

Flex Monitoring Team Quarterly E-mail Survey

Staff from the University of North Carolina, partners in the Flex Monitoring Team with the University of Minnesota and the University of Southern Maine, will continue to send out a quarterly email survey to all of the Flex coordinators. However, the content of the survey will change. Previously the focus was entirely on conversions and potential conversions, the survey will now ask for any new conversions the previous quarter. The quarterly survey will now be used to gather information on a variety of topics of interest to the Flex Monitoring Team, Flex coordinators and ORHP. The first survey, which

will be sent at the end of October, will focus on ways that the Flex Monitoring Team can examine questions of interest to the Flex coordinators, and how information gathered can best be disseminated. Questions will focus on the usefulness of the previous tracking team's website, and will also ask for suggested topics that Flex coordinators would like to see covered in future surveys. The Flex Monitoring Team will be working with TASC to ensure that all results and products are available to respondents in a timely fashion. Each quarterly survey will contain a link to TASC's website for a summary of previous surveys.

Materials Available Upon Request:

"Be a Nurse." Interactive CD-ROM with information on workforce issues (from Carol Ormay, Kentucky)
Contact TASC for copies.

"Leadership and Action in Transition" from Barbara Dallas of the Illinois Hospital Association (bdallas@ihastaff.org)

If you have Flex Program success stories, please send them to Heather

Year Three Tracking Team Reports
Contact TASC

"Pneumonia in Small Rural Hospitals - A Collaborative Model for Performance Improvement in Critical Access Hospitals"
Contact TASC for a CD and booklet



"We're looking for someone who can stretch with the demands of this job. Are you flexible?"

Flex Orientation Memo

Save the dates for **December 10-11, 2003**, when state Flex coordinators will have the opportunity to work with the TASC Team and other key players in the Flex program at their office in Duluth, Minnesota, for an overview of the Medicare Rural Hospital Flexibility Program.
More information coming soon.

Spotlight on Success



On the brink of failure just four years ago, **Shoshone Medical Center** fought for survival with support from Quorum Health Resources, its board, and its medical staff. Now successful, it prepares to make history as one of the first Critical Access Hospitals to build a new state-of-the-art, independent not-for-profit facility with innovative HUD 242 financing from HUD.

Renewed physician loyalty drove volumes upward while **CEO Gary Moore and CFO Richard Mikkelson** put the organization's finance and operations back in order.

With restored stability and community confidence, the Shoshone Medical Center in **Kellogg, Idaho**, is making their vision a reality. Recent changes at HUD and HHS have opened up new options for Critical Access Hospitals. The program, called HUD 242, provides credit enhancement to qualified organizations. Now there is focus on where they were and where they want to go.