

PROGRAM AGENDA



Hosted by

Texas Organization of Rural & Community Hospitals

TORCH is pleased to host the 2017 Texas Critical Access Hospital Conference and Trade Show. There are 82 CAHs in Texas and this is the only educational and networking event of its kind for Texas CAHs. Don't miss this unique opportunity to attend, stay current on key issues relevant to CAHs and network with industry professionals!

HOTEL INFORMATION

The 2017 CAH Conference will be held at the Hyatt Regency Lost Pines Resort and Spa, 575 Hyatt Lost Pines Rd., Cedar Creek, TX 78612. The conference block room special rate is \$149/night for (single/double). Reserve your room before June 12, 2017 for this special rate. Call the hotel directly for reservations at (888) 421-1442 or book your room online at: <https://resweb.passkey.com/go/CAH2017>.

Register online at www.bit.ly/2017CAH



TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

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TUESDAY, JUNE 27

8:30am – 9:00 am

Hospital Registration Opens Light Continental Breakfast

9:00am – 9:10am

Welcome and Introduction

David Pearson, MPH, FACHE, President/CEO, TORCH, Austin, TX
Quang Ngo, EVP, TORCH; President/CEO, TORCH Foundation, Austin, TX

9:10am – 10:10am

Rebooting Communication in Our Hospitals: Better Connections, One Conversation at a Time

Geoff Tumlin, Ph.D., Author, President of On-Demand Leadership and CEO of Mouthpeace Consulting, LLC, Houston, TX

The digital revolution transformed our lives so quickly and thoroughly that we're still scrambling to grasp the changes our powerful new communication tools unleashed on our organizations. The good news is we've barely begun to harness their remarkable potential. To do so, we must reevaluate and reset how we interact with each other. The bad news is that our overreliance on quick and easy means of staying connected is eroding some of our more difficult communication skills. This session delivers the insightful advice and immediately usable strategies we need to realize more of promise from the digital communication revolution in our hospitals.

Learning Objectives

- Understand key digital age communication changes and why they matter
- Apply communication best practices that fit the digital era
- Learn aspirational interaction strategies to increase interpersonal connection

10:10am – 11:00am

Cost-based Payment in the New Value-based Economy

Quang Ngo, EVP, TORCH; President/CEO, TORCH Foundation, Austin, TX

Healthcare is in the midst of unprecedented, untested changes as care delivery and payment reform are shifting reimbursements increasingly to pay-for-value. This session will give an overview of the financial and operational performance of Texas CAHs, including market analysis and outmigration trends, and the conundrum of cost-based reimbursement in the era of value-based payment.

Learning Objectives

- Understand key drivers of change impacting CAHs
- Identify opportunities for financial and operational improvement
- Gain insights into strategies that can help CAHs prepare for and respond to the transition to high value health

11:00am – 11:30am

SORH Program Update

Trenton Engledow, Director, State Office of Rural Health (SORH), Austin, TX

Shari Wyatt, Program Specialist, SORH, Austin, TX

Pam Danner, Director of Education Services, Health.edu, Texas Tech University Health Sciences Center, Lubbock, TX

The State Office of Rural Health will provide an update of current and future program activities and funding priorities. Attend to hear more about state and federal funding opportunities and resources, including: State Flex programs, Health.edu resources, RHC outreach and education, and leadership development program, and much more!

Learning Objectives

- Learn about current and future SORH programs and funding priorities
- Hear how hospitals and clinics can benefit from grant-funded education resources through Health.edu
- Hear how CAHs can advance their leadership development efforts through current available funding

11:00am – 11:30am

Vendor Orientation

11:30am – 12:00pm

Networking Break in Exhibit Hall

12:00pm – 1:00pm

Lunch

1:00pm – 1:30pm

Dessert and Networking Break in Exhibit Hall

1:30pm – 2:30pm

The Cost of Preventable Harm and Its Impact to Your Organization

Douglas Dotan, President, Pegwin, Bellaire, TX

The cost of preventable harm impacts more than just your bottom line – it constrains growth opportunities and creates undue cost pressure in critical clinical services. Clinical frustrations run high when asked to do more with less and patients continue traveling to urban centers because rural settings can't provide a full-range of service. In this discussion we will quantify the financial burden of preventable harm and illustrate its concentration in the rural settings. We'll also discuss how the principles of High Reliability Organizations (HRO) can help hospitals leverage process improvement to predict and prevent patient harm.

Expected Learning Outcomes

- Sources and financial impact of preventable harm
- Why prevention improves growth prospects and care delivery
- Why 'working harder' won't solve complex prevention problems

continued

IMPORTANT DEADLINES

Exhibitor/Sponsor Application Deadline: June 12, 2017 | Hotel Reservation Deadline: June 12, 2017



2:30pm - 3:30pm

Using Huddles for Touchdowns in Quality

Cyndy Dunlap, DNP, RN, NEA-BC, FACHE, Vice President, Clinical Initiatives and Quality, Texas Hospital Association Foundation, Austin, TX

The reputation and continued viability of Critical Access Hospitals is driven through improving the quality and safety of the patients and families served. Hear an update of the quality and patient safety efforts by CAHs in Texas to improve vaccination rates, patient satisfaction and outpatient measures. By the end of the session, you will also gain insights on how some CAHs are using huddles as a high reliability tool to efficiently and effectively drive performance improvement.

Learning Objectives

- Describe the key strategies employed by CAHs to improve vaccination, patient satisfaction, and outpatient measures
- Identify what types and uses huddles have to drive quality and financial performance improvement measures
- Describe how CAHs have implemented huddles within their facilities and the results achieved from deployment of huddles

3:30pm - 4:00pm

Legislative Update – What Just Happened? (Part 1)

Don McBeath, Director of Government Relations, TORCH, Austin, TX

The Texas Legislature just concluded its 85th regular session and with the dust settling, we are finally seeing what they did (or didn't do). This will update hospitals on how they will be impacted as well as some insight into the federal health care reform efforts and how rural hospitals fit in.

Learning Objectives

- Learn the impact on Critical Access and other rural hospitals from the recent Texas Legislative session
- Provide information on the recent federal health care reform package passed in the U.S. House of Representatives
- An update on the Texas Medicaid underpayments to Texas rural hospitals

4:00pm - 4:30pm

An Update from the Texas Health and Human Services Commission (Part 2)

Jami Snyder, Associate Commissioner, Medicaid and CHIP, Health & Human Services Commission (HHSC), Austin, TX

The only things certain seems to be uncertainty as everything in Medicaid seems to be changing from the 1115 waiver to how rural hospitals fit into the picture. This update will sketch out the mostly unclear road for Texas.

Learning Objectives

- Update hospitals on HHSC transformation
- Provide current information on status of Texas 1115 waiver extension
- Address the Medicaid underpayment to rural hospitals

4:30pm - 5:30pm

Reception

WEDNESDAY, JUNE 28

7:30am – 8:30am

Breakfast in Exhibit Hall

8:30am – 9:30am

Strategic Opportunities and Innovation in Critical Access Hospitals: CEO Panel Discussion

David Byrom, CEO, Coryell Memorial Hospital, Gainsville, TX (invited)

Jim Janek, CEO, Rice Medical Center, Eagle Lake, TX (invited)

Adam Willmann, CEO, Goodall-Witcher Hospital Authority, Clifton, TX (invited)

Yes, this is a time of enormous change in healthcare. But, it is also a time infused with opportunities for improvement and meaningful collaboration. In this session, hear from our CEOs—your peers—about strategic opportunities and innovation that are taking place in their facilities and communities. An interactive session, a peer-to-peer learning collaborative, insightful executives, long-standing and new CEOs...you're sure to get various perspective about the various initiatives that can help you not just survive, but thrive in times of change.

Learning Objectives

- Learn how other CAHs are responding to the change and uncertainty in healthcare
- Hear about specific initiatives and strategies employed in CAHs
- Exchange ideas and perspective on how CAHs can collaborate for success

9:30am – 10:00am

Networking Break in Exhibit Hall

(Prize Drawing)

10:00am – 11am

2017 CAH Financial Update

Brandon Durbin, Partner, Durbin & Co., LLP

With all the changes going on at the state and federal level lately, how can you be sure that your CAH is headed in the right direction financially? Easy! Attend this session with a recognized expert on hospital financial issues and you'll better understand both your current reimbursement and your opportunities to increase and enhance your revenue going forward.

Learning Objectives

- Identify the key financial challenges facing Critical Access Hospitals
- Explain the financial policies that underlie these challenges
- Recognize some opportunities for financial improvement

11:00am – 12:00pm

Rural Hospitals Rock!

Shari Wyatt, Program Specialist, SORH, Austin, TX

The State Office of Rural Health will present information on several successful 2016-2017 Small Rural Improvement Program (SHIP) and rural Health Capital Improvement (CIP) projects. In this session, the SORH will highlight and showcase some of the recent projects and explain some of the innovative ways rural hospitals are utilizing federal and state funds to improve their facilities.

12:00pm

Adjournment

2017 CRITICAL ACCESS HOSPITAL CONFERENCE & TRADE SHOW

June 27-28, 2017 | Hyatt Regency Lost Pines Resort & Spa | Cedar Creek, TX



CONTINUING EDUCATION CREDITS

A total of 9 hours of CE units for CPAs are available from the Texas State Board of Public Accountancy: sponsor #04763. No preparation required.

TORCH is authorized to award 9 hours of pre-approved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

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