

what's up?

NEWS FOR WESTERN HEALTHCARE ALLIANCE

The National Rural Health Resource Center staff



National Rural Health Resource Center Comes on Board as New WHA Corporate Partner

Western Healthcare Alliance members now have access to consulting services through The National Rural Health Resource Center—an organization that has catered to rural healthcare organizations for more than 30 years. The Center, as its known, offers affordable and proven approaches for process improvement consulting services, technical assistance, strategic planning, leadership training, meeting retreat facilitation, Lean training, and Balanced Scorecard implementation services.

Since 1985, The Center has worked closely with thousands of clinics, hospitals, rural health networks, and other organizations in all 50 states. Over those 30 years, hospitals and healthcare organizations working with The Center have collaboratively created a body of knowledge that makes The Center a national hub for rural health organization management.

“The Community Health Assessment, performed by the National Rural Health Resource Center, far exceeded all of our expectations for content and statistically valuable information. It was a wonderful tool to assist us in our strategic planning and direction setting ... Now, the work starts! Thank you.”

– Al Vogt
Critical Access Hospital CEO
Cook, Minnesota

The Center helps thousands of Critical Access Hospitals

The Center developed the robust Technical Assistance Service Center (TASC) which helped more than 1300 hospitals make the conversion from prospective payment to cost-based reimbursement. Through TASC, The Center’s menu of services helps rural healthcare organizations embark on process improvement, board relations development, strategic planning and leadership education. TASC supports the 45 participating state Flex Programs as they help CAHs in their state to do the following:

- Improve quality of care
- Stabilize and improve operational and financial process
- Develop health systems and engage the community, including integrating emergency medical systems into regional and local systems of care
- Convert hospitals to CAH status



NATIONAL
RURAL HEALTH
RESOURCE CENTER

For more detailed information about the services available for members from The Center, please contact Scot Mitchell at 970.683.5227 or scot.mitchell@wha1.org.

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2015 WHA Leadership Academy Series

Customer Service Best Practice—What the Best Hospitals are Doing Tuesday, May 5th, 10:00 am – 3:00 pm

Taught by Jo Anne Preston, Rural Wisconsin Health Cooperative Workforce and Organizational Development Manager

This workshop will share what has been learned from successful healthcare organizations about what matters most to the customer and what keeps them loyal. Learn from the stories about organizations that turned their culture around to engage customers—both internal and external—and achieved satisfaction scores to show the results.

Participants will take away:

- Simple first steps to take to build a customer responsive climate.
- Different models to implement customer service training in your organization.
- Key concepts that are core to a solid customer service improvement initiative.
- Strategies for engaging employees in an effort to improve the patient experience, and strategies for addressing it if they don't engage.

How to Successfully and Accurately Interpret Financial Statements Friday, September 25th, 10:00 am – 3:00 pm

Taught by Terry Collins, Chief Financial Officer, Aspen Valley Hospital

We all look at financial statements: at departmental meetings, Board meetings, volunteer meetings, but do we fully understand what we are looking at and what they mean? This course will teach participants how to correctly read and interpret a hospital's financial statements, including the income statement and balance sheet. Through a case study approach that emphasizes ratio analysis, participants will be able to determine the overall financial health of their organizations, as well as determine the specific financial strengths and weaknesses of their own organizations.

How 'Lean' Can Support Quality Improvement in your Department Friday, October 23rd, 10:00 am – 3:00 pm

Faculty TBD

Join us for this fun, interactive session that will teach you the common biases in human thinking leading to poor organizational decision-making and the way to overcome them with a flexible and team-based decision-making process. Learning will be highly participatory and also cover the basic elements of structured brainstorming and prioritization, data-driven root cause problem solving, process-focused project management, change leadership and operationalized process control to ensure changes last over the long term.

“Leadership Academy was excellent—a very applicable course. I took what I learned and implemented it right away.”

WHA Leadership Academy is a high-impact, results-oriented educational series with courses designed to be taken as a three-part curriculum or as individual classes. The program focuses on management intensives around leadership, problem-solving, business and collaboration. There will be three courses offered in 2015 which participants can choose to attend as a consecutive series, or individually.

Facilities are encouraged to send more than one person so participants can learn and utilize the skills and experience gained together. Tuition is discounted for participants taking the entire series, and for multiple attendees from a facility attending the entire series or individual courses.

REGISTER TODAY!

<https://whaleadershipacademy2015.eventbrite.com>

Single tuition:

\$199 per course

\$500 for entire series (three courses)

Group tuition:

(groups of two or more attending from same facility)

\$149 per person per course

\$375 per person for entire series (three courses)

All classes will be held in Grand Junction.

Questions?

General: Bobbie Orchard

bobbie.orchard@wha1.org or 877.683.5223

Registration: Keely Cuervo

keely.cuervo@wha1.org or 866.986.3595

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2015 WHA Leadership
Academy Series



Workforce Development

HopeWest CEO Honored



Christy Whitney, President and CEO of HopeWest, a Colorado non-profit hospice and palliative care organization, was recently honored with the Community Visionary Award from the Grand Junction Chamber of Commerce.

The organization has come a long way in the last 22 years. In 1993, Whitney sat down at her kitchen table and hired her first employee in Mesa County. Today, HopeWest, the organization she built, has 350 employees and 1,500 dedicated volunteers.

HopeWest provides care to more than 7,000 square miles of the Western Slope of Colorado with offices in Grand Junction, Delta, Montrose, Collbran, and Meeker. Whitney's goal of reaching people in all stages of a serious illness has provided vision for an expansive palliative care program including care options such as *Living With Cancer* for patients seeking curative care; and *Journeys* for patients no longer in

hospice care because of improved prognosis. HopeWest collaborates in important partnerships with local health care entities like St. Mary's Regional Medical Center, Family Health West, and other healthcare organizations.

Please join us in extending congratulations to Christy and the team at HopeWest. As a valuable member of Western Healthcare Alliance, HopeWest is a major keystone in the success of local healthcare in our communities.

“Growing that organization requires dedication and innovation. Taking that organization into the future requires real vision and leadership, and Christy Whitney has that and more. To Christy, life is not about just doing a job and doing it well ... It is about fulfilling a mission and making a difference.”

– Greg Motz, Board Chair, Grand Junction Chamber of Commerce

Aspen Valley Hospital Diabetes Education Program Recognized



ASPEN VALLEY
HOSPITAL

The prestigious American Diabetes Association (ADA) Education Recognition Certificate for a quality diabetes self-management education program was recently awarded to Aspen Valley Hospital (AVH). AVH's program was first recognized in 2000. ADA believes this program offers high-quality education that is an essential component of effective diabetes treatment.

The Association's Education Recognition Certificate assures that educational programs meet the National Standards for Diabetes Self-Management Education Programs. Programs that achieve recognition status have a staff of knowledgeable health professionals who can provide participants with comprehensive information about diabetes management. "The process gives professionals a national standard by which to measure the quality of services they provide," comments Mary Margaret O'Gara, Certified Diabetes Educator at AVH. "And, of course, it assures the consumer that he or she will receive high-quality service."

“This program gives professionals a national standard by which to measure the quality of services they provide.”

– Mary Margaret O'Gara
Certified Diabetes Educator at Aspen Valley Hospital

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WHA Member News



Clinical Excellence

UPCOMING EVENTS

<p>Next WHA Leadership Academy</p> <p>REGISTER TODAY</p> <p><i>for one or all courses in the series!</i></p>	<p>Tuesday, May 5th</p> <p>Grand Junction</p> <p>10:00 am – 3:00 pm</p> <p>https://whaleadershipacademy2015.eventbrite.com</p>
<p>WHA CNO/QIRM Peer Network Meeting</p>	<p>Thursday, April 9th 10:00 am – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA Rehab Peer Network Meeting</p>	<p>Tuesday, April 28th 10:00 am – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA CMO Peer Network Meeting</p>	<p>Thursday, April 29th 12:00 am – 3:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA IT Peer Network Meeting</p>	<p>Thursday, April 30th 10:00 pm – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA Board Meeting</p>	<p>Thursday, May 7th 10:00 am – 2:00 pm</p> <p>DoubleTree Hotel (Kokopelli Room), Grand Junction</p>
<p>WHA PFS Peer Network Meeting</p>	<p>Wednesday, May 13th 10:00 am – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA Communications & Marketing Peer Network Meeting</p>	<p>Thursday, May 14th 10:00 am – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA CFO Peer Network Meeting</p>	<p>Wednesday, May 20th 10:00 am – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>
<p>WHA HR Peer Network Meeting</p>	<p>Wednesday, May 27th 10:00 am – 2:00 pm</p> <p>Western Healthcare Alliance, Grand Junction</p>

For more details regarding the **WHA Peer Network Meetings**, contact **Tracy Luster** at tracy.luster@wha1.org or **866.986.3585**.



Strategic Leadership



Financial Strength



Operational Efficiencies



Clinical Excellence



Workforce Development

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Upcoming Events

**Collaborating to Support and Sustain
Quality Healthcare in All Our Communities**

888.828.0011

wha1.org