

Flex Feature Technical Assistance: Strategic Planning

Technical assistance is available through the North Dakota Flex Program to all rural hospitals in the state. Assistance is geared toward helping small rural hospitals with planning and decision making in order to be prepared to meet the health needs of rural residents in North Dakota. There is a wide range of assistance that is offered at no cost to North Dakota's small, rural hospitals. For a detailed list of available assistance visit: <http://ruralhealth.und.edu/projects/flex/rhta/planning.php>

Strategic Planning:

Facilitation for planning purposes is available for small and large groups including board of directors, department managers, community members, network members and others. A nominal group process is generally used as a facilitation technique. The identification of strengths, weaknesses, opportunities and threats is addressed followed by the development and action plans.

Benefits to the Hospital -

The primary outcome is to develop consensus around a goal(s) and a set of actions to achieve the goal(s). It can assist administration in developing more clearly defined goals and action steps. It can be used to engage staff or the community as a whole and key constituencies in particular. It can be an effective tool to not only set direction, but also a vehicle to implement action. It is also critically important for the hospital to be committed

to the process. In other words, planning implies action, implementation, and carry-through. Achievable goals, clear and reasonable time lines, and identified individuals and / or groups to implement the actions necessary to reach the goals need to be adhered to in order to develop effective planning.

The SHIP program has brought over \$2 million to North Dakota's small rural facilities.

2009-2010 SHIP Awards

The federal Office of Rural Health Policy awarded the Center for Rural Health over \$270,000 for the 2009-2010 Small Hospital Improvement Program (SHIP) Grant. The funds are to be distributed to the 35 rural hospitals in North Dakota who were eligible and applied.

For the 8th consecutive year, North Dakota's eligible small rural hospitals have received an average of \$8,000 each

year. The program funds are to be used for three areas of focus: 1) to support small rural hospitals in providing quality care to rural residents; 2) to ensure privacy of patient information; and 3) to fund financial studies designed to help with complex health care billing, coding and reimbursement processes.

Eligible hospitals should be receiving their 2009-2010

contracts in the mail soon.

For any questions regarding the 2009-2010 SHIP contracts, please contact Marlene Miller at (701) 777-4499 / marlenemiller@medicine.nodak.edu or Elizabeth Huso at (701) 777-5381 or via e-mail at ehuso@medicine.nodak.edu. You can also visit the SHIP web page on the CRH website at: ruralhealth.und.edu/projects/ship/

CAH Quality Network Strategic Planning Highlights

48 members contributed to the CAH Quality Network strategic planning meeting which, held October 1 in Jamestown. 25 CAHs were represented along with the Network's Advisory Committee and other interested stakeholders.

The main objectives for the meeting were met including a review of the Network's goals, its budget, data, and

evaluation results.

Going forward small groups will work to flush out priority activities in four areas:

- ◆ Strengthening partnerships
- ◆ Conditions of Participation
- ◆ Quality improvement projects
- ◆ Network management and infrastructure

Communication and sustainability are included in all of the goals.

PowerPoint slides and handouts from the day can be found on the Network's presentation page at <http://ruralhealth.und.edu/projects/cahquality/presentations.php>



Feature CAH: Oakes Community Hospital



Oakes Community Hospital

The Oakes Community Hospital is a not-for-profit, 20-bed CAH sponsored by Catholic Health Initiatives, providing selected health care services. As a provider of community based, family oriented healthcare,

Oakes Community Hospital believes it can best maintain this level of service through a customer focus, where they continually strive to understand and exceed the expectations of its customers. This focus is enabled through effective communication systems, staff education, teambuilding, process improvement, work redesign and an empowered work force.

Mission: The mission of Oakes Community Hospital is to nurture the healing ministry of the Church by bringing it new life, energy and

viability in the 21st century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

Services:

- Emergency care
- Selected surgical
- Swing bed
- Nuclear medicine
- MRI
- CT scan
- Ultrasound
- Mammography
- EEG
- Echo-Cardiogram
- Chemotherapy
- Radiology
- ECG
- Respiratory therapy
- Physical therapy
- Clinical Lab
- Cardiac rehab and paramedic
- Radiologist, pathologist and emergency department services provided through agreement

Quick Facts:

Administrator: Lee Boyles
Chief of Medical Staff: Vani Nagala, MD
Board Chair: Budd Larson
Trauma Level: IV
CAH Designation: 2001
City Population: 1,799 (2007 estimate)
County Population: 5,237 (2008 estimate)
County Median Household Income: \$39,811 (2007 estimate)
County Median Age: 40.7 (2000 estimate)

Core Values:

- Reverence
- Integrity
- Compassion
- Excellence

Website:

www.oakeshospital.com/

See other ND CAH profiles at: <http://ruralhealth.und.edu/projects/flex/hospitals.php>

ND Flexibility Program

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To learn more about the Flex Program visit:

<http://ruralhealth.und.edu/projects/flex/rhta/>

