PART I - Overview of Organization (1-2 paragraphs) **10 Points**

Provide 1-2 paragraphs describing the organization and its ability to positively affect Critical Access Hospitals (CAHs) quality of care by focusing on improvement in the following areas: quality, population health and finance/operations.

PART II - Project Description and Ability to Improve CAH Performance in Finance and Operations, Quality and Population Health areas **(up to 6 pages) 25 Points**

Describe the proposed project or initiative. Create a plan to perform the following activities:

* Conduct, manage, and facilitate meetings of CAH executives to share best practices, receive technical assistance for quality, financial and operational areas of interest, population health; investigate primary care capacity, develop innovative model ideas and assist with workforce recruitment and retention.
* The statewide and/or regional meetings that will require contractor attendance and participation.
* Individual projects with 2-3 CAHs or a network of CAHs to identify opportunities for and initiate improvement in quality, financial and operational measures.
* Engage all 20 CAHs in submitting quality performance data as required by the Medicare Beneficiary Quality Improvement Program (MBQIP).
* Organize collaborative networks for CAHs to share best practices and work together on various quality initiatives.
* Support ongoing network needs and activities by providing technical assistance when necessary.

Detail the proposed project to improve or assess CAH performance with the following:

* Improve number of CAHs attending meetings each agreement year.
* Improve number of CAHs with positive operating/total margins.
* Provide support to develop action plans to CAHs to improve patient experience.
* Provide support to CAHs for communication tools for discharge.
* Assess CAHs ability to operate provider-based services or other non-acute services.
* Assess CAHs ability to operate rural health clinic or other outpatient services.
* Assess Population Health recommendations based on community health needs assessments.
* Develop a health equity project for at least one CAH
* Develop health equity measures for the NC CAHs (Biannual meetings)
* Identify health disparities to address for the FLEX 2024-2025 project year

Since the CAHs are across the state, please explain the organization’s outreach to these locations and plans to serve statewide, regional and individual engagements.

List the number of FTEs working on each of the project objectives. Include an implementation timeline for the project(s), for funding in September 2023. The project timeline must align with the budget and include all meeting expenses.

PART III - Project Evaluation (**1 page**) **25 Points**

Describe how to evaluate effect on CAH improvement(s), outcome/behavior changes and the measurable output. Describe potential factors that could negatively affect the organization’s ability to reach targets and describe how the factors will be mitigated.

Report the following to ORH annually:

* Number of CAHs with an improvement in one Outpatient Core Measure
* Number of CAHs with an improvement in one HCAHPS Measure
* Number of CAHs with an improvement in ED Transfer Communication Measure
* Number of CAHs participating in the Financial and Operational Network
* Number of CAHs with an improvement in operating margin/total margin
* Number of CAHs participating in a learning project or collaborative network

Report the following to ORH quarterly:

* Number of CAHs reporting any MBQIP measures
* Number of CAHs reporting any Outpatient Core Measures
* Number of CAHs reporting any HCAHPS Measures
* Number of CAHs reporting any ED Transfer Communication Measures