

FlexAbility '04

FlexAbility '04, the 2004 Conference of State Flex Programs, was held June 15-17, 2004, at the Palmer House Hilton, in Chicago, Illinois. One of Chicago's oldest hotels, the Palmer House Hilton served as the meeting point for Flex Coordinators, State Office of Rural Health Directors, CAH Administrators, EMS Providers, and other professionals in the rural healthcare sector.

The National Conference of State Flex Programs is an annual event put together by TASC and the Office of Rural Health Policy. This year, a total of 279 participants from 45 states attended and enjoyed a program that delivered valuable

information on customer service, rural EMS integration, leadership, financial performance, benchmarking, and internet mapping tools.

This year's FlexAbility '04 was held in conjunction with ORHP's Network Development Grantee Conference put on by the Network Development Technical Assistance Program run by the Georgia Health Policy Center. In addition, the Conrad 30 program held a J-1 Visa Waiver program sponsored by NOSORH, as a pre-conference workshop on June 14, 2004. In 2005, the annual conference will again be part of the ORHP All Programs Meeting.

SAVE the DATES:

NRHA CAH Conference
October 6-8, 2004 Kansas City, MO
Check out www.NRHArural.org

Flex Orientation Program
October 26-27, 2004
Contact TASC for more information

New Flex Monitoring Team Website
www.flexmonitoring.org

FlexAbility '04 Presentation
Can be accessed at:
<http://tasc.ruralhealth.hrsa.gov/calendar.shtml>

New TASC Team Member

Emily Hultman, a recent graduate of the College of St. Scholastica, joined the TASC team in mid July as Program Coordinator.

Emily has a Bachelor of Arts degree

in Management and a background in EMS. She has also interned at St. Luke's Hospital and Regional Trauma Center in Duluth, MN, as well as Falls Memorial Hospital in International Falls, MN. "I am very excited to be working TASC and the Flex Program. I look forward to working with all of you in the future."



Flex Orientation Program

TASC held its second Flex Orientation session on March 9-10, 2004 in Duluth, MN. Participants from seven states, as well as Steve Hirsch and Emily Costich from ORHP attended. Participants learned about topics ranging from cost-based reimbursement, policy issues, to

2004 in Duluth, MN. (March attendees are pictured at right.)

"I was stunned at the number of presenters and their ability to explain their roles to education newcomers!"

~Flex Orientation Participant

how TASC works. EMS and Quality/Performance Improvement were also addressed. TASC created this program in response to a high turnover in Flex Program coordinators and the need to get new state staff acclimated as quickly as possible.

At least two additional sessions are planned for the coming program year. The first one will be held October 26-27,



Front Row: Carol Bischoff, MT; Robin Koiro, CO; Lesia Woods, TN; Kate Payne, IA; Betsy Johnson, TASC. Back Row: Michelle Casey, Monitoring Team; Steve Hirsch, ORHP; Rochelle Spinarski, TASC; Emily Costich, ORHP; Buffie Maine, ID; Matt Chandler, ME. Not pictured: Angie Hamilton, IN and Gary Wingrove, TASC.

TASC Website Updates

If you've visited the TASC website lately, no doubt you've noticed some changes. We are redesigning the site to make it more user friendly. We are also in the process of updating the tools and

resources, and adding new materials. One significant change is that the Flex Monitoring Team has their own website and the list of CAH's, statistics and quarterly survey results can be found there at

www.flexmonitoring.org. As always you can access this site through the TASC website at <http://tasc.ruralhealth.hrsa.gov>.

TASC is administered by the Rural Health Resource Center. For additional information contact Terry Hill, Tami Lichtenberg, or Emily Hultman at 877-321-9393, tasc@ruralresource.org or visit the TASC website at <http://tasc.ruralhealth.hrsa.gov>