

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Office of Rural Health

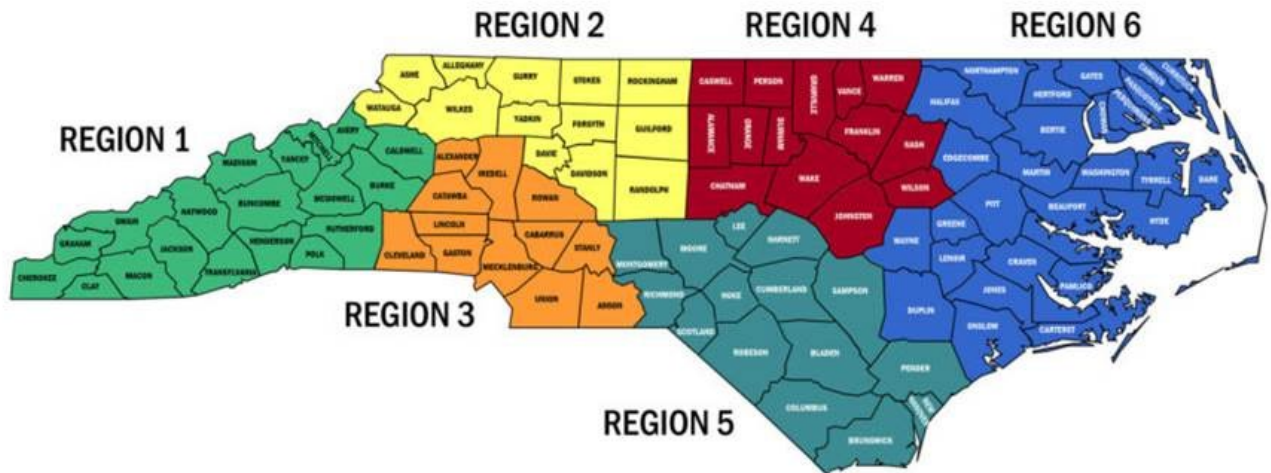
NC Office of Rural Health SAT Quarterly Newsletter

Welcome to the Service Area Team's Quarterly Newsletter from the North Carolina Office of Rural Health (ORH)!

The ORH uses Service Area Teams (SATs) to facilitate collaboration across programs and provide strategic support to grantees and partners across the state.

SATs are comprised of members from all programs within ORH including Community Health Grants, Medication Assistance, Rural Health Operations, Farmworker Health, Placement Services, Health Information Technology and Telehealth, Analytics & Innovations, and Business and Contracts.

We would love to hear from you! If you have any comments, questions, or suggestions for upcoming newsletters, please feel free to contact Justin Kearley at justin.kearley@dhhs.nc.gov.



Our team is happy to share news this quarter highlighting folks from across the state who are going the extra mile to care for our rural communities.

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What are Service Area Teams?



Figure 1 Chowan County
submitted by Lisa McKeithan

In the ever-evolving landscape of healthcare, ORH recognizes the paramount importance of internal continuity and collaboration. One strategic initiative that is central to our mission is our Service Area Teams (SATs). SATs are designed to build connections, identify collaborative opportunities, and cultivate new partnerships across our state.

SATs are comprised of members from all programs within ORH including Community Health, Medication Assistance, Rural Health Operations, Farmworker Health, Placement Services, Health Information Technology and Telehealth, Analytics & Innovations, and Business & Contracts.

SATs are divided by Medicaid Region and are grouped as follows:

Regions 1 & 2: Western Service Area Team

Regions 3 & 5: South Central Service Area Team

Regions 4 & 6: Eastern Service Area Team

Regional News and Highlights

Western SAT News and Highlights

To address pressing healthcare needs in Madison County, a Community Health Worker (CHW) program has been established at Hot Springs Health Program through MAHEC (Mountain Area Health Education Center), with funding provided by Dogwood Health Trust. Spearheaded by the dedicated efforts of Jacque Ballard, a full-time CHW, the program's focus revolves around addressing the social drivers of health and meeting people where they are.

Jacque's role extends beyond traditional healthcare boundaries. She serves as a lifeline for individuals in need, offering a comprehensive array of support services. From facilitating access to medication delivery to arranging for essential supplies like shower seats, Jacque ensures that patients receive the care they deserve. Beyond her professional duties, Jacque's presence and reputation in the community is one of compassion and reliability. Patients not only benefit from her expertise but also find solace in her genuine care and concern. Whether it's conducting community walks, delivering



meals, or advocating for housing for the unhoused, Jacque's impact resonates deeply within the community. Her accessibility and willingness to go above and beyond underscore her status as a trusted figure at Hot Springs Health Program and in Madison County.

Teresa Strom, Chief Executive Officer of Hot Springs Health Program, shared the following about the program and the organization's efforts to address the holistic needs of the community, "Jacque embodies the essence of community-centered healthcare. Oftentimes, you'll find her driving the most rural of mountain roads to meet folks in their homes. We have seen great success with the program and know that Jacque is the best person for the job. In addition to these efforts, our organization also participates in collaborative initiatives with the local health department and the Madison County Health Consortium, where we all play a pivotal role in addressing the health of our entire community."

ORH applauds innovative approaches like those taking place in Hot Springs to address the health needs of our rural and underserved communities.



ORH is thrilled to share the success of new State Designated Rural Health Center, Community Care Clinic of Franklin, for its efforts to enhance healthcare accessibility in Macon County. Thanks to a recent federal appropriation, the organization is ready to acquire a new building, marking a pivotal step in their journey. Community Care Clinic of Franklin is currently in discussions to purchase a building and anticipates finalizing the purchase and move by Fall 2024. This development couldn't come at a better time, as the

demand for health care services continues to increase, with approximately ten (10) new patients joining the practice each month.

Despite facing limitations, the organization remains committed to expanding their offerings. While their focus has primarily been on evening clinics, the new space opens doors for expanded daytime hours, integrated behavioral health services, and more. Executive Director Cindy O'Boyle credits her outreach to the legislature in receiving the much-needed funding —thanks in part to the advocacy of Representative Cawthorn, who spearheaded a direct appropriation of \$575,000 for the purchase.

This financial boost will enable the organization in furthering their mission of serving their rural and underserved community while addressing critical social drivers of health needs such as access to transportation. Cindy shared the following on the news of appropriation, "At the heart of our clinic lies a dedication to patient care, and with a dedicated team, we're poised to not only go - but grow together with our community. As we embark on this journey, we're excited for the positive impact this will bring to Macon County, increasing access to care and bolstering support for those in need."

Eastern SAT News and Highlights



The North Carolina Formerly Incarcerated Transition Program (NC FIT) celebrated five years of serving people coming from incarceration and connecting them to essential health services.

NC FIT hires people who are formerly incarcerated and specially trains them as Community Health Workers (CHWs) to support people post-release. The CHWs are embedded in primary care medical homes in six of our most populous counties and have enrolled more than 1,000 people, supporting over \$360,000 of medical care at the partner clinics.

Upcoming Events

[Register Now to Attend our Upcoming Regional Meetings](#)

The North Carolina Office of Rural Health, NC Rural Health Association, NC Rural Center, NCCHCA, NC AHEC, and NCAFCC are hitting the road, and we want to see YOU!

We are pleased to invite you to our upcoming Regional Partnership Meetings in each of the six Medicaid Regions. The purpose of the meetings is to provide high-quality and tailored networking, technical assistance, and continuing education opportunities to ORH grantees, partners, and communities. The events will be held in person across the state and will address Best Practices & Innovative Approaches in Healthcare, Medicaid Expansion, Regional Topics of Interest, and more.

A poster for Regional Partnership Meetings. At the top left is the NC Department of Health and Human Services logo. To its right is a map of North Carolina divided into six regions. Below the map is the text 'The Office of Rural Health and its partners invite you to:'. In the center is a graphic of several hands of different colors reaching towards the center. Below this is the text 'Regional Partnership Meetings'. At the bottom are logos for NC Rural Health Association, NC AHEC (with 'CELEBRATING 50 YEARS' below it), NC Rural Center, and North Carolina Association of Free & Charitable Clinics. At the very bottom is the text 'Coming to a location near you...' and the NCCHCA logo.

We are excited to bring relevant and engaging content to our grantees and community partners and look forward to gathering with you. Please RSVP via the links below as space is limited.

Regional Meeting Dates, Times, and Locations

Region 3: Thursday August 14 @ The Duke Endowment

Address: 800 E Morehead St, Charlotte, NC 28202

Time: 9:00 AM – 12:00 PM

[Register Here](#)

Region 1: Thursday September 5 @ McDowell Technical Community College

Address: 54 College Dr, Marion, NC 28752

Time: 10:00 AM – 2:00 PM

[Register Here](#)

Region 2: Thursday September 19 Wilkes County Agriculture Center

Address: 416 Executive Dr, Wilkesboro, NC 28697

Time: 10:00 AM – 2:00 PM

[Register Here](#)

Region 4: Thursday October 10 NC Rural Center Raleigh, NC

Address: 4021 Carya Dr #160, Raleigh, NC 27610

Time: 10:00 Am – 2:00 PM

[Register Here](#)

Region 6: Thursday October @ TBD

Address: Pamlico Community College, 5049 NC-306, Grantsboro, NC 28529

Time: 10:00 AM – 2:00 PM

[Register Here](#)

Region 5: Thursday November 21 @ Scotland Health Care System

Address: 5501, 500 Launchwood Dr, Laurinburg, NC 28352

Time: 10:00 AM – 2:00 PM

[Register Here](#)



4th Annual Virtual Statewide Quality Forum

October 2, 2024 | Noon-1 p.m.

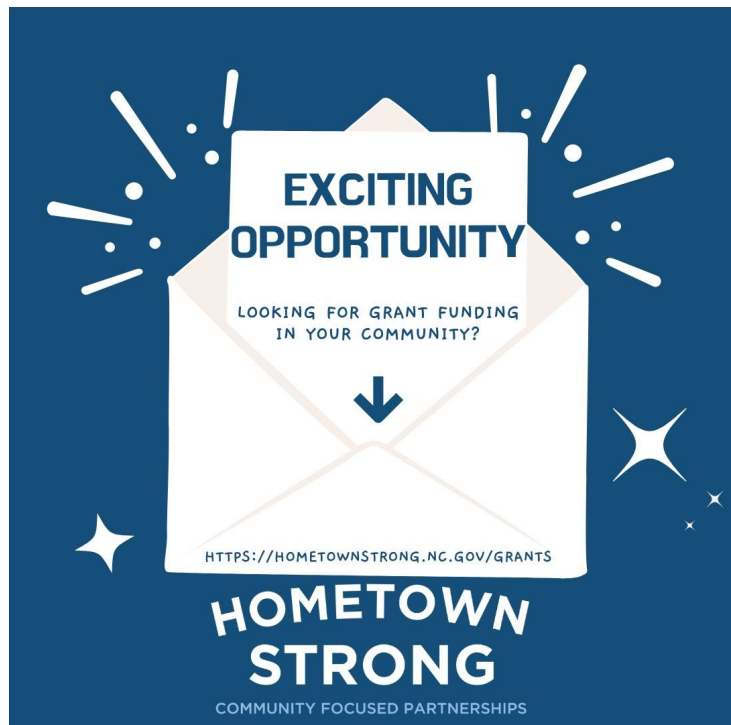
The North Carolina Department of Health and Human Services Division of Health Benefits and North Carolina AHEC, in conjunction with the five Medicaid managed care standard plans, will host the **4th Annual Virtual Statewide Quality Forum** on **October 2 from noon-1 p.m.** The forum is designed to help providers, practice managers, and quality managers succeed with Medicaid Managed Care quality initiatives. Look for additional details, including how to register, soon.

[Funding Opportunities](#)

The NC Department of Natural and Cultural Resources Hometown Strong Rural Grants Team is pleased to announce that it offers direct, free-of-charge grant planning to rural towns, counties, and regions in North Carolina. This planning is designed to increase federal funding for a variety of projects. The team offers long-term financial planning through grant strategies that leverage federal, state, and private funds.

If you have a project needing funding, working with the team will allow you to create a funding plan to support future grant opportunities.

If you're interested in partnering with the Rural Grants Team, please learn more about their work and complete the project submission form at <https://lnkd.in/e2VpCzKe>.



About ORH

We would love to hear from you! If you have any comments, questions, or suggestions for specific programs within our office, please feel free to contact the Operations Specialist facilitating your region's SAT below!

ORH Programs

[Provider Recruitment and Placement Program](#) provides recruitment efforts for medical, dental and psychiatric health professionals to North Carolina's rural and underserved areas and offers incentives to eligible providers.

[Provider Recruitment and Placement Program Profile](#)

[Rural Health Operations Program](#) create access to health care for vulnerable populations by supporting state designated rural health centers.

[Rural Health Operations Program Profile](#)

[Community Health Program](#) supports the primary care Safety Net system to increase access for vulnerable populations.

[Community Health Program Profile](#)

[NC Farmworker Health Program](#) provides medical, dental and enabling services to members of the North Carolina agricultural labor force and their families.

[NC Farmworker Health Program Profile](#)

[NC Rural Hospital Assistance Program](#) funds projects for the benefit of all critical access hospitals and eligible small rural hospitals in NC.

[NC Rural Hospital Program Profile](#)

[Medication Assistance Program](#) provides free and low-cost medications donated by pharmaceutical manufacturers to patients who cannot afford them.

[Medication Assistance Program Profile](#)

[Statewide Telepsychiatry Program](#) supports the psychiatric evaluation of patients through videoconferencing technology in emergency departments.

[Statewide Telepsychiatry Program Profile](#)

[Analytics and Innovations Program](#) assists ORH programs and grantees with using data and leveraging technologies in ways that help improve monitoring, evaluation efforts, and innovative strategies.

[Health Professional Shortage Area Program Profile](#)

[Community Health Worker Program Profile](#)

[Rural Health Information Technology and Telehealth Program](#) works directly with the North Carolina Safety Net to assess needs and provide technical assistance throughout the state to improve the use of Electronic Health Record (EHR) Systems and the use of NC HealthConnex, the state designated health information exchange

[Rural Health Information Program Profile](#)

SAT Facilitator Contact Information

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TBD, Rural Health Operations Specialist - Regions 3 & 5

Please contact either Kimberly or Justin for assistance.

