# The VERB Program

**A Vision & Education for Rural Behavioral Health**

**Hospitals Taking ACTION**

"A Vision for the Future: Taking Action for Opioid Use Disorder and Depression"

Led by Lesa Schlatman and Lisa Carhuff - Program Managers, HomeTown Health

September 18, 2019 * Hilton Garden Inn, 8600 Northpark Drive, Johnston, IA 50131

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<th>Time</th>
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<th>Learning Outcomes</th>
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<td>7:00 - 8:00am</td>
<td>Breakfast</td>
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<td>8:00 - 8:10am</td>
<td>Welcome and Introductions</td>
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| 8:10 - 8:40am | **Part I: The Behavioral Health Needs in your Community**  
Learning Outcomes  
*After attending this presentation, attendee will be able to:*  
Describe the role of rural hospitals in addressing Behavioral Health needs in their community  
Define Opioid Use Disorder and Depression, and describe their prevalence in rural communities  
Identify common myths and stigmas that affect a hospital's ability to serve individuals with behavioral health needs |
| 8:40 - 9:00am | Identifying Your Needs Group Activity       |                                                                                  |
|               | Learning Outcomes  
*After attending this presentation, attendee will be able to:*  
Identify challenges rural hospitals face in addressing behavioral health needs in general, and individuals with OUD and depression.  
Identify common myths and stigmas that affect a hospital's ability to serve individuals with behavioral health needs |
| 9:00 - 9:15am | Brief Break                                |                                                                                  |
| 9:15 - 10:00am| **Part II: A Vision for the Future**        |                                                                                  |
|               | Learning Outcomes  
*After attending this presentation, attendee will be able to:*  
Identify a vision for behavioral health friendly communities  
Identify creative ways to address behavioral health needs  
Generate and describe a common goal for the role of your hospital in addressing behavioral health needs |
| 10:00 - 10:45am| **Part III: Turning the Plan into ACTION** |                                                                                  |
|               | Learning Outcomes  
*After attending this presentation, attendee will be able to:*  
Describe resources and innovative models to address behavioral health needs in our community  
Recall why the hospital alone cannot meet all the needs and describe the importance of collaborating with our partners |
| 10:45 - 11:00am| **VERB Workshop Closing**                  |                                                                                  |
|               | Learning Outcomes  
*After attending this presentation, attendee will be able to:*  
Describe the components of the VERB Programs Shared Strategic Plan for year one  
Identify resources available through the VERB Program in the upcoming year |

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**ABANDON STIGMAS**

**CARE & CASE MANAGE**

**TRAIN PROVIDERS**

**IDENTIFY & SCREEN**

**ORGANIZE RESOURCES**

**NAVIGATE PAYMENTS**
Innovations in Pricing Transparency and Revenue Cycle

Sandy Sage, RN - Hospital Revenue Cycle Analyst, HomeTown Health

Join us as we review the proposed requirements for price transparency that will become effective 1/1/2020. Published under the OPPS, the new guidelines will apply to CAHs as well as PPS hospitals. We will discuss the new requirements and the enforcement that is being proposed and how it will affect your hospital. We will also discuss ways that your hospital will need to take action once the final rule is published.

Innovations in Quality Improvement

Angie Charlet, Director of Quality Services - Illinois Critical Access Hospital Network (ICAHN)

Angie Charlet will lead this discussion on innovative ways to enhance your team’s awareness and participation in quality improvement efforts while addressing additional steps your team can take to ensure future program success for the hospital and the community.

Revenue Cycle Evaluation Project Small Group Meeting

Chargemaster Evaluation Project Small Group Meeting

12:45pm - 1:15pm

LUNCH SERVED / Technology Innovation Demonstration with Neal Miller, Envision

Innovations in Physician Clinical Documentation Improvement

Dr. James Dunnick, MD, FACC, CHCQM, CPC, CMDP - The Dunnick Group, LLC

Join this session with Dr. James Dunnick as he demonstrates how revenue may be augmented and protected by chart documentation. Methods will be discussed to reduce coder liability, improve claim submission speed, and reduce the need for queries. Providers will understand the importance of the case-mix index and clinical documentation examples will be used to demonstrate how to record visits in a way to reflect true provider skills. Dr. Dunnick brings a unique skill set as he discusses compliance from the point of view of the provider, coder, biller, and auditor.

Innovations in Process Improvement: Lean Six Sigma and Rapid Improvement

Jamie Martin, CEO, SigmaMed

Jamie Martin, SigmaMed CEO, will discuss innovative ways of applying process improvement methods, the benefits of problem solving, and the development of internal capacity afforded to small and rural hospitals through Lean Six Sigma and Rapid Improvement Learning.

Physician CDI Project Small Group Meeting

Process Improvement Project Small Group Meeting

3:30pm - 4:00pm

Technology Innovation Demonstration with Neal Miller, Envision
Innovations in Service Line Profitability

Bert Bennett, Partner
Draffin Tucker, LLP

In this session, Draffin Tucker Partner, Bert Bennett, will discuss innovative examples of rural hospitals adding or changing service lines in order to increase profitability. Together with participants, new considerations will be discussed for possible application within hospitals, with a discussion on identifying how a service line change would be beneficial.

Improved care coordination of patients lies at the heart of the changing transformation in the industry; so how are rural hospitals responding? In this session, Lesa Schlatman will share innovate and fresh ideas for eliminating patient care gaps and improving patient outcomes, all from steps we as hospitals can take.

Service Line Profitability Analysis Project Small Group Meeting

Care Coordination/ CCM Project Small Group Meeting

Technology Innovation Demonstration with Neal Miller, Envision

Offered throughout the day:

One-On-Ones Medicare Claims Consultation with Dale Gibson
(Must Sign Up In Advance)

Dale Gibson, our Medicare Expert, is offering complimentary one-on-one meetings with your hospital team during the Iowa Innovation Workshop.

Sit down with Dale to go over any questions or particular claims issues you might have. He can also provide an overview for managers covering what is in the Medicare system -- look at claims, look at what is in 't' status, and look at paying claims and denied claims, with suggestions for improvement. You simply need to bring your claim issues and a DDE login/password.

These 30 minute sessions are limited. Register for a session as soon as possible; email Susannah Cowart at susannah.cowart@hometownhealthonline.com.