

# 2025 North Dakota Flex Annual CAH and RHC Meeting

April 24 • 7:45 am – 5:00 pm Central

Bismarck Event Center • 315 South 5<sup>th</sup> Street • Bismarck, North Dakota

## AGENDA

- 
- |                  |   |
|------------------|---|
| 7:45 – 8:00 am   | <b>Welcome and Flex Program Update</b><br>Jody Ward, Program Director, UND Center for Rural Health  |
| 8:00 – 10:00 am  | <b>Informal Feedback Skills for Leadership and Life</b><br>Sue Tetzlaff, RN, RHIA, MHA, FACHE<br>Co-Founder/CEO of Capstone Leadership Solution, Inc  |
| 10:00 – 10:15 am | <b>Break</b>  |
| 10:15 – 11:15 am | <b>Integrating Quality Improvement into Organizational Culture</b><br>Courtney Ryan, Program Specialist, Telligen   |
| 11:20 – 11:45 am | <b>Hospital Highlight – Community Health Workers</b><br>Allie Wanner, Community Health Worker, CHI St. Alexius Health Dickinson<br>Tiffany Straub, RN, Clinic Nurse Supervisor and Melissa Stern, COTA, Community Health Worker, Sanford Hillsboro Medical Center |
| 11:45 – 12:30 pm | <b>Lunch – Sponsored by the UND Center for Rural Health</b>   |
| 12:30 – 2:30 pm  | <b>Bridging Community Health Needs and Quality Improvement: Strategies for Rural Success</b><br>Courtney Ryan, Program Specialist, Telligen   |
| 2:30 – 2:45 pm   | <b>Break – Sponsored by the UND Center for Rural Health</b>   |
| 2:45 – 3:45 pm   | <b>Calming the Chaos: Reclaiming Focus, Energy, and Joy</b><br>Sue Tetzlaff, RN, RHIA, MHA, FACHE<br>Co-Founder/CEO of Capstone Leadership Solution, Inc  |
| 3:50 – 4:50 pm   | <b>Top CAH and RHC Deficiencies in North Dakota</b><br>Shelly Heilman, Health Facilities Surveyor, Health Facilities Unit<br>North Dakota Health and Human Services   |
| 4:50 – 5:00 pm   | <b>Wrap Up and Adjourn</b>  |

Thank you to our sponsor, presenters, and participants for making the 2025 North Dakota Flex Annual CAH and RHC Meeting a success. We look forward to your support and partnership in the future.

---

*This activity is federally funded by Grant No. 2 U2WRH33321-06-00, Medicare Rural Hospital Flexibility Program (Flex) a Federal Office of Rural Health Policy (FORHP), Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services grant that is administered by the Center for Rural Health, University of North Dakota School of Medicine & Health Sciences.*

