

# Iowa Flex Program

Through the Flex Program, eligible critical access hospitals are able to participate in activities and programs aimed at quality improvement, financial and operational improvement, and population and community health at no cost.



## Flex Program Areas

Required in order to participate in other activities



### Quality Improvement

The quality improvement area includes MBQIP data. **Submitting MBQIP data is the only requirement for critical access hospitals to participate in the Flex Program.** If critical access hospitals meet the MBQIP reporting requirements, they are automatically able to participate in Flex Program activities.

Compass Healthcare Collaborative sends MBQIP reports to hospitals and provides technical assistance, webinars and calls and live events related to quality improvement.

Can participate in these activities if quality improvement requirements are met.



### Financial Improvement

HomeTown Health provides financial improvement webinars, triage resources, live meetings, comparative dashboards, in-depth assessments and action planning and peer assistance.



### Operational Improvement

HomeTown Health provides operational improvement webinars, live meetings, comparative dashboards, in-depth assessments and action planning and peer assistance.



### Population Health



Compass Healthcare Collaborative provides community health needs assessment technical assistance webinars. Iowa HHS provides individual technical assistance with community health needs assessments and health improvement plans.

For questions about the Flex Program, including eligibility requirements, program offerings and how to get involved with available opportunities, contact:

**Wanda Hilton**, Flex Program  
Coordinator [wanda.hilton@hhs.iowa.gov](mailto:wanda.hilton@hhs.iowa.gov)  
515-322-9708



For more information, scan the QR code to visit [hhs.iowa.gov/public-health/rural-health/rural-hospital-programs](https://hhs.iowa.gov/public-health/rural-health/rural-hospital-programs)

# IOWA FLEX PROGRAM

## Menu of Services



### OPERATIONAL IMPROVEMENT

*provided by HomeTown Health*

Hospital Operations Education and Strategies (HOPES) activities help hospitals identify opportunities for improvement in various areas of operations, such as leadership, efficiency (process improvement methodologies), data utilization, workforce, employee engagement, market share, care management and coordination and performance in various service lines.



### FINANCIAL IMPROVEMENT

*provided by HomeTown Health*

Financial Integrity through Revenue Education and Strategies (FIRES) activities provide tools to monitor key financial indicators, education to address standards for compliant practices with integrity and individual hospital assistance for those in high distress.

Activities focus on both revenue integrity and reimbursement, leading to compliance in coding, collections and billing practices. Activities help to reduce risk and costs related to managing denials and audits downstream in the revenue cycle.



### POPULATION HEALTH

*provided by Compass Healthcare Collaborative and Iowa HHS*

Population Health activities are aimed at providing technical assistance with Community Health Needs Assessments (CHNAs)/Implementation Plans, encouraging collaboration with local public health and other community partners, and assisting with population health projects that impact Social Drivers of Health (SDOH).

**Compass Healthcare Collaborative** provides CHNA/Implementation Plan webinars and podcast episodes along with on-demand resources and one-on-one technical assistance based on identified technical assistance needs of Iowa's CAHs.

**Iowa HHS** provides in-depth, one-on-one technical assistance for CHNAs/Implementation Plans and short-term cohort experiences.

### Operational and Financial improvement activities include:

- ▶ Training webinar series
- ▶ Statewide In-person Trainings
- ▶ IA Flex Financial triage resources
- ▶ Virtual workshops
- ▶ Access to the Iowa CAH Operational or Financial Comparative Dashboard and Individual Hospital Dashboards
- ▶ In-depth assessments and action planning (for "High Opportunity" or "High Risk" CAHs)
- ▶ Leadership Development Mentor Assistance Program



### QUALITY IMPROVEMENT

*provided by Compass Healthcare Collaborative*

These activities are aimed at providing technical assistance and resources for improving hospitals' quality measures and practices. Activities include:

- ▶ Flex Quality Improvement Statewide Meeting
- ▶ Four regional and virtual workshops
- ▶ Distribution of MBQIP reports
- ▶ MBQIP/quality improvement technical assistance
- ▶ MBQIP/quality improvement webinars
- ▶ Quality Improvement Peer Mentor Assistance Program