

Community Conversations

Supporting Oregon's Critical Access Hospitals and Rural Health Clinics

Sarah Andersen
Director of Field Services

Stacie Rothwell
Program Manager
CAH Quality Improvement

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The mission of the Oregon Office of Rural Health is to improve the quality, availability and accessibility of health care for rural Oregonians.

The Oregon Office of Rural Health's vision is to serve as a state leader in providing resources, developing innovative strategies and cultivating collaborative partnerships to support Oregon rural communities in achieving optimal health and well-being.

Upcoming Community Conversations Webinars

Sept. 28, 12 p.m. -1:30 p.m.: Enhancing Population Health in Rural Oregon

Nov. 16, 12 p.m. -1:30 p.m.: National Rural Health Day: Celebrating Rural Health in Oregon

<https://www.ohsu.edu/oregon-office-of-rural-health/orhs-bimonthly-community-conversations>

Today's Agenda

- Overview of ORH Field Services Team – Sarah Andersen
- CAH Quality Improvement Activities – Stacie Rothwell
- **Financial and Operational Improvement | RHCs – Rondyann Gerst**
- **Financial and Operational Improvement | CAHs – Sarah Andersen and Stacie Rothwell**
- Data and Analysis – Sarah Andersen
- EMS Integration/HERO - Sarah Andersen
- Project ECHO SUD Programming – Eleasa Solkolski

ORH Field Services Team

ORH Field Services Team Goals

- The Primary Objective:
 - To assist rural Oregon communities to pilot, develop and improve evidence-based health care delivery systems. The team also helps to increase the ORH voice in state decision making.
- Goals:
 - Provide current data and funding support
 - Data and analysis
 - Rural and Frontier Listening Tour
 - Grant administration/demonstration projects
 - Provide proactive technical assistance for rural health care facilities and communities
 - RHCs: certification, compliance and operations
 - CAHs: Flex grant (quality improvement, finance and operations, population health) and SHIP grant
 - EMS: Flex grant (quality improvement, and finance and operations), HERO, CAH-EMS Innovation Grant



The Flex and SHIP Grants

- Flex (HRSA): CAHs
 - Approximately \$700K/year
 - Currently a five-year cycle: September 1, 2019 through August 31, 2024
 - Quality Improvement
 - Financial and Operational Improvements
 - Population Health
 - EMS Integration
- SHIP (HRSA): Rural Hospitals
 - Award up to \$375K annually/\$11,000 per eligible hospital (31 total in OR)
 - Pass-through
 - Five-year cycle: June 1, 2023 through May 31, 2028
 - Support of quality improvement and reporting activities
 - ACO or shared savings programs
 - Prospective payment systems

Quality Improvement (QI) – Stacie Rothwell

- **Provide support and resources to CAHs to be successful in reporting Medicare Beneficiary Quality Improvement Project (MBQIP) measures:**
 - Rural relevant quality measures aimed to improve the quality-of-care that patients receive in a CAH setting
 - Often ties in with other CMS reporting programs to lessen the burden of reporting on CAHs
 - Aimed to assist CAHs as the health care industry moves from volume to value through value-based payments
- **Provide support and resources to CAHs to be successful in their overall quality improvement (QI) efforts:**
 - Encourage facilities evaluate data to identify opportunities for improvement
 - Encourage QI efforts to improve the quality of care as well as improve patient satisfaction

Quality Improvement (QI) – Stacie Rothwell (cont.)

- **MBQIP reporting is required for CAHs to participate in any Flex funded activity:**
 - Quality Improvement
 - Finance/Operations (includes RHCs)
 - EMS
 - Population Health
- **MBQIP measures fall under four domains*:**
 - Patient Safety and Inpatient
 - Patient Engagement
 - Care Transitions
 - Outpatient

**The Federal Office of Rural Health Policy (FORHP) has adopted changes to the MBQIP Program that will be announced in FY23.*

Quality Improvement (QI) – Stacie Rothwell (cont.)

MBQIP and Quality Related Flex Activities:

- **Antimicrobial Stewardship Programs (ASPs):**
 - Memberships for the Center for Stewardship in Medicine (CSiM) at the University of Washington
 - Participation in CSiM's Intensive Quality Improvement Cohorts (IQIC):
 - Advanced focus on asymptomatic bacteriuria (ASB), urinary tract infections (UTIs) and appropriate antibiotic treatment criteria.
 - Multi-state CAH collaboration (AZ, ID, MT, SD, UT, WA)
- **[MBQIP and Quality Improvement Webinar Series:](#)**
 - MBQIP Overview and Current State
 - Data Abstraction and CART Overview
 - Embedding Quality Improvement Into Organizational Culture
 - Changing Landscape of Quality Reporting
- **Annual Quality & MBQIP Conference:**
 - Held May 15-17, 2023, at Seaside Convention Center
 - Stay tuned for 2024 save-the-date in Central Oregon

Quality Improvement (QI) – Stacie Rothwell (cont.)

MBQIP and Quality Related Flex Activities (cont.):

- **Patient and Family Engagement (PFE) and Care Transitions Virtual Cohort:**
 - Five-month cohort focused on breaking down the silos among CAHs and their CAH-owned RHC throughout the care transition process
- **Turning Data Into Improvement:**
 - In-person training teaching strategies on how hospitals can utilize quality data for improvement
 - CAHs develop a Plan-Do-Study-Act Cycle to take back and implement at their organizations
- **Certified Professionals in Healthcare Quality (CPHQ):**
 - Professional development opportunity to prepare quality professionals to lead quality efforts
- **MBQIP Monthly Newsletter and Announcements:**
 - Published by Rural Quality Improvement Technical Assistance (RQITA)
 - Keeps CAHs informed of the quality and MBQIP landscape and activities offered by ORH

Quality Improvement (QI) – Stacie Rothwell (cont.)

MBQIP and Quality Related Flex Activities (cont.):

- **Oregon CAH Quality Network (OCQN):**
 - Bring CAH quality professionals together to share and learn among peers
 - OCQN Sessions (monthly)
 - Site visits to peer facilities
- **Oregon Rural Quality Excellence Award** (nominations due 8/31/23):
 - Honor the commitment to health care quality in our rural communities
 - All rural Oregon hospitals, rural health clinics (RHCs) and rural community-based organizations (CBOs) are invited to apply
 - Demonstrate exceptional dedication to quality improvement as well as successful implementation of performance improvement strategies that help improve the safety of patients
 - Three awardees: Hospital, Rural Health Clinic, Community-Based Organization
- **Conduct MBQIP/Quality Needs Assessment:**
 - Helps ORH learn about challenges and successes of CAHs to better align Flex activities with the needs of CAHs across Oregon

Financial and Operational Improvement | RHCs – Rondyann Gerst

- **Practice Innovation Project Grant (\$8,000 per year)**
 - Supports innovative ways to improve operations, increase revenue, and improve workflows in RHCs
 - New in 2024, this grant program is rolling into the Rural Population Health Incubator Program. Details on this program will be available in 2024.
- **Professional Development Scholarships for RHC leaders**
 - Oregon Medical Group Management Association membership and Pacific NW MGMA Conference
 - Certified Rural Health Clinic Professional Course Scholarship
 - Spring and Fall NARHC 2023 Institute Scholarships
- **Staff training on improving patient experience scores**
 - [Four-part video training series](#) on the RHC Patient Experience: The Value of the Survey

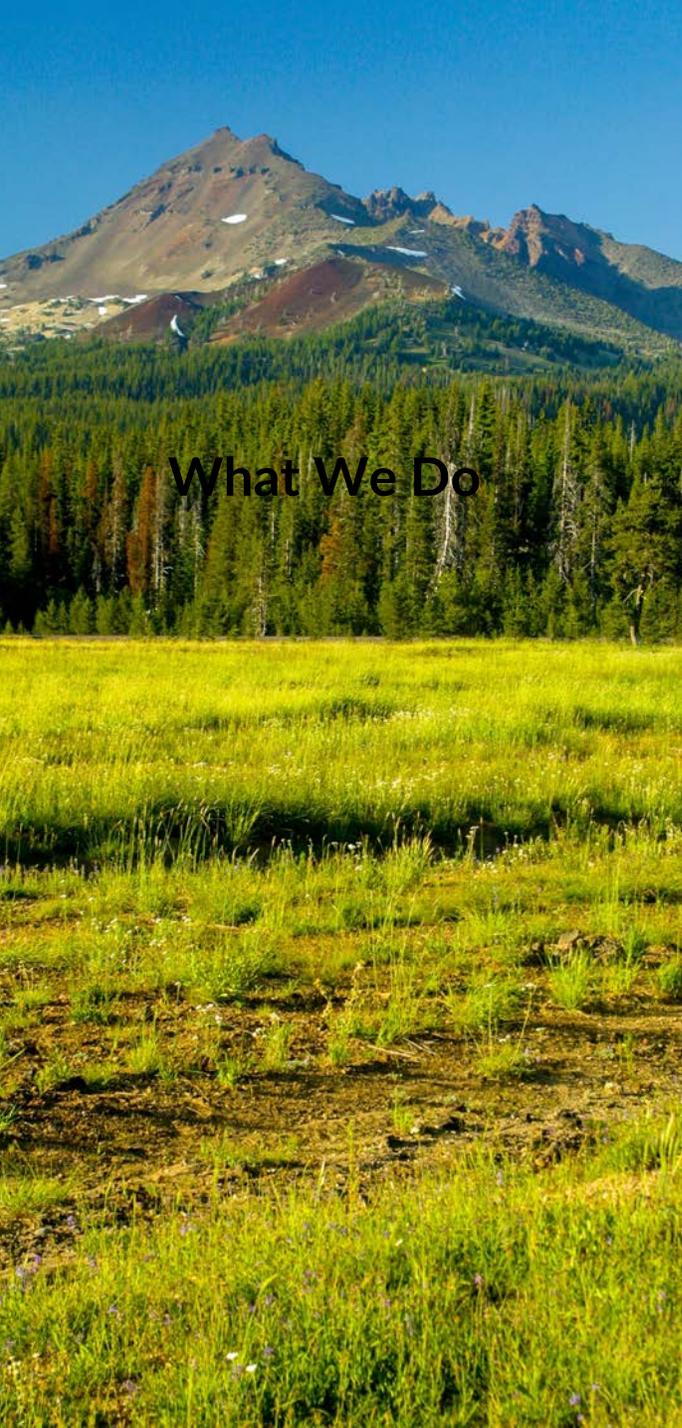
Financial and Operational Improvement (cont.) | RHCs – Rondyann Gerst

- **RHC Compliance Cohort - November 2023 – June 2024**
 - Eight-month RHC compliance program-SMEs; tools and resources; two compliance improvements; and special guest presentation from a state surveyor
- **RHC Mock Surveys**
 - Free in-person mock survey for Oregon RHCs
 - [RHC Pre-Inspection Practice Tool](#)
- **Annual RHC Workshop – October 11-13, 2023 in Sunriver**
- **Webinars focused on billing/coding, three-part emergency preparedness, cost reporting, etc.**
- **RHC Networking Quarterly Calls – December 5, 2023; February 6, 2024; and April 2, 2024**
- **Bi-weekly RHC Newsletter | Sign-up [here](#)**
- **Technical assistance – Rondyann Gerst gerst@ohsu.edu | 503-312-3907**



Financial and Operational Improvement – Sarah Andersen & Stacie Rothwell

- CAHs
 - National Rural Health Association CEO/CFO/CNO/RN/HR/Board of Trustees Leadership Certification scholarships
 - Statewide operational and financial needs assessments (required)
 - Financial/service Line data and dashboards
 - Quarterly review of all CAH financial and operational data; including a comparison of Cost-Based Reimbursement vs. Alternative Payment Methodology
 - 10 [webinars](#) focused on finance and operations improvement in 2023
 - Technical assistance



What We Do

Population Health – Stepha Dragoon

- Discussion at next Community Conversations webinar
 - September 28 at noon | [Register here](#)
- Forum on Population Health + Equity in Rural Oregon (formerly the Forum on Aging in Rural Oregon)
 - 2024: Virtual
- [Population Health Grants](#) – Application opens in Spring 2024
 - Priority communities based on Areas of Unmet Health Care Needs Report
 - Up to four \$10,000 grants per year
- [Population Health Webinar Series](#)
- Community Health Worker Training
 - Pilot program through which ORH pays for CHW training for students to be placed at CAHs, RHCs, and/or public health
- Telehealth and broadband technical assistance

Data and Analysis – Emerson Ong

- [The Areas of Unmet Health Care Need \(AUHCN\) in Rural Oregon Report](#)
 - Ranks all 130 Primary Care Service Areas in the state according to nine variables measuring access to primary, dental, and mental health care
- [Service Area Profiles](#)
- Customized data analysis, presentations and mapping
- Ad hoc reports
- Community Benefit Report
- EMS and Rural and Frontier Listening Tour Reports
- Aging in Rural and Frontier Oregon Report



EMS Integration/HERO – Sarah Andersen

- EMS Integration through Flex
 - Assist with operational and quality improvement
 - Two EMS-CAH simulation events per year
 - Scholarships to state and national EMS conferences
 - Innovation grant to improve alignment and standardization of pre-hospital and hospital emergency care among CAHs and EMS (\$5,000 per year)
- HERO
 - Since 2010, has provided over 250 individual awards and over 50 agency awards to assist with rural and frontier EMS training up to EMT-I level
 - Agency training grants of up to \$2,500 each

SHIP – Sarah Andersen

- Funds disseminated through ORH to support rural hospitals with 49 beds or fewer. Oregon has 31 SHIP-eligible hospitals and ORH may apply for ~\$11,000 per hospital annually.
- Funding supports:
 - Equipment and/or training for Value-Based Purchasing investment activities;
 - Accountable Care Organizations/Shared Savings activities; and
 - Payment Bundling or Prospective Payment System investment
- For 2023-2024, \$11,045 per hospital awarded to support these efforts
- Pooled option (i.e., outside vendor) project availability
 - UW CSiM Antimicrobial Stewardship Program
 - Wintergreen
 - CAH Financial and Operational Assessment
 - Swing Bed Maximization
 - Emergency Department Operations Assessment
 - Patient Safety
 - Provider-based Practice Financial and Operational Assessment



Sharing Knowledge and Building Capacity: Oregon ECHO Network's Addiction Medicine Programs

Presented by:

Eleasa Sokolski, MD

Addiction Medicine ECHO Deputy Director, OHSU

August 24, 2023

Addiction Medicine Resources

- ECHO
- Buprenorphine (Suboxone) via Telehealth
- OHSU Addiction Medicine Consult Line



ECHO vs. Telemedicine

TeleECHO™ Clinic



Expert hub team



Learners at spoke site

ECHO supports
community based
primary care teams



Patients reached with specialty
knowledge and expertise



Traditional Telemedicine



Specialist manages patient remotely





Clustering of Poor Prognostic Factors in Heavy Patients

	n = 75.0 (1,500)	n = 75.0 (1,500)**
Weight, kg (kg)	100 (100.0)	107.1 (106.9)**
Black, race, n (%)	10 (13.3)	10 (13.3)
Age, years†	65.0 (65.0)	65.0 (65.0)**
WBC, neutrophils	10.0 (10.0)	10.0 (10.0)**
Platelets, n (x10 ⁹)	100 (100.0)	100 (100.0)**
Log ₁₀ ALT (IU/L) median†	5.00 (5.00)	5.00 (5.00)**
INR (PT/INR) n (%)	100 (100.0)	100 (100.0)**
INR n (%)	100 (100)	100 (100.0)**
Prothrombin, n (%)	100 (100.0)	100 (100.0)**

“All teach, All learn”

- Participants learn from interdisciplinary faculty
- Participants learn from each other
- Interdisciplinary faculty learn from participants

Why do Addiction Medicine ECHOs exist?

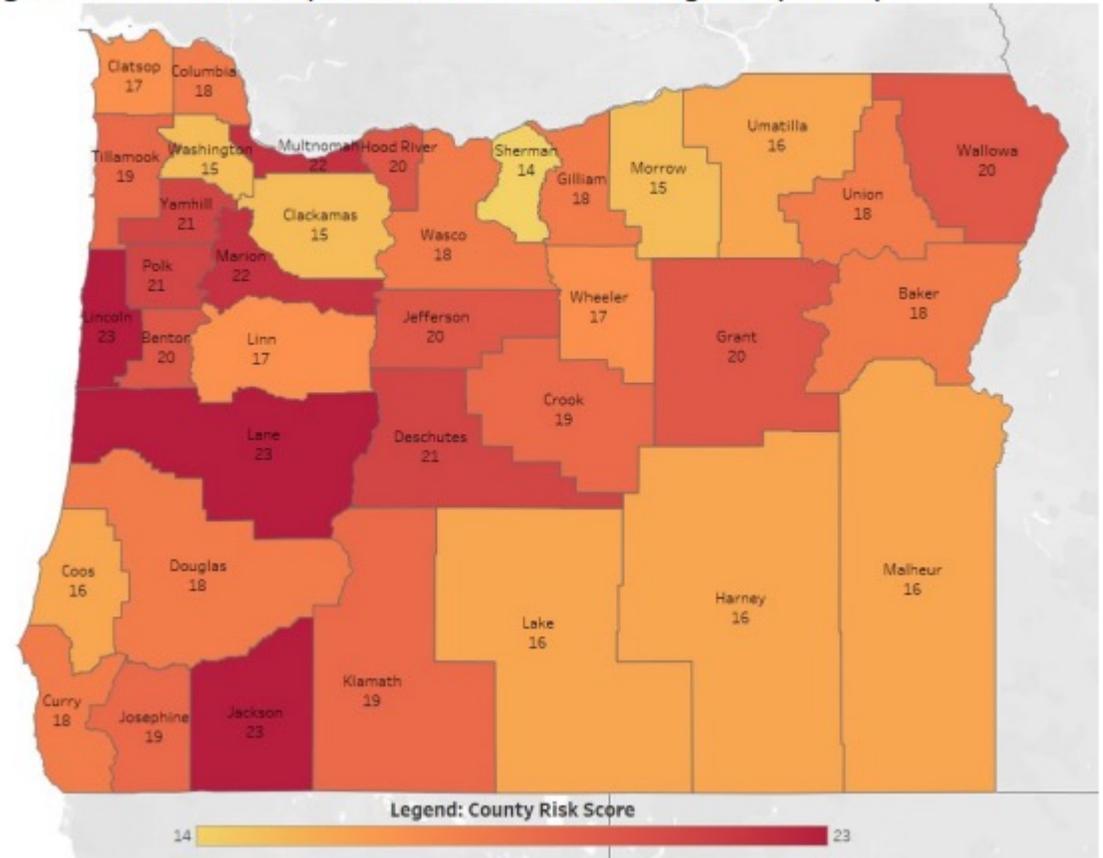
- The medical education system traditionally has not equipped providers to treat Substance Use Disorders
- Caring for populations with SUD while underequipped leads to provider distress and worse outcomes
- Parallel epidemics in Oregon
- Skill building
- Practice support
- Facilitating Team-Based Care

Why do Addiction Medicine ECHOs exist?

Need for SUD treatment in Oregon is high.

Over half of SUD services providers in Oregon lack the capacity to meet demand for treatment services.

Figure 3. CAST risk of hospitalization for alcohol or drug use by county



Lenahan *et al.* Oregon Substance Use Disorder Services Inventory and Gap Analysis, 2023

Benefits of participating in an ECHO

No-cost CME

Meets new DEA requirement for 8 hours of SUD Education

Professional Development

Creating Community

Increased Patient Satisfaction

Improves Quality of Care

Addiction Medicine Certificate



Addiction Medicine (AM) ECHO Programs

	FALL	WINTER	SPRING
I work in a Clinic	Substance Use Disorders (SUD) in Ambulatory Care	SUD in Ambulatory Care: Implementing Effective Systems	Chronic Pain and Opioids
	Cannabis ECHO	Hepatitis C: Treatment and Elimination	
I work in a Hospital or Emergency Dept	SUD in Hospital Care	SUD in Hospital Care	SUD in Hospital Care
		SUD in the Emergency Dept	
I work in a Unique Setting or Special Population	SUD in Jail Settings		SUD in Prenatal and Perinatal Care
	SUD in Adolescents		SUD in Adolescents
I am an Addiction Medicine ECHO graduate or have prior experience	SUD in Ambulatory Care: Curbsides and Conversation—A Community of Practice*		
	Hepatitis C: Curbsides and Conversation—A Community of Practice*		
	SUD in Hospital Care: Curbsides and Conversation—A Community of Practice*		

* Consider enrolling in a Community of Practice ECHO if you're seeking to maintain skills you already have, continue to bring your patient cases for discussion in the ECHO model, and stay engaged with the ECHO community. Registration is open year-round for Community of Practice ECHOs.



Addiction Medicine (AM) ECHO Programs

- **SUD in Hospital Care**



Substance Use Disorders in Hospital Care

Multidisciplinary faculty panel leads a discussion of participant cases

- 2 Hospital Addiction Medicine Providers
- Behavioral Health Social Worker
- Peer Support Specialist
- RN Manager
- Hospital Pharmacist

Substance Use Disorders in Hospital Care

ECHO Introduction and Basics

Buprenorphine in Hospital Care

Methadone in Hospital Care

Overdose Prevention and Harm Reduction

Difficult Conversations

Peers perspectives on Hospital Care

Medications for Alcohol Use Disorder

Methamphetamine Use Disorder

Trauma Informed Approaches in a Hospital Setting

Acute pain in the Setting of Opioid Use Disorder

Community SUD Treatment Settings

Organizational Buy-in for System Level Change

Substance Use Disorders in Ambulatory Care

Multidisciplinary faculty panel leads a discussion of participant cases

- Addiction Medicine Physician
- Psychiatrist
- Behavioral Health Specialist
- Peer Support Specialist



Substance Use Disorders in Ambulatory Care

Neurobiology and diagnosis of Substance Use Disorders

Buprenorphine Basics

Medications for Opioid Use Disorder: who should get what when?

PTSD screening and treatment

Addressing trauma within primary care

Introduction to Peer Recovery Mentors

Tobacco use disorder

Brief Behavioral Interventions

Alcohol Use Disorder

Methamphetamine use disorder

Benzodiazepine use disorder

Marijuana (and pain)

Chronic Pain & Opioids

Multidisciplinary faculty panel leads a discussion of participant cases

- Primary Care and Addiction Medicine Provider
- Pain Specialist Provider
- Pain Psychologist
- Physical Therapist
- Peer Support Specialist



Chronic Pain & Opioids

Quick Assessment of Pain/Pain Phenotypes

Contemporary Pain Science for Primary Care

Central Pain Syndrome/Fibromyalgia

Opioid Failure

Difficult Conversations

Active Modalities for Treating Chronic Pain

Movement and Pacing for Chronic Pain

Diagnose and Treat OUD in Patients on Chronic Opioids

Recognize, Diagnose, and Treat Mood Disorders in Patients with Chronic Pain

Trauma and Chronic Pain

Buprenorphine Microinduction

Humane Tapering from a Patient Perspective

Difficult Conversations, Part 2

Basic Nutrition Guidelines and Impact on Pain

Perioperative Pain Management

<https://www.oregonechonetwork.org/addictionmed>



Home Programs All About ECHO About Oregon ECHO Network
Addiction Medicine ECHO IT Partners Contact Us Log In to CONNECT



Addiction Medicine ECHOs

The OHSU Addiction Medicine Section and the Oregon ECHO Network offer a range of ECHO programs funded by the SAMHSA State Opioid Response grant program. These programs support healthcare providers and other professionals who treat patients with



Pre-registration is available online

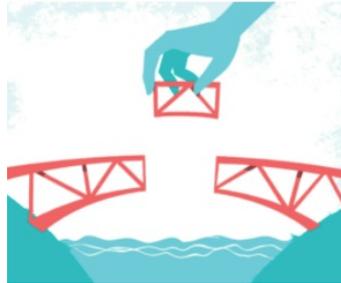
email oen@ohsu.edu or hooverda@ohsu.edu

Telemedicine Buprenorphine Resources

OHSU's HRBR (Harm Reduction and BRidges to Care) Clinic

Telemedicine Low-barrier Buprenorphine

Physicians Pavilion
3270 SW Pavilion Loop
Suite 350
Portland, OR 97239
[\(503\) 494-2100](tel:5034942100)



Patients can self-refer

<https://www.ohsu.edu/school-of-medicine/general-internal-medicine/harm-reduction-bridges-care-hrbr>

Boulder Care

Telemedicine Buprenorphine for Oregon and Washington

<https://start.boulder.care/>

To refer a patient or client to Boulder Care, call us at [\(503\) 447-8538](tel:5034478538)

Patients can self-refer

Real-time support from an OHSU Addiction Medicine specialist

Call the OHSU consult line operator 503-494-4567 Mon.-Fri., 8 a.m.-5 p.m.

Ask for Addiction Medicine

<https://www.ohsu.edu/referral-service>



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