



The State Office of Rural Health

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Colorado Rural Health Center Releases 2018 Healthy Clinic Assessment White Paper

The Colorado Rural Health Center Healthy Clinic Assessment White Paper outlines the importance of regular evaluation in a clinic's work to continuing to provide high quality care

Denver, CO – April 9, 2018 – The Colorado Rural Health Center (CRHC) has released the 2018 edition of its *Healthy Clinic Assessment White Paper*. The document explores the importance of the Healthy Clinic Assessment (HCA) tool in streamlining operational workflow, maximizing efficiency, and providing an optimal patient experience.

“The HCA White Paper is an invaluable tool for clinics that are committed to improving their overall operations and increasing capacity. Increased efficiency allows a clinic to participate in quality improvement and data reporting initiatives, which provide an incredible value to our communities across the state,” said CRHC CEO Michelle Mills.

The HCA is a four-to-six hour process conducted by CRHC Quality Operations Specialists. The time is spent onsite with clinic staff conducting the assessment plus off-site analysis and research to complete the final HCA report and recommendations. Expert staff members from the Colorado Rural Health Center are trained to identify gaps in their onsite analysis in the following areas:

- Telephone Protocol
- Appointment Setting
- Check-in
- Check-out
- Visit Preparation
- Management Assessment
- Telephone Protocol
- Accounts Receivable
- Accounts Receivable Follow-Up

“As rural healthcare facilities across Colorado struggle with an increase in demand for care while budgets are tightening, the HCA program offered by the Colorado Rural Health Center improves overall quality of care and consistency at rural health clinics. HCA's assess the clinic's basic

business operations and processes to help clinics achieve efficiencies and maximize limited resources,” the report begins.

The HCA process has been shown to pay tangible dividends for clinics. Clinics that have undergone the HCA process have seen improvements in clinic operations anywhere between four and 29 percent. The greatest benefit is seen when conducting HCAs annually. Yearly reviews often reveal opportunities for growth that require long-term monitoring. For instance, improvements to appointment setting often require process mapping with administrative front desk personnel. As a result, the clinic can ensure front desk coverage when staff require sick time, vacation, or in the event of turnover. The data supports the value of annual evaluations as *7 of every 10* clinics see significant improvement in operational processes between the first and second HCA.

To conduct a Healthy Clinic Assessment, interested parties should contact Natalie Vogan, Clinics Program Manager at 303.309.6807 or nv@coruralhealth.org.

As Colorado’s State Office of Rural Health and member-based association for rural health facilities, CRHC is a clearinghouse for rural health information and resources, helping providers throughout Colorado enhance healthcare services available in rural communities, and helping elected officials make informed decisions about healthcare policy.

The HCA Whitepaper can be downloaded at <http://coruralhealth.wpengine.netdna-cdn.com/wp-content/uploads/2013/10/HCA-White-Paper-FINAL--2017-Data.pdf> - For additional resources, visit the CRHC resource center at <http://coruralhealth.org/resources>.

About The Colorado Rural Health Center

The Colorado Rural Health Center was established in 1991 as Colorado's State Office of Rural Health. As a 501(c)(3) nonprofit corporation, CRHC serves dual roles as the State Office of Rural Health and the State Rural Health Association. The organization’s mission is to enhance healthcare services in the state by providing information, education, linkages, tools, and energy toward addressing rural health issues. CRHC’s vision is to improve healthcare services available in rural communities to ensure that all rural Coloradans have access to comprehensive, affordable, high quality healthcare. For more information visit www.coruralhealth.org, call 303-832-7493, or call toll free 800-851-6782 from rural Colorado.