

# TECHNICAL ASSISTANCE



**NORTH DAKOTA**  
**Rural Health Clinic**  
**NETWORK**

The North Dakota Rural Health Clinic (RHC) Network serves as a common place for the state's RHCs to share best practices, tools, and resources related to providing quality healthcare.

Technical assistance is available through the North Dakota RHC Network to all RHCs in the state.

## RHC Webpage

- The North Dakota RHC Network's webpage is hosted through the University of North Dakota Center for Rural Health's website. Visit <https://ruralhealth.und.edu/projects/rhc-network> for North Dakota RHC Network news, upcoming events, contact information, project descriptions, map outlining Critical Access Hospital (CAH) and RHC locations, and more.

## Educational Offerings

- The North Dakota Medicare Rural Hospital Flexibility (Flex) Program hosts an annual CAH/RHC meeting. Other educational events are offered throughout the year based on current topics and identified statewide needs. Agendas are meant to support Flex goals, featuring best practices of North Dakota RHCs and their partners.

## Virtual Library of Shared Tools

- North Dakota RHC specific policies, best practices, survey correction plans, and more are stored here for North Dakota RHC and CAH access only and are password protected. To request access, contact Project Coordinator [Anna Walter](#).

## Group Facilitation

- This service is available to RHCs and their partners to assist with decision making of quality-related activity. Examples of focus group topics include discussion on current healthcare quality measures, developing RHC suitable measures, how to use existing data, compliance, and sharing best practices.

## North Dakota RHC Listserv

- The listserv is a valued tool RHCs use to share information and post questions to one another. It serves as a one-stop approach and provides timely responses from RHC colleagues. RHCs may use the listserv on their own or work through the North Dakota RHC Network project coordinator if they wish to remain anonymous.

## CMS Conditions for Certification

- Regulatory Changes: The RHC Network monitors regulatory changes on a weekly basis and posts updates to the website and through its listserv.
- Plans of Correction: A Top Ten Deficiency checklist is provided to all RHCs annually. The RHC Network facilitates sharing of resources to help RHCs prepare for their surveys and to help develop plans of correction if necessary.
- Collaborative Sharing: The RHC Network facilitates the exchange of state survey findings among RHC designated staff

## Chronic Care Model and the Plan, Do, Study, Act (PDSA) Cycle

- Training is available to RHCs for process improvement and implementing tests of change (PDSA cycles) for the purpose of identifying best practices.

## Strategic Planning

- Facilitation for planning purposes is available for small and large groups including board of directors, department managers, community members, network members, and others. The identification of strengths, weaknesses, opportunities, and threats is addressed followed by the development of action plans.

## For more information, contact:

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