



Trailblazer Meeting

Thursday, February 10 • Via Webinar Format

[Click Here for the Zoom Link](#)

AGENDA:

10:00 am Welcome – Pam Pfister, Chair, and Randy Dauby, Co-Chair

10:00 am **Don't Let Your Strategic Plan Catch COVID-19** – Amy Susott, Operations and Transformation Healthcare Executive/Innovation and Quality

During this presentation, Amy will show you how to achieve innovative change and positive transformation in these challenging times of COVID while managing not to derail your strategic plan.



10:30 am **Understanding a New Normal for Rural Hospitals: Considerations and Questions in the Aftermath of the Pandemic** – Troy Brown, Network Consultant and Performance Improvement Specialist; Melanie Pinette, MEM, Senior Analyst and Network Consultant; and Billy Balfour, Director, Communications

Over the course of the last several years, The Chartis Center for Rural Health has been tracking factors converging to create instability across the rural health safety net. During this session, we will briefly explore the state of rural healthcare, including spotlighting challenges that have likely been amplified by the COVID-19 pandemic. Against this backdrop, we'll also use this time to talk about data and analytics, and opportunities for rural hospitals to take a deeper dive into areas such patient outmigration trends, population health dynamics, cost & charge analysis and health disparities.



11:00 am **Recovery Challenges Post-COVID: Do You Have Programs to Help?** – Kerry Dunning, MHA, MSH, CPAR, RAC-CT

COVID has impacted healthcare response and patient recovery differently than expected. Many individuals are struggling 4-6 weeks post-COVID and not able to work or even walk without assistance, and it's also affecting all ages. Some of the issues are related to respiratory while others to muscle weakness or simple fatigue. These individuals are in our rural communities and need assistance. National Skilled Care and Long-term Care Expert Kerry Dunning will share her observations and pose ideas and strategies for individuals recovering from COVID and how rural communities can lead and become centers of excellence. Can ICAHN be a "think tank" for post-COVID recovery programs?



11:30 am

Setting up Local Transportation Systems: Let's Ask the Experts

Hospitals are seeing the needs to have a local transportation system as a means to support the community and keep patients local. Three hospital leaders will share their experiences with their successful transportation systems and answer questions – how to set up a program and financially make it work.

- **OSF Healthcare SLMC Transportation Project** – *Lori Christianson, MS, CCC-SLP/L, Vice President Support Services, OSF HealthCare Saint Luke Medical Center*
- **Illini Community Hospital Van Program** – *Kathy Hull, Chief of Small Rural Hospitals, Illini Community Hospital/Blessing Health Keokuk*
- **Gibson Area Hospital & Health Services Medivan Program** – *Paul Phillips, CPXP, Director, NEMT Services, Gibson City*



12:15 pm

General Discussion/Adjournment – Pam Pfister

Speaker Biographies

- With more than 20 years of healthcare experience, **Amy Susott** provides transformational leadership guidance to C-suite healthcare executives. She's passionate about making consumers healthier and happier by helping organizations redesign their operations, driving better quality outcomes and financial performance. Amy previously served as Chief Innovation Officer at Deaconess Health System and in several other administrative and clinical leadership roles.
- **Troy Brown** spent 10 years at Charles A. Dean Memorial Hospital, a critical access hospital in Maine, serving in a variety of roles including Director of Business Services, Registration, Patient Accounts, HIM, IT, Materials Management, Performance Improvement, and Community Relations and Development. Troy has built upon this foundation at The Chartis Center for Rural Health, facilitating a variety of strategic performance improvement-related projects with independent rural hospitals, system affiliated facilities and statewide networks of rural and critical access hospitals nationally.
- **Melanie Pinette** possesses extensive experience working with analyzing healthcare data. She works closely with CCRH's state networks, providing insight into performance improvement opportunities. Prior to joining CCRH, Melanie served as a manager of Business Development for GNS Healthcare's managed care team and led several program analyses and research efforts related to population health at Onpoint Health Data.
- **Billy Balfour** leads the Chartis Center for Rural Health's marketing initiatives. In his role, he works closely with state networks to promote and coordinate various network initiatives designed to educate and help participating hospitals optimize the use of INDEX-related benchmarks. Billy oversees development and marketing of CCRH's thought leadership activities, including executive level presentations at national rural health conferences.
- For over 30 years, **Kerry Dunning** has specialized in post-acute consulting services, with a specialty in Skilled Nursing (SNF, SNU, PPS, and CAH swing beds) including Medicare compliance audits, MDS training, Therapy Services training, providing mock surveys, and Quality Measures improvement.
- **Lori Christiansen**, MS, CCC-SLP/L, serves as Vice President of Support Services at OSF HealthCare Saint Luke Medical Center in Kewanee.
- **Kathy Hull** has more than 30 years of healthcare leadership experience, with the last 23 years serving Illini Community Hospital. In 2021, Kathy was appointed as Chief of Small Rural Hospitals for Blessing Health System and oversees both Illini (CAH) and Blessing Health Keokuk in Keokuk, IA.
- **Paul Phillips**, a Certified Patient Experience Professional, brings over 25 years of pastoral care experience to enhance the mission of Gibson Area Hospital and Health Services and bring excellence to rural healthcare.