

Michigan RHC Quality Network

Jill Oesterle, Director of
Provider Solutions



Agenda

| Time | Agenda: | Action Items(s): |
|----------------|--|---|
| 1:00-1:10 pm | MI RHC Network Operational Items <ul style="list-style-type: none"> • MCRH Updates | Jill Oesterle, Michigan Center for Rural Health |
| 1:10– 2:00 pm | Compliance Corner - How does what I do impact how we get paid? <ul style="list-style-type: none"> • How the clinic manager’s day-to-day responsibilities feed into the cost-reporting process • What is paid inside vs. outside the rate • How to track/get paid for vaccines • How to handle Medicare's Bad Debt | Julie Quinn, Health Service Associates |
| 2:00 – 3:00 pm | Point of Service Collections – A guide to handling patient discussion | Darren Cook, Magnet Solutions |
| 3:00 – 3:30 pm | National RHC Updates – How the CMS Final Rule Impacts RHCs | Sarah Hohman, National Association of Rural Health Clinics |
| 3:30 – 4:00 pm | Development, Implementation, Monitoring, and Evaluation of an Immunization Program | Mary Zimmerman, Corewell Health |

2024 RHC Network Meetings

- April 24th, 2024 – 2 pm – 4 pm (In person)
- June 11th, 2024 – 2 pm – 4 pm (In person)
- November 13th, 2024 – 1p – 4p (Virtual)



Agenda Topics



QUALITY



OPERATIONAL



COMPLIANCE



POLICY



FINANCIAL

RHC PDSA Quality Improvement Project

We are gearing up to officially kick off the next cycle of RHC quality improvement projects using LAKE and the PDSA methodology. All RHCs in each of the ten (10) participating states can access the Lilypad tools and advisory support offered by Wintergreen.

2:00 PM EST

Monday, February 26

PROJECT KICKOFF [Register here](#)

Please use the table below to pre-register for these core sessions

Table A. RHC PDSA Core Project Webinars

| Time | Date | Topic | Link |
|-------------|---------------------|------------------|-------------------------------|
| 2:00 PM EST | Monday, February 26 | PROJECT KICKOFF | Register here |
| 2:00 PM EST | Monday, March 18 | CHARTERING | Register here |
| 2:00 PM EST | Monday, April 29 | TRAINING | Register here |
| 2:00 PM EST | Monday, May 13 | INTAKE | Register here |
| 2:00 PM EST | Monday, June 24 | OUTREACH | Register here |
| 2:00 PM EST | Monday, July 15 | INTERVENTION | Register here |
| 2:00 PM EST | Monday, August 19 | PROJECT CAPSTONE | Register here |

In addition to the core webinars, Lilypad will host a set of *optional* webinars that offer technology training, PDSA best practices and EHR-specific work groups.

Table B. RHC PDSA *Optional* Webinars

| Time | Date | Topic | Link |
|-------------|-----------------------|------------------------------------|-------------------------------|
| 2:00 PM EST | Thursday, February 29 | POND Data Collection and Reporting | Register here |
| 2:00 PM EST | Thursday, March 14 | LAKE Initiative Activation | Register here |
| 2:00 PM EST | Monday, April 8 | Epic Work Group | Register here |
| 3:00 PM EST | Monday, April 8 | CPSI Work Group | Register here |
| 4:00 PM EST | Monday, April 8 | Cerner Work Group | Register here |

LILYPAD NATIONAL RHC WEBINARS

All times 1:00 PM Eastern



March 11, 2024

Value Based Payments for RHCs

[Register](#)

This presentation offers examples and action steps to design, implement and market rural primary care oriented VBP programs.



June 10, 2024

RHC Revenue Cycle Best Practices

[Register](#)

This presentation walks participants through the full revenue cycle value chain specific to RHCs while identifying common pitfalls that impact revenue.



health services associates



Practice Manager Workshop – June 12th, 2024

Michigan RHC Network Board

President: Keisha Sexton, CMM, Practice Manager, Northern Pines Health Center

Member Representatives (up to five additional elected by the network membership)

- Laura Green, Director of Population Health, Hills & Dales Healthcare
- Ruanne Vander Veen, Quality Assurance and Improvement Coordinator, Sheridan Community Hospital
- Tami Wahl, BBA, Manager of Physician Practices & Occupational Health, Hills & Dales General Hospital

New Additions to the Board

- **Vice-President – Wendy Langworthy, McLaren**
- **Member – Sandy Witt, Promedica**