:45am	Numbers, Numbers and More Numbers (Metrics and How to Use Them)	Becky Tarr, MedPerformance	Ballroom 1
9:45m - 10:00am	Break		Location
10:00am - 11:00am	Let's Get Rid of Silos - Essentials of Communication	Becky Tarr, MedPerformance	Ballroom 1
11:00am - 11:45am	How to Ask Patients to Pay Bills without Coming Across as a Villain and Feeling Like a Piranha	Mark Craig, Revenue Cycle Associates	Ballroom 1
11:45am - 12:45pm	Lunch		Ballroom 3
12:45pm - 1:45pm	Medical Necessity and Reimbursement	Priscilla Waters, Magnolia Medical Solutions	Ballroom 1
1:45pm - 2:00pm	Break		Garden Rooms
2:00pm - 3:00pm	Gross vs. Net Collection Rates	Priscilla Waters, Magnolia Medical Solutions	Ballroom 1
3:00pm - 4:00pm	Developing Revenue Cycle Policies and Procedures	Sandy Sage, HomeTown Health	Ballroom 1
4:45pm - 5:00pm	Closing & Next Steps	Lisa Ryles/Sandy Sage	Ballroom 1
5:00pm - 6:00pm	Networking Reception		Garden Rooms

Thursday, March 23, 2023: Breakout Session: Flex Program - Improving Operational Performance

8:00am - 9:00am	Breakfast		Ballroom 3
9:00am - 9:10am	Welcome & Introductions	Lisa Ryles, HomeTown Health	Ballroom 1
9:10am - 10:10am	Building a Sustainable Pipeline in Today's Workforce Environment	Joe Collins, Iowa Department of Education	Ballroom 1
10:10am - 10:30am	Break		Location
10:30am - 11:30am	Operational Impact of Employee Wellbeing	Lisa Carhuff, HomeTown Health	Ballroom 1
11:30am - 12:00pm	Navigating through the DDE System	Dale Gibson & Lisa Ryles	Ballroom 1
12:00pm - 1:00pm	Lunch		Ballroom 3
1:00pm - 2:00pm	Organizational Bystanders - Fighting Complacency in the Workplace	Martha White, HomeTown Health	Ballroom 1
2:00pm - 2:15pm	Closing & Next Steps	Lisa Ryles	Ballroom 1

Friday, March 24, 2023: Breakout Session: Adult MHFA

7:00am - 8:00am	Breakfast		Ballroom 3
8:00am - 8:10am	Welcome & Introductions	Lisa Carhuff/Martha White, HomeTown Health	Ballroom 1
8:10am - 11:10am	Session I: Overview of Mental Health First Aid and the Role of the First Aider and Self Care	Lisa Carhuff/Martha White	Ballroom 1
11:10am - 11:30am	Lunch Break: Prepare lunch plate and return to session		Prefunction Area
11:30am - 2:30pm	Session II: Focus on ALGEE: The Mental Health First Aid Action Plan	Lisa Carhuff/Martha White	Ballroom 1
2:30pm - 3:00pm	Closing and Next Steps	Lisa Carhuff/Martha White	Ballroom 1