

Virtual Site Visits

Rural Health Network Development Grant Program

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Virtual Site Visit Overview

During 2021, some of the work with your TA Provider may be done in virtual meetings with key team members/and or partners. Together, you can determine the work to be done and the strategic conversations to have while your TA Provider is "on site".

Some examples of topics addressed on other grantee site visits that come to mind are:

- Establishing a common understanding and frame for quality improvement
- Aligning staff, leadership, and/or partners around your QI initiative
- Strategic review of goals and objectives
- Using a Formative Assessment Tool to assess sustainability potential of your program
- Mapping and institutionalizing workflow process changes
- Quality improvement tools, frameworks, and methodologies
- Using Power Mapping to engage stakeholders
- Demonstrating and communicating the impact of your program
- Developing and using a screening tool to maximize strategy selection
- Strategic planning support
- Sustainability planning support
- Training and/or facilitation of partner conversations specific to your program approach

As a member of the Rural Health Network Development grant program cohort, you will work with your TA Provider to customize the focus and agenda of your site visit as well as the timing. Please give this some thought before your next call with your TA Provider so that you can discuss for 2021.

Recently, the following topics (see below) have emerged from a review of grantee conversations and technical assistance action plans. As a result, we are providing more details on these for your consideration.

Using Data for Improvement and Telling Your Story

Data usage is twofold. During the project, it is the method for monitoring program progress and quality. As a project is further along in its implementation, data demonstrate program impact and tell the story. In addition, communicating program data is critical to sustainability. To that end, data utilization must be cultivated and practiced as an aspect of organizational culture, which requires transparency and a high level of trust. From this virtual site visit conversation, participants will:

- Recognize/identify a set of practical approaches for using data.
- Use data in framing and telling the story of the project/program.

Engaging Employees and Avoiding Burnout

To ensure optimal engagement, staff need to know that their voice matters and that they are supported – personally and professionally. In addition, organizations must set realistic expectations regarding engagement. The organization demonstrates that support by providing the tangible learning and engagement resources that staff need to be successful. From this virtual site visit conversation, participants will:

- Determine which tools can accurately assess engagement.
- Identify top employee concerns or needs.
- Develop practical skills to identify needs and support employees.

Advancing Health Equity

All people deserve equal opportunity for optimal health and well-being. The starting point for work in this area is understanding key terms (e.g., disparities, SDOH, equity, equality) and examining the data for the target community to assess root causes. Impacting health equity for a patient population involves: 1) intentional conversations about health inequities and their root causes, 2) examining the impact on the health services delivery system and 3) being willing to take action through revised policies and procedures that shape daily patient interaction and community engagement. In this module, participants will:

- Build competencies in advancing health equity.
- Lay the groundwork for taking actionable steps to improve health equity.
- Develop health equity goals for the broader community and internally for their respective organizations.
- Use data to address health equity.
- Use real-life to brainstorm policies and procedures to avoid unequitable treatment of patients/consumers.

Recruiting and Engaging Partners Strategically

Organization staff have the skills and tools necessary to support their partnership's continued development. They can feel confident in their abilities to recruit and retain partners by properly timing their recruitment efforts, being strategic in their selection of partners, and identifying and clarifying the expectations of/for partners. In this module, participants will:

- Set up the selection and onboarding process for partners.
- Define roles and standards for participation.
- Assess partner satisfaction.
- Match opportunities with strengths and interests.