

Ohio Rural Health Conference



Raabe College of Pharmacy
July 29 & 30, 2024

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Ohio Rural Health Conference

July 29 & 30, 2024

Raabe College of Pharmacy

Ada, Ohio

Quick Agenda

8-8:45 a.m. Registration

Room 151

9:00 a.m. ***HRSA Presentation***
Amanda Waldrup, MS, CHES

10:00 a.m. ***State of Rural***
Troy Brown
Chartis Group

10:45 a.m. Break

11:00 a.m. *Sessions Open (Sessions are 45 minutes in length)*

Room 151

11:00 a.m. ***Ohio Critical Access Hospital Network***
Troy Brown
Chartis Group

Room 157

11:00 a.m. ***Surveying the State of Rural Healthcare Ethics in Ohio and Beyond***
Stephanie Larson, PhD, HEC-C, Case Western Reserve University
Devora Shapiro, PhD, Ohio University/Heritage College of Osteopathic
Medicine

Room 158

11:00 a.m. ***Rural Medical Care for Alcohol, Tobacco, and Other Substances:
Patient Success and Joy in Practice***
Stacey Gardner-Buckshaw, Ph.D., MPA
Kay Seibert, M.Ed., M.D.S.,
Hannah Haynie, M.S.
Northeast Ohio Medical University (NEOMED)

Room 212

11:00 a.m. ***Make the Numbers Make Sense – How to Utilize Data to Tell Your Story***
Carly Salamone, MPH
Fisher-Titus Medical Center

12:00 p.m. Lunch/Ballroom at McIntosh

Room 151

1:30 p.m. ***RHC Quality Improvement and Measurement***
Greg Wolf
Lilypad

Room 157

1:30 p.m. ***Military Culture***
Nicole Laurenzi, MBA, MS, AT, Ohio Brain Injury Program
Jason Hughes, Ohio Suicide Prevention Foundation

Room 158

1:30 p.m. Impact of Health Equity in the HEALing Communities Study
Judith Harness, RN, MS
Sara Roberts, MSSA, LISW
Case Western Reserve University
HEALing Communities Study

Room 212

1:30 p.m. ***Getting Mental Health Education to Rural Ohioans***
Jessica Wright
Mental Health America of Northern Kentucky and Southwest Ohio

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2:30 p.m. ***From Regulations to Rural Excellence: Rural Healthcare Clinic Meeting***
Kate Hill, RN
The Compliance Team

Room 157

2:30 p.m. ***From Design to Impact: Overview of an Interprofessional Rural Health Training Program***

Michelle Musser, PharmD, BCPS, NCTTP

Emily Eddy, R.Ph., PharmD, BCACP, BC-ADM

Ohio Northern University

2:30 p.m. ***Role of Osteopathic Training on Otolaryngology Clinical Settings***

Samuel Borgemenke, OMS-III, BS

Ohio University

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2:30 p.m. ***Collaborative action developed in rural Appalachian Ohio***

Richard "Rick" Hodges, MPA

Ohio University

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3:30 p.m. ***Care Coordination Through PCMH***

Kristen Ogden, RN

The Compliance Team

Room 157

3:30 p.m. ***Advocacy, Connection, and Telehealth: Increasing Access to Gambling Disorder Services***

Jesse Wodrig, MBA, LCDCIII-GAMB, OCPSA

Ohio Gambling Telehealth Network (OGTN)

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3:30 p.m. ***Beyond the Barriers: Using Telehealth and Digital Health to Promote Health Equity in Rural Communities***

Danielle Renckly

Upper Midwest Telehealth Resource Center (UMTRC)

Room 212

3:30 p.m. ***Looking for the Win-Win: Facilitating Student Learning While Filling Local Healthcare Needs***

Michelle Musser, PharmD, BCPS, NCTTP

Ohio Northern University

6:00 p.m. ***Evening Reception/McIntosh Ballroom***

Heavy Hors d'oeuvres

Wine Bar

Entertainment

July 30 (Day 2)

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Carrie Cochran-McClain, DrPH

National Rural Health Association

9:00 a.m. ***Sessions Open***

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Brian Lee
Custom Learning Systems Group, Ltd.

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Lindsay Corcoran, MHA|
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Melanie Wilt
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Amy Graham

Lindsay Corcoran

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Suzanne Carroll, MS, RN, AOCN

Roswell Park Comprehensive Cancer Center, Buffalo, New York

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Ruth Lim, PharmD candidate

Ohio Northern University

Room 157

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Brandi Baker, MPA, CDP

Dr. Amanda Flowers, M.A., Ph.D.-Health

Bose Maposa

Liana Flore

Racial Equity Coalition of Athens County (RECAC)

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Rupal Oza, MD

Cortney Seymour, CNP

MedOne Healthcare Partners

Room 212

11:00 a.m. ***Laughter REALLY is the BEST Medicine!***

Misty Harmon

Ohio State University

11:45 a.m. ***Lunch Buffet***

McIntosh Ballroom

1:00 p.m. Keynote (McIntosh)

Winning Ways of Women Leaders (for all leaders) in Rural Healthcare

Panelists include:

Stacey Gabriel, RN, BSN, MBA/MHA, RHCEOC, President/CEO of Hocking Valley Community Hospital, Ohio

Morgan Allison, MHA, MHA, BS, CEO of Kiowa County Memorial Hospital in Kansas City, Kansas

Amanda Kovolyan, MD, Avita Health System, Board Certified in Family Medicine, Chief Medical Officer Avita Bucyrus Hospital and Medical Director for Avita Home Health & Hospice

Panel Sponsored by "Rural Hospital Insurance of America (RHIA), Powered by NRHA, Managed by Healthsure."

FULL PROGRAM

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10:45 a.m. Break

11:00 a.m. *Sessions Open (Sessions are 45 minutes in length)*

Room 151

11:00 a.m. ***Ohio Critical Access Hospital Network***
Troy Brown
Chartis Group

Join us as we review the latest results of the Rural Hospital Performance INDEX, along with current ED Transfer Communications performance, and updates to the MBQIP measures and HCAHPS for 2025.

Room 157

11:00 a.m. ***Surveying the State of Rural Healthcare Ethics in Ohio and Beyond***

Stephanie Larson, PhD, HEC-C

Case Western Reserve University

Devora Shapiro, PhD, Ohio University

Heritage College of Osteopathic Medicine

Findings from a scoping review of published scholarship that addresses clinical ethics in rural settings and move on to facilitate collaborative participant-focused discussion of ethical issues that Ohio rural health professionals face in day-to-day practice. As we will discuss, current clinical ethics scholarly discourse often assumes an urban or suburban healthcare setting with access to either a clinical ethics consultation service or staff with clinical ethics training. Our review seeks to understand how the scholarly literature from the last ten years addresses the following questions: 1) What healthcare ethics issues are unique to rural settings? 2) How are such issues addressed, particularly in under-resourced areas? 3) What strategies are offered to build rural healthcare ethics capacity among professionals and community members? Our review also considers the accessibility of rural healthcare ethics scholarship for those who do not have institutional access to major journals. Having outlined the gap in attention to rural healthcare ethics needs, we facilitate a discussion of Ohio-based healthcare ethics needs raised by session participants working in rural healthcare settings.

Room 158

11:00 a.m. ***Rural Medical Care for Alcohol, Tobacco, and Other Substances: Patient Success and Joy in Practice***

Stacey Gardner-Buckshaw, Ph.D., MPA

Kay Seibert, M.Ed., M.D.S.,

Hannah Haynie, M.S.

Northeast Ohio Medical University (NEOMED)

Ohio-centric literary works such as "Dreamland" and "Not Far From Me" tell stories of patient despair, family trauma, corporate greed, and a broken healthcare system. Stories like these have frustrated physicians, leaving some to feel blamed for the opioid crisis and reluctant to answer the call to incorporate mental health and addiction recovery care in their primary care practices. In this session we tell the heroic stories of two family medicine physicians who incorporated treatment for addiction into their practices because they saw a need. They found JOY in the process and helped NEOMED develop a training to encourage

others to do the same! We'll also discuss what our study revealed about barriers to provide addiction treatment care and share ongoing educational supports for new and existing providers.

Room 212

11:00 a.m. ***Make the Numbers Make Sense – How to Utilize Data to Tell Your Story***
Carly Salamone, MPH
Fisher-Titus Medical Center

Every second of every day, we are making data. Whether at work, at home, or on the road, we are either collecting the data, or the data is being collected on us. In fact, the amount of data we are exposed to every day is overwhelming! We know that data is useful, but there is so much that it can be difficult to even know where to start. And how do we utilize this data to drive decision making? Our data may make sense to us, but how do we then translate that data for other people to understand? In this session, we will identify what data is most important to your audience. How does data help us tell our story? How do we use the data to educate others? And how does telling our story through data influence decision makers and funders?

12:00 p.m. ***Lunch***
Ballroom at McIntosh

Room 151

1:30 p.m. ***RHC Quality Improvement and Measurement: Rural Healthcare Clinic Meeting***
Greg Wolf
Lilypad

We will discuss insights into best practice quality measures for RHCs and strategies to develop, implement and document results for improvement initiatives in small, rural primary care practices. With the movement toward value-based reimbursement for rural providers, quality measurement is a key strategic and operational priority.

Room 157

1:30 p.m. ***Military Culture***

Nicole Laurenzi, MBA, MS, AT, Ohio Brain Injury Program

Jason Hughes, Ohio Suicide Prevention Foundation

We will present how understanding and providing care for military culture is crucial, given the unique challenges and experiences of service members. Their everyday concerns differ from civilians, and their training fosters a culture centered on unbreakable bonds, toughness, and loyalty to comrades. Military personnel are more prone to various health conditions compared to civilians, with a notably higher risk of suicide due to their unique life experiences. In delivering care, it is imperative to comprehend their culture to avoid causing offense and to ensure they receive the respectful and tailored care they deserve.

Room 158

1:30 p.m. Impact of Health Equity in the HEALing Communities Study

Sara Roberts, MSSA, LISW

Judith Harness, RN, MSN

HEALing Communities Study

We will present how geographic regions offer unique challenges related to OUD risk and effective intervention. A recent systematic review of qualitative research assessing rural and non-urban risks for opioid-related harms identified four primary factors affecting OUD risk (Thomas et al., 2020). First, deindustrialization in rural regions significantly degraded local economies, leaving many rural residents financially distressed. Second, transportation options are typically limited, partially due to widespread geographical spaces and lacking public infrastructure. Third, smaller communities often have increased visibility of people seeking treatment in public settings. Stigma may discourage people with OUD from seeking support and health care services due to a lack of anonymity. Finally, policies and stigma from health care providers present additional barriers to those seeking OUD treatment. Ohio has been one of the hardest hit states in the country by the opioid epidemic. It also has great geographic variation, spanning from large urban cities to rural communities that extend into Appalachia. Due to its geographic diversity, one-size-fits-all interventions that likely reflect urban community contexts are limited. Risk for OUD will vary by geographic context, and interventions to reach residents across the state must be tailored to the unique conditions within each geographic location. This paper draws on

Ohio data to describe HEAL coalition's attention to and discussion frequency of health equity strategies designed for people living in rural and urban settings and explore the impact of coalition discussions on opioid risk reduction and medical treatment interventions.

Room 212

1:30 p.m. ***Getting Mental Health Education to Rural Ohioans***

Jessica Wright

Mental Health America of Northern Kentucky and Southwest Ohio

Getting certified in Mental Health First Aid (MHFA) for Rural Communities - an evidenced-based training that addresses the specific needs and strengths of rural communities, can make a difference in the lives of rural Ohioans and their own mental health. It will also lead to a more open dialogue about mental health and reduces stigma. We will discuss the following objectives: Explain why MHFA is important for rural Ohioans and how it can help them recognize and respond to mental health or substance use challenges in their communities, Identify the barriers and challenges that rural areas face in accessing training and how they can be overcome or mitigated, Share the experiences, outcomes and current projects of the MHFA Collaborative, who have trained 20,000 Ohioans including rural communities, Discuss the benefits, and features of the Mental Health First Aid for Rural Communities course and how to access it or become an instructor.

Room 151

2:30 p.m. ***From Regulations to Rural Excellence: Rural Healthcare Clinic (RHC) Meeting***

Kate Hill, RN

The Compliance Team

During this presentation, we will review regulations, commonly seen deficiencies, and learn ways to improve quality while staying in compliance.

Room 157

2:30 p.m. ***From Design to Impact: Overview of an Interprofessional Rural Health Training Program***

Michelle Musser, PharmD, BCPS, NCTTP

Emily Eddy, R.Ph., PharmD, BCACP, BC-ADM

Ohio Northern University

At ONU, we have implemented an interprofessional rural/underserved health training program that aims to help provide health professional students with an in-depth learning experience to develop the skills needed to fill the gap in rural practice areas. Now recruiting for its 5th cohort, we would like to present an overview of the programs' development, implementation, outcomes, and impacts. Data from community-based projects embedded in the project and outcomes related to student learning and career trajectory will be shared. Lessons learned and future directions for the program will also be discussed.

Room 158

2:30 p.m. ***Role of Osteopathic Training on Otolaryngology Clinical Settings***

Samuel Borgemenke, OMS-III, BS

Ohio University

Compared to the East and West coasts, the Midwest offers a lower proportion of practicing otolaryngologists. Specifically, underserved communities in southeastern Ohio and Appalachia are disadvantaged in otolaryngology care. We will discuss factors that lead otolaryngologists to a respective practice location, and if any of that influence comes from where otolaryngologists completed their medical education.

Room 212

2:30 p.m. ***Collaborative Action Developed in rural Appalachian Ohio***

Richard "Rick" Hodges, MPA

Ohio University

Providers, colleges and universities, public health agencies and advocacy groups are collaborating to overcome the challenges of social determinants and scarce resources in rural Ohio to improve health. I will review many of these efforts and provide a blueprint for collaborative action developed in rural Appalachian Ohio.

Room 151

3:30 p.m. ***Care Coordination Through PCMH***

Kristen Ogden, RN

The Compliance Team

With the recent expansion of the CCM billing code for RHC's, the possibilities are incredible for both patients and clinics. Patient-Centered Medical Homes offer care that is above and beyond traditional models. By putting the patient at the center, clinics are well positioned for Value-Based Care. I will discuss the following: Understand the "why" of care coordination, Hear opportunities to improve your CCM program and Gain tips for overcoming barriers in rural communities.

Room 157

3:30 p.m. ***The Ohio Problem Gambling Helpline***

Jesse Wodrig, MBA, LCDCCIII-GAMB, OCPSA

Ohio Gambling Telehealth Network (OGTN)

In rural Ohio, there is currently limited availability of mental health professionals specifically trained to serve clients experiencing gambling-related harm. I will discuss how the Ohio Problem Gambling Helpline is a resource for Ohioans to call in the event they are having personal difficulties due to gambling. Callers are directed to resources closest to their location. The resources identified specifically for rural communities are sparse, and for many rural counties, nonexistent. In this presentation, reasons will be presented on why rural communities should care about gambling-related harm and why efforts should be undertaken to serve these residents. Education about what forms of regulated and unregulated gambling available in rural communities will also be discussed. Information about capacity building to serve people affected by gambling, developing counselors and social workers to become qualified to work with these clients, and how local providers can be listed on a resource directory and be connected to callers from the Ohio Problem Gambling Helpline will also be presented. The Ohio Gambling Telehealth Network will also be discussed as a potential resource to assist in the efforts to serve rural residents experiencing gambling-related harm.

Room 158

3:30 p.m. ***Beyond the Barriers: Using Telehealth and Digital Health to Promote Health Equity in Rural Communities***

Danielle Renckly

Upper Midwest Telehealth Resource Center (UMTRC)

In this presentation, I will cover how telehealth and digital health tools can be used to overcome barriers to care that exist specifically in rural communities. This will include a discussion of the impact of social determinates of health within rural communities as well as an introduction to alternative telehealth access points. Objectives include: Introduce the applications of telehealth and digital health within rural communities, Identify current barriers to health equity that exist in rural communities and discuss how telehealth and digital health can be used to mitigate these barriers and Discuss how practical considerations of implementing telehealth and digital health tools can be used in rural communities including a discussion of alternative telehealth access points.

Room 212

3:30 p.m. ***Looking for the Win-Win: Facilitating Student Learning While Filling Local Healthcare Needs***

Michelle Musser, PharmD, BCPS, NCTTP

Ohio Northern University

Rural areas often lack adequate health care providers, leading to disparities in care access and health outcomes. Simultaneously, health professional students have required clinical experiences within their training; schools in rural areas often lack access to medical centers and other traditional clinical settings, limiting options for these experiences. However, rural areas, with significant gaps in care access, combined with supervised, advanced learners in need of clinical experience provide a combination that can be beneficial to the local community and academic programs. I will discuss in the presentation how to leverage learners to impact health and patient outcomes in rural areas. The service-learning program and clinical serves offered at our college are designed to benefit both the learner and the community. With over a decade of experience in matching student learning needs with gaps in local health care, we will share the development, implementation, and outcomes for this programming. Examples of community enhancement and involvement possible with such programming will be highlighted. Lessons learned, best practices, and next steps in this programming will also be discussed.

6:00 p.m. Evening Reception/McIntosh Ballroom
Heavy Hors d'oeuvres
Wine Bar
Entertainment

July 30 (Day 2)

Room 151

8:30 a.m. ***A View from Capital Hill***
Carrie Cochran-McClain, DrPH
National Rural Health Association

9:00 a.m. Sessions Open

Room 151

9:00 a.m. ***5 Star Swing Bed Census Breakthrough***
Brian Lee
Custom Learning Systems Group, Ltd.

We will embark on a transformative journey in rural hospital innovation with this session unveiling the six imperatives for Swing Bed census growth. Using the tools and strategies introduced in this session, elevate your status quo Swing Bed program into an engine of opportunity and give your facility an edge over the competition. Engage caregivers at every level to effectively set and achieve transformative goals as steppingstones to success. Participants walk away with a user-friendly, step-by-step guide for implementing a systematic marketing process to enhance community reputation and overall profitability.

Room 157

9:00 a.m. ***Using Population Data to Drive Care Management Program Development***
Lindsay Corcoran, MHA|
Stroudwater Associates

Using Population Data to Drive Care Management Program Development As the healthcare system continues to evolve from the traditional fee-for-service model into a population-based health mode, the need for improving care management processes within communities is becoming increasingly important. However, many hospitals don't know where to start when it comes to building a care management program. This presentation will focus on utilizing population data to drive the development of care management programs. By understanding the needs of the community through researching U.S. Census Bureau data, CDC reports, community health needs assessments, point of service social determinants of health data, etc., hospitals can utilize data to strategically develop care management programs to address the highest needs within the communities. Learning Objectives: 1. How to use population health data to drive strategy 2. Key components of a care management program and 3. How to use population health data to develop care management programs.

Room 158

9:00 a.m. ***Telling your Rural Healthcare Organization's Story Using the Science of Communication***
Emily Bennett
Melanie Wilt
Shift•ology Communication

Nobody wants a lecture (patients or employees alike), but they love to learn and engage when the content is meaningful and useful to them. Using the science of communication, Shift•ology Communication will help you build rapport with your audiences (patients, families, community leaders, providers and employees, and more), simplify complex messages, and create a valuable, intellectual idea exchange. Whether you're preparing your CEO for a television or newspaper interview, interacting with others online or presenting to stakeholders, these science-based communication skills will translate to your rural healthcare organization's communication being more confident, proactive and authentic. Main subject areas: Be Confident – We will break down the basics of having professional communication acumen within your organization no matter your role, including knowing your audience, information and environment. Be Proactive – Get ready to own your organization's messages based on real-life scenarios and a powerful formula that

works every time. Conference attendees will learn the process of message mapping to empower them to prepare for any interview, social media post or presentation they may encounter. Be Yourself – This session will allow attendees to better understand their communication strengths, and how their own unique skills and traits can be a value add to their organizations leadership team. Interactive activities: Attendees will participate in a message map workshop and leave the conference with tangible tools to better tell their organization’s story related to certain topic areas, both good and bad (ex: service line expansions, community health challenges, publicized patient experiences, etc). We will work through several examples of message mapping with the entire group and then ask each attendee to prepare a message map on their own, with time at the end for several individuals to share their examples in a facilitated group discussion.

Room 212

9:00 a.m. ***Improving Care for Rural Health System Elders: Implementing NICHE™ in a Critical Access Hospital***

Andrea Owen-Shearer MSN, RN, NE-BC

Susan Peters BSN, RN, NE-BC

The older adult population aged 65 years and over admitted to the hospital has continued to grow based on demographic data. In 2021, the Cleveland Clinic Lodi Hospital nursing team determined a need for additional education and resources to support the care of their aging population. Through the implementation of the Nurses Improving Care for Healthsystem Elders™ program, newly dedicated geriatric resource nurses (GRNs) participated in a 15 hour education program to improve foundational knowledge on care of the older adult. This team of nurses then looked to address care priorities impacting this population around skin care and mobility. A unit based change project was implemented in February 2022 which includes a two person skin assessment on admission of all patients, individualized interventions based on each patients initial skin assessment and monthly prevalence rounds by the GRNs to evaluate effectiveness of interventions and prevalence of hospital acquired pressure injuries. Outcomes to date include no identified hospital acquired pressure injuries February 2022-February 2023 and decreased length of stay. The team continues to expand with GRNs being added in the Emergency Department and Surgical Services as well as ongoing education and routine meetings.

Room 151

10:00 a.m. ***Secrets of the Staffing Fix***

Brian Lee

Custom Learning Systems Group, Ltd.

Amidst an unparalleled labor shortage, healthcare leaders find themselves grappling with the urgent demand for immediate staffing solutions. This dynamic keynote presentation equips attendees with strategies to navigate recruitment challenges, effectively onboard and retain highly qualified employees, enhance community reputation, boost morale, and streamline operational costs. Focused on the 'License to Please' patient experience empowerment bundle, this presentation unveils transformative approaches for creating an engaged workforce. Join us for a concise yet impactful exploration of actionable strategies, real-world case studies, and the roadmap to solving the staffing crisis permanently. This session is co-presented by Erin Muck, Chief Executive Officer at Crawford County Memorial Hospital, who will share her first-hand experience using these strategies to solve the staffing crisis in her rural facility

Room 157

10:00 a.m. ***What Rural Hospitals Need to Know About Developing Partnerships***

Clare Kelley, MPH

Stroudwater Associates

Participants will receive a comprehensive framework for understanding partnerships and their relevance in today's rural healthcare landscape. In this session, I will delve into alternative partnership structures and emerging models, providing an insightful overview.

Real-world case studies will be showcased, offering tangible examples of how the value of rural health systems can be measured and sustained, whether by remaining independent or through strategic partnerships tailored to specific organizational circumstances. A crucial aspect of this presentation involves an examination of stand-alone strategic and operating risks for rural health systems, along with tools to identify and mitigate inherent partner risks in any collaboration. By exploring these case studies, participants will gain valuable insights into the essential attributes of successful partnerships and the inherent risks associated with such collaborations.

Room 158

10:00 a.m. ***Implementing Medicare's Chronic Care Management Program***

Amy Graham

Lindsay Corcoran
Stroudwater Associates

In this presentation, we will explore the essential principles of Medicare's Chronic Care Management (CCM) program and share insights into the challenges and benefits of the CCM program for rural providers. In addition, unlocking the key elements to successfully implement Medicare's Chronic Care Management Program. Learning Objectives: - Understand the basic elements of Medicare's Chronic Care Management (CCM) program - Learn about why the CCM program is important to patients and healthcare organizations - Understand the general guidelines and financial considerations of the CCM program - Gain insights into navigating program requirements and ensuring compliance - Develop effective workflow strategies and technology leverage for integration of the CCM program - Address common challenges and barriers to successful CCM implementation - Evaluate key performance indicators (KPIs) to measure the impact and success of the program.

Room 212

10:00 a.m. ***Ethical considerations and moral distress of cancer care in rural healthcare settings***

Suzanne Carroll, MS, RN, AOCN

Roswell Park Comprehensive Cancer Center, Buffalo, New York

The topic is on the ethical considerations and moral distress of cancer care in rural healthcare settings. I will discuss healthcare and cancer care disparities that already exist in rural healthcare settings, and how these disparities intensify the moral distress of healthcare workers caring for these patients.

Room 151

11:00 a.m. ***Medication Affordability: Are there Solutions?***

Ruth Lim, PharmD candidate

Ohio Northern University

I will present information on how the National Center for Health Statistics found 9.2 million Americans either skipped doses, delayed filling a prescription or went without medications due to cost. This is particularly concerning for rural Americans as the USAs economic research service found that the poverty rate among rural Americans was 15% higher than their urban counterparts. There are many Medication Assistance Tools (MATs) such as discount cards, manufacturer programs, and local resources that might be able to help.

However, these programs can be difficult to navigate, both for patients and providers. A study was conducted in Ohio evaluating current pharmacists' knowledge and practice of Medication Affordability tools. Results were received from 1716 pharmacists (response rate 38%). Of these pharmacists, 21% of those responding were rural pharmacists. As medication providers, pharmacists are on the front lines of medication affordability. However, about half of all Ohio pharmacists reported having no time to help patients with these tools. Despite this, pharmacists are still making the time to help patients. In particular, 90% of rural pharmacists reported helping patients find discount cards or manufacturer coupons at least once a week. However, almost half of rural pharmacists referred patients to free or low cost medication manufacturers or community programs less than twice a year. This is likely due to pharmacists having limited knowledge on these programs, with only about half of rural pharmacists feeling knowledgeable about referral to social workers or 340b/FQHC programs. This is likely due to a lack of training on medication affordability tools, and a lack of collaboration between pharmacists, providers, and community organizations. Solutions to this problem include investing in collaborative opportunities and increasing educational opportunities for all providers. Data will be presented on medication affordability tools in rural areas and a discussion will be had on the advantages and disadvantages of these programs for the rural population, including a case study of a successful statewide collaborative program run in Kentucky.

Room 157

11:00 a.m. ***Making the Invisible Visible: Understanding the Challenges, Needs, & Barriers of Communities of Color in Appalachia when Accessing the Healthcare System***

Brandi Baker, MPA, CDP

Dr. Amanda Flowers, M.A., Ph.D.-Health

Bose Maposa

Liana Flore

Racial Equity Coalition of Athens County (RECAC)

In this presentation, we will highlight the process of coordinating a community participatory assessment for healthcare access among people of color in Appalachia. Participants will learn about how we organized and facilitated a mixed method, community directed process in partnership and collaboration with local health organizations. This session will highlight the importance of building relationships, trust, patience, and understanding cross cultural history and present dynamics within diverse townships. Participants will learn the outcomes of the assessment and recommended

approaches for improving healthcare practices, services, and resources within the healthcare system for people of color.

Room 158

11:00 a.m. ***Synergizing Care: Optimizing Nurse-Provider Communication in Post-Acute Care to Enhance Patient Outcomes***

Rupal Oza, MD

Cortney Seymour, CNP

MedOne Healthcare Partners

Based on our personal experience rounding in post-acute care facilities, we will discuss effective communication strategies for engaging facility care teams and building strong partnerships to elevate resident care and achieve quality outcomes. We will also provide guidance on methods for care teams to identify challenges, implement the right solutions, and prevent recurring clinical issues, such as return-to-hospital rates.

Room 212

11:00 a.m. ***Laughter REALLY is the BEST Medicine!***

Misty Harmon

Ohio State University

The goal of laughter therapy is to increase awareness about attitudes and feelings, gain a reprieve from daily stress and worry, encourage healthy choices, build creativity, and promote peak performance. I will discuss how practicing laughter daily elevates mood, improves efficiency and performance, creates social connections, helps overcome challenges, and provides health benefits. It's a complete package for physical, mental, social, and spiritual well-being. Laughter is a universal language. There are no restrictions on incorporating more laughter into our lives, including our work. Laughter is for everyone. This hands-on workshop focuses on the benefits of incorporating simulated laughter into our lives without relying on humor, jokes, or comedy, which are

subjective and vary greatly. Gain a deeper understanding of laughter therapy and how to utilize laughter in holistic wellness plans to be a more effective professional. Explore ways to add more laughter to life as we discuss the health benefits of laughter, write a FITT laughter prescription, and practice laughter yoga together. Staff and managers can use laughter year-round to improve team engagement and relations, boost creativity and productivity, increase problem solving, and build rapport. Laughter increases trust and trust improves team functioning. So, the next time your team needs a break or a boost, let the joke or laughter be on you!

11:45 a.m. Lunch Buffet Opens (McIntosh Ballroom)

1:00 p.m. Keynote
McIntosh Ballroom

Winning Ways of Women Leaders (for all leaders) in Rural Healthcare

Panelists include:

Stacey Gabriel, RN, BSN, MBA/MHA, RHCEOC, President/CEO of Hocking Valley Community Hospital, Ohio

Morgan Allison, MHA, MHA, BS, CEO of Kiowa County Memorial Hospital in Kansas City, Kansas

Amanda Kovolyan, MD, Avita Health System, Board Certified in Family Medicine, Chief Medical Officer Avita Bucyrus Hospital and Medical Director for Avita Home Health & Hospice

Panel Sponsored by "Rural Hospital Insurance of America (RHIA), Powered by NRHA, Managed by Healthsure."

BIOGRAPHIES
(in alphabetical order)



Morgan Allison has been a dedicated member of the Kiowa County Memorial Hospital team since January 2017 and has served as the Chief Executive Officer since April 1, 2021. She began her journey with the hospital as a part-time registration staff member and quickly transitioned to a full-time role within six months. Her exceptional performance and commitment to the hospital led to her promotion to Administrative Assistant in 2018. Amid significant changes at the hospital, Morgan's leadership qualities were recognized, and she was encouraged to apply for the CEO position, a role she assumed in 2021. Before embarking on her career in healthcare, Morgan successfully ran her own small business and managed administrative tasks for her husband's electrical contracting company. This diverse background provided her with valuable skills and insights that she now applies to her leadership role in the healthcare sector. Morgan holds a Bachelor's degree in Psychology from Barclay College, obtained in 2012, and a Master's in Healthcare Administration from Rasmussen University, earned in 2022. Her educational background, combined with her practical experience, has equipped her with a deep understanding of both the clinical and administrative aspects of healthcare. Outside of her professional responsibilities, Morgan is a devoted mother to three sons: Quintin and Austin, both 16, and Jackson, 8.



Brandi Baker, MPA, CDP, is the Co-Founder of the Racial Equity Coalition of Athens County (RECAC), a community organization that was founded in 2018. Brandi is a first-generation college student born and raised in Cleveland, OH and a two-time alum of Ohio University with a bachelor's in communications and a master's in public administration. Brandi is a Certified Diversity Professional (CDP) with over 15 years' experience leading, developing, and managing access, diversity, equity and inclusion education and workforce programs, trainings and pipelines within higher education, non-profit, medical education, and grass-roots community organizations. Brandi serves as proud member of the Health Policy Institute of Ohio (HPIO) Health Equity Advisory Board, Advisory Board Member for the Women in Leadership Program at Ashland University, and Board member of the Athens Foundation Racial Equity Fund. Brandi serves as a member of the National Diversity Council and The Society of Diversity.



Emily Bennett, Account Manager, Shift•ology Communication, has been with Shift•ology for 10+ years and currently serves as the account manager for education, healthcare and local clients. She has worked closely with Family Health Services of Darke County (Greenville), Madison Health (London), Mental Health Recovery Board of Clark, Greene & Madison Counties (Springfield) and Mental Health Services (Springfield) during her time as the company's expert communication strategist in the healthcare focus area. Emily graduated from The Ohio State University with a degree in strategic communication and is currently pursuing her APR designation. In her side gig, Emily serves as the organic content editor for Dayton Mom Collective and Cincinnati Mom Collective. She resides in Springfield with her husband and three children.



Samuel Borgemenke, third-year medical student at Ohio University Heritage College of Osteopathic Medicine is originally from the Cincinnati area. Prior to medical school, he studied statistics at The Ohio State University. His research project focuses on statistical models that predict where otolaryngologists practice. Specifically, looking at the effects of medical training on practicing in rural and underserved areas.



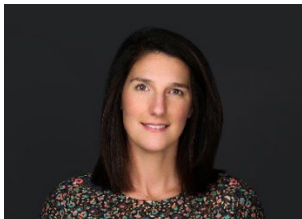
Troy Brown is a client services manager at the Chartis Center for Rural Health. Troy brings over 20 years of rural healthcare management and consulting experience with a focus on critical access hospitals and network facilitation. He has spent the last several years advising state-wide rural networks on cost reduction, payor contract optimization, and market analytics.



Suzanne Carroll, RN, MS, AOCN, has almost 40 years of experience in oncology nursing. She currently works as the Clinical Nurse Manager for Nursing Ethics and Environmental Sustainability at Roswell Park Comprehensive Cancer Center in Buffalo, New York. She has had numerous presentations and publications over the course of her career and has served as the Ethics Community Leader for the Oncology Nursing Society since 2015. In 2023 she received the distinguished Mara Mogensen Flaherty Memorial Lectureship Award from the Oncology Nursing Society. Suzanne is an avid cyclist, an amateur historic preservationist and photographer, and a lover of rescue dogs.



Dr. Carrie Cochran-McClain serves as the Chief Policy Officer at the National Rural Health Association (NRHA). Carrie joined NRHA staff in 2020 where she is the head lobbyist for the association and is responsible driving the policy agenda for rural health for the 21,000 member organization. Carrie has more than 20 years of experience working in federal health policy development, including leadership roles at Health Management Associates, the U.S. Department of Health and Human Services, and the Federal Office of Rural Health Policy. In her previous positions she has focused on improving health care outcomes, promoting health equity for vulnerable populations, and advising on health care policy issues. Carrie earned a BA in sociology from Willamette University and an MPA with a concentration in health policy and management from the Maxwell School at Syracuse University. She completed a doctor of public health at the UNC Gillings School with a focus on access to obstetrical care in rural areas.



Lindsay Corcoran is a Senior healthcare consultant and the lead of Stroudwater's Clinical and Quality team, dedicating over ten years to improving the success and viability of our country's most vulnerable healthcare organizations. Lindsay's expertise in hospital and medical practice operations, partnership strategies, and clinical and quality improvement has supported and sustained healthcare access for rural communities. Assisting rural and community hospitals and clinics nationwide to improve operational and financial performance to address the health and wellness needs of diverse stakeholders, patient populations, and communities.



Emily Eddy is currently an Associate Professor of Pharmacy Practice at Ohio Northern University College of Pharmacy. Emily serves on the Interprofessional Education Committee at the College and is a coordinator for diabetes pharmacotherapy elective courses at the college. Her practice area is in ambulatory patient care; she holds a board certification in ambulatory care and is board certified in advanced diabetes management. She maintains an active practice as a clinical pharmacist with Primary One Health in Columbus, OH; providing ambulatory health care services to local, underserved areas. Along with her colleague, Michelle Musser, she developed and founded a rural and underserved scholars program at the College aimed at preparing health professional students for a career in rural health and developing community-based projects aiming at meeting local health care needs.



Liana Flores has lived in Athens County for 27 years. Liana is a two-time alumna of Ohio University earning her B.S. in Education (2000) and a B.A. of Spanish (2003). She recognized the valuable resources offered by the university to help raise and educate her children. She has been an active member of the community in Athens and southeast Ohio volunteering her time with Athens Head Start, IPAC, classroom Spanish educator, various community meals, Athens Photographic Project, and soccer coach(Athens rec league and Alexander soccer club). The Racial Health Equity Advisory Board has provided Liana an opportunity to make sure the voices and concerns of minorities in our region are heard. She is honored to have been invited to participate in this work.



Dr. Amanda Flowers, M.A., Ph.D.-Health Advisory Board Member, completed her undergraduate work at Kent State University, with a major in psychology and minor in sociology. She received her M.A. and Ph.D. in Clinical Psychology from the University of Cincinnati, with an emphasis on the health and social outcomes of diverse populations. While centering her work around the African American community, Dr. Flowers has touched children and adults from all walks of life through clinical, research, and community settings. She has received over 30 scholarly rewards and collaborated on federally-funded grants awarded by the National Institute of Health, National Institute of Mental Health, National Institute on Drug Abuse, Centers for Substance Abuse and Prevention, Ohio Department of Mental Health, and AdoptOhio. Her research findings have been published in articles through the Journal of National Medical Association, Journal of Clinical Child and Adolescent Psychology, Journal of Child and Family Studies, and School Mental Health.



Stacey Gabriel has been with Hocking Valley Community Hospital since January 1995, and was appointed CEO & President in June, 2018. She started her career at HVCH working as an LPN in the Skilled Nursing Facility. Throughout her career she has worked in various clinical settings including Med-Surg, Special Care Unit, Surgery, and the Emergency Department. In 1999 Stacey transitioned into a Nursing Supervisor role, and in 2004 became Director of the Emergency Department, Urgent Care, and Emergency Preparedness where she served for eleven years. Prior to becoming CEO & President, Gabriel served as Chief Nursing Officer for almost three years. In addition to healthcare leadership at Hocking Valley Community Hospital, she has been involved in community and professional associations. Previously, she has worked as an experienced flight nurse with Air Evac Lifeteam and as an EMT-Basic with Hocking County EMS. Additionally, she has served on the following committees: Community Health Improvement Project; Hocking County Chamber of Commerce, Project Lead the Way; Hocking College EMS Advisory Board; Logan Theater Board, the Hocking County ASPIRE Board and the Hocking County Local Emergency Planning Committee. A native of Logan, Gabriel earned her Associates Degree in Nursing at Hocking College in 1995, a Bachelor's Degree in Nursing from Ohio University in 2007, and her Masters Healthcare

Administration and Masters Business Administration from Indiana Wesleyan University in 2016. In 2020, Stacey completed the National Rural Health's CEO Certification program. Stacey has two daughters, Madison (25) and Mollie (22).



Stacey Gardner-Buckshaw, Ph.D., MPA, brings 25 years of experience in grant leadership in higher education and not-for-profit sectors. She is an Associate Professor of Family Medicine and Director of Community Engagement. In the community, she serves on Summit County's Opioid Abatement Council, and Governor Mike DeWine's Ohio Opioid Strikeforce. Prior, she served as Director of Service Learning at Walsh University and Evaluator of Canton City School's 21st Century Grant, held senior leadership positions at two non-profit organizations near Akron, Ohio. Grant leadership includes awards from the State of Ohio, OhioMHAS, U.S. Depts. of Labor and Education, SAMHSA, HRSA, the national Services Corps, and the United Way, among other private foundations.



Amy Graham, Principal, is an experienced healthcare executive providing vision and direction in finance and revenue cycle and serving clients in the pharmacy, laboratory, hospital, and rural health clinic space. A leader with excellent communication and project management skills who has demonstrated the ability to manage teams, execute projects, and achieve results, Amy has over 20 years of experience in maximizing the accounting, finance, and revenue cycle processes for healthcare organizations. Her professional expertise includes month-end accounting consolidations for divisions with \$50-\$200M net revenue; creation of accounting policies and procedures for intercompany transactions; strategic analysis to determine long- and short-term organizational goals; development and direction of budgeting and forecasting activities for multiple entities; and understanding of synchronization of revenue cycle management to financial statements.



Hannah Haynie, M.S., is a dedicated scholar pursuing a Doctor of Philosophy in Sociology, with a specialization in Medical and Mental Health, at Kent State University. She holds a M.S. in Health Psychology from Saint Leo University and a B.S. in Biological Sciences from Youngstown State University. With extensive healthcare sector experience, she serves as the Manager of the Student-Run Free Clinic at Northeast Ohio Medical University, ensuring smooth clinical operations, managing grant endeavors, mentoring students, fostering community engagement, and performing research. Before this role, she spent seven years working at a federally qualified health center in Northeast Ohio, focusing on improving healthcare coordination and services for underserved populations. Hannah Haynie's academic and professional achievements underscore her commitment to enhancing healthcare access and addressing disparities in medical and mental health services.



Misty Harmon is the Family and Consumer Sciences Educator for Ohio State University Extension, Perry County. Misty's programming focuses on health and wellness including exercise and physical activity, mental health, stress reduction, prevention, and healthy aging, as well as parenting and food safety. Misty is a Buckeye Wellness Innovator. She is passionate about helping others realize their potential. Prior to joining Extension, Misty worked as an exercise physiologist in cardiac and pulmonary rehabilitation helping patients achieve their health and wellness goals.



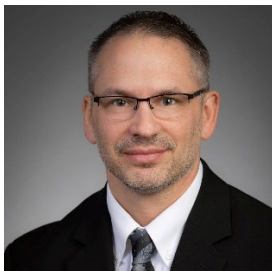
Judith Harness, RN, MS, is a Community Health Nurse specialist and has been actively engaged in public health research since 2001, after earning her MS in Community Health Nursing from The Ohio State University. Primarily focused on improving health in Appalachian counties in Ohio, Judith has served as Project Manager in several research studies dealing with childhood obesity, tobacco cessation, cervical cancer, and currently, reducing the number of Ohio opioid deaths due to overdose in the HEALing Communities Study. Since becoming an RN in 1985, she has enjoyed a variety of nursing roles including psych/mental health, orthopaedics, labor and delivery and home health. Judith served as nursing faculty for Hocking College, Ohio University Chillicothe and was a clinical instructor for The Ohio State University. In addition to her colorful nursing career, Judith is most proud of her family of four children, nine grandchildren and one wonderful husband. She and Dan reside in Chillicothe, Ohio where they both grew up and where they enjoy their rural lifestyle.



Kate Hill, RN, is a graduate of Einstein Medical Center School of Nursing. As an army nurse, Kate served in Vietnam, where she was awarded the Bronze Star for meritorious service. Kate has worked with orthopedic patients in several capacities, including nearly three-decades with Biomet in various capacities. Kate joined The Compliance Team in early 2012 to direct TCT's rural health clinic accreditation program. As VP of clinical services, she has spearheaded the TCT Rural Health Clinic Accreditation program, combining her clinical expertise, business acumen, and passion for the delivery of the best care possible to every patient. She presently serves on the board of the NRHA. Kate has spoken at numerous state and national meetings about RHC compliance, which allowed her to learn first-hand the diverse regional issues clinics are facing.



Richard “Rick” Hodges is Assistant Clinical Professor at Ohio University. He is also Director of the Ohio Alliance for Population Health, Executive Director of the Ohio University Health Collaborative, and Fellow at the George Voinovich School for Leadership and Public Service. Rick began his career as an elected local official and State Representative from rural Northwest Ohio. After leaving the legislature he worked in hospitals and private industry groups designing and managing population health programs for communities and employers in Toledo, Ohio, Tucson, Arizona and Milwaukee, Wisconsin. From 2014-2107 he served as Director of the Ohio Department of Health in the Kasich administration.



Jason Hughes is the Program Manager and Veteran Liaison for the Ohio Suicide Prevention Foundation. He co-leads the Ohio Governor's Challenge Team, which aims to prevent suicide among Service Members, Veterans, and their Families (SMVF). After 22 years of service, Jason retired from the U.S. Army in 2019. He is an instructor for the following courses: VitalCog: Suicide Prevention in the Workplace, Question Persuade Refer (QPR), Counseling on Access to Lethal Means (CALM), and Star Behavioral Health Providers (SBHP).



Clare Kelley, MPH, is an experienced healthcare consultant providing vision, direction, and leadership in affiliations and partnerships, and strategy to help ensure sustainable access to

healthcare for all communities. Clare is an expert in evaluating strategic risk for organizations in addition to outlining and implementing viable options for the future. Her recent work includes educating larger not-for-profit medical centers on the value of small critical access hospitals (CAHs); developing and evaluating a risk analysis for an independent short-term acute care center; affiliating small critical access hospitals with larger University Medical Centers; and advising CAHs on clinic operations and physician need.



Dr. Amanda Kovolyan has been with Avita Health System since 2013 where she accepted a position as an out-patient Family Medicine practitioner directly out of residency. Her office was designated as a rural health clinic in 2015. She has been serving as Chief Medical Officer at Avita Bucyrus Hospital since 2017. In 2020, Dr. Kovolyan accepted the role as the Medical Director of Avita Home Health and Hospice, an Avita Health System owned company. In her tenure with Avita, Dr. Kovolyan has served on the Crawford County Public Health Board, serving as President for several years. She has volunteered as team physician with a local high school. She also mentors students completing rural health primary care clinicals in her office. A native of Kent, Ohio, Dr. Kovolyan received her undergraduate degrees in Athletic Training and Health from Lincoln Memorial University in Harrogate, TN. She has a Master's degree in Education Administration from the same institution. In 2010, she graduated with her Doctorate in Medicine from St. George's University, Grenada, West Indies. Dr. Kovolyan completed her residency training through the Fort Wayne Medical Education Program in Fort Wayne, IN. She is Board Certified in Family Medicine. In her spare time, she enjoys wood working, crafting, traveling and walking on the beach.



Stephanie Larson, PhD, HEC-C, is a certified Healthcare Ethics Consultant (HEC-C) and graduate of the Cleveland Clinic's Postdoctoral Fellowship in Advanced Bioethics. She holds a PhD in English with a certificate in bioethics from Emory University where she researched the intersection of narratives and public health campaigns to address endemic disease in the rural US and Global South. Currently, Dr. Larson is a lecturer at Case Western Reserve University in Cleveland, Ohio and teaches in the Certificate Program in Clinical Ethics through the University of New Mexico Health Science Center's Institute of Ethics. She is also lead for the Rural Bioethics Affinity Group through the American Society for Bioethics and the Humanities (ASBH). Her research, which rests at the intersections of medicine, public health, and the humanities has appeared in publications such as *The Journal of Clinical Ethics*, *American Journal of Hospice and Palliative Medicine*, *Literature and Medicine*, and *Journal of Medical Humanities*.



Nicole Laurenzi, MBA, MS, AT, is the Community Outreach Analyst for the Ohio Brain Injury Program. She assists in managing the Star Behavioral Health Providers program as part of the Ohio Brain Injury Program. The Ohio Brain Injury Program focuses on the prevention and treatment to improve lives of Ohioans impacted by brain injury. Prior to her position here she worked as an athletic trainer at Ohio State Sports medicine in clinics and in the operating room with the surgeons. Nicole received her undergraduate degree in Athletic Training from The Ohio State University. From there, she received her Master's degree in Human Development and Leadership at Murray State University before returning to Ohio State for her Master's in Business Administration.



Brian Lee is the founder and CEO of Custom Learning Systems Group and the Healthcare Service Excellence Conference. With headquarters in Calgary, Canada, Brian has led his team of training professionals for 40 years, focused exclusively on hospitals and healthcare. Thirty-four of their clients have earned regional and national awards for world-class patient experience and employee engagement. Brian fully grasps the unique needs of rural healthcare and has personally consulted at over 320 Critical Access Hospitals throughout the nation. He is also the author of the US Hospital “HCAHPS Breakthrough Leadership™ Webinar Series” and the Everyone’s a Caregiver™ app.



Ruth Lim, PharmD Candidate, is in her third year of the six-year pharmacy program at Ohio Northern University, with minors in public health and business administration. She currently works at the ONU Healthwise Pharmacy, a community pharmacy serving the college and surrounding rural community. Ruth has an interest in underserved and rural medicine, and the role that pharmacy can play in public health. During her time at ONU she has started a campus public health fair, organized multiple naloxone trainings, and is currently developing a medication affordability outreach program. After graduation, she hopes to enter a pharmacy residency program focused on the underserved.



Bose Maposa serves as the Director of Operations in the Office of the Executive Vice President and Provost. She is also a doctoral candidate in the Translational Biomedical Sciences program at Ohio University. Her research centers on physical activity engagement, race, gender, immigration, and health disparities. She earned an MA in International Studies – African Studies, and an MPA, both from Ohio University. Bose is a member of the Racial Equity Coalition of Athens County Community Health Advisory Board and a member of the SportsAfrica Network’s Gender, Sexuality and Sport.



Michelle Musser is currently an Assistant Professor of Pharmacy Practice at Ohio Northern University College of Pharmacy. She also serves as the Director of Outreach Programming and chair of the Interprofessional Education Committee at the College. Her practice area is in ambulatory patient care, recently she has worked closely with the clinical services at ONU through ONU Healthwise, offering clinical services through the mobile rural health clinic and being involved with COVID testing and vaccine efforts. She also has a contingent position at a critical access hospital. A native of the rural community where ONU is located, Michelle along with her colleague, Emily Eddy, developed and founded a rural and underserved scholars program at the Ohio Northern Raabe College of Pharmacy, aimed at preparing health professional students for a career in rural health and developing community-based projects aiming at meeting local health care needs.



Kristen Ogden is the Director of Quality Improvement with The Compliance Team. Previously, she was Director of Clinic Quality and Accreditation for 12 Rural Health Clinics in Missouri. She is passionate about rural health and recognizes the need for advancing access for these communities. Kristen was raised in a small rural community and personally understands the barriers to resources for healthcare and is passionate about making a change to impact these barriers. Her experience as a nurse leader has fueled her desire to improve quality care and patient outcomes to more rural areas beyond her home state. Kristen is currently an active member of the Missouri Association of Rural Health Clinics. Kristen is a graduate from Lester E. Cox College of Nursing in Springfield, Missouri.



Andrea Owen-Shearer, MSN, RN, NE-BC, is a nurse manager at Cleveland Clinic Lodi Hospital. She holds a Masters of Science in Nursing with a focus on case management, and has extensive experience in medical surgical, intensive care, home health, hospice, nurse management and case management. Andrea lives in Sullivan, Ohio and grew up on a dairy farm in Homerville, Ohio. Her rural upbringing instilled in her a deep sense of community and the importance of caring for others. As a nurse, Andrea is dedicated to promoting health and wellness within her community and providing the highest level of care to her patients.



Rupal Oza, MD, is the Associate Program Director for the Post-Acute Care service line at MedOne Healthcare Partners. She has more than 20 years of clinical experience in both the inpatient and outpatient care settings, as well as 15 years of clinical leadership experience. In her program director role, she provides clinical operational direction to MedOne’s Post-Acute Care team and leads various projects to improve processes and elevate patient care. Rupal earned her medical degree at Dr. D. Y. Patil Medical College at the University of Bombay, received her Master of Public Health from The Ohio State University, and completed her family medicine residency at The Ohio State University Medical Center.



Never stop learning. Never stop teaching. With a servant’s heart, **Michael Patti** sees each relationship as an opportunity to learn first, teach second. His education in political science, Spanish and business administration coupled with career experience helping HR professionals in large public entities, is a solid foundation for growing with NRHA’s RHIA Program. When it comes to helping rural and community hospitals navigate and succeed in the complex world of risk and insurance, Michael says, “I can and will help our clients serve their employees well so they in turn can protect and nurture the health of the communities we all serve.”



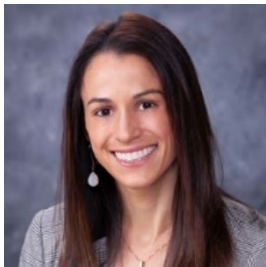
Susan Peters, BSN, RN, NE-BC, is a highly experienced nursing operations manager at Cleveland Clinic Lodi Hospital with 35 years of nursing experience in an acute care setting where she spent half of her career on a telemetry unit and the other half in the float pool with medical surgical and orthopedic units. As the nursing operations manager for the past 8 years, Susan is a valuable member of the team and is committed to the rural hospital environment and the people within the rural community of Lodi. She is also the NICHE coordinator for Lodi Hospital, which demonstrates her dedication to improving the care of older adults. Susan is passionate about understanding and overcoming the barriers that are presented to members of rural communities and their older adult population. Her expertise and commitment to rural health make her an asset to the Cleveland Clinic Lodi Hospital team.



Danielle Renckly is part of the Indiana Rural Health Association (IRHA), where she works as a Program Coordinator for the Upper Midwest Telehealth Resource Center (UMTRC). She hosts the UMTRC podcast, A Virtual View, where she discusses telehealth and related topics with a wide variety of guests. Prior to joining IRHA, Danielle was part of the Division of Emergency Preparedness at the Indiana Department of Health (IDOH). While there, she served as part IDOH's response to the COVID-19 pandemic. She holds a Bachelor's of Science in Sociology with a focus in statistics and inequality from Ball State University.



Sara Roberts is an Independently Licensed Social Worker with over 25 years of experience in social service direct practice, supervision and program development in non-profit, government and for profit settings in both rural and urban communities. Populations and practice areas include: trauma informed care and practice; substance use disorder and mental health treatment; family interventions; community level interventions; health equity and social determinants of health for underserved populations. Sara's passion for community engaged solutions and witnessing the devastating impact of the opioid crisis lead her to taking on her current role at Case Western Reserve University as a Senior Project Director, working in collaboration with The Ohio State University managing the Community Engagement Core for the Ohio HEALing Communities Study. Outside of work, Sara is a third year part-time PhD student at the Mandel School of Applied Social Sciences at Case Western Reserve University. She resides in Kent, Ohio with her husband Sam, their two children Victor and Zoey, as well as her Australian Shepherd, Niko.



Carly Salamone, MPH, serves as the Executive Administration and Government Relations Director at Fisher-Titus Medical Center, a rural, independent hospital in Norwalk, Huron County. Prior to her role at Fisher-Titus, Carly served as the Senior Director of Community Health Improvement at the Hospital Council of Northwest Ohio, where she spent much of her time advocating for underserved populations. Throughout her career, Carly has secured over \$30 million in grant funding and enjoys working collaboratively with public, private, and government organizations to improve community health status and implement policy change. A 2021 Toledo 20 Under 40 awardee, Carly has her Bachelors in Community Health from the University of Toledo and her Masters of Public Health from the Northwest Ohio Consortium for Public Health.



Kay Seibert, M.Ed., M.D.S., brings 20+ years of higher education program development and improvement. Seibert brings 20 years of experience in collaborative program creation and data management in health and higher education. She is Program Manager for SUD Education in the Department of Family Medicine. She manages the AUD/SUD Project ECHO, video production projects for online learning including First Episode Psychosis for health professionals. Seibert worked to increase company and community connections to expand opportunities for students in the Kent State University College of Public Health.



Cortney Seymour, CNP, is the Director of Advanced Practice Clinicians – Post-Acute Care at MedOne Healthcare Partners. She has nearly 20 years of nursing experience in both inpatient and post-acute care settings, and she is passionate about educating new and established nurse practitioners to elevate patient care. In her assistant director role, Cortney provides clinical operational direction to more than 30 post-acute care nurse practitioners and is responsible for the clinical onboarding of new nurse practitioners. Cortney earned both her Bachelor of Nursing and Master of Science in Nursing from Mount Carmel College of Nursing.



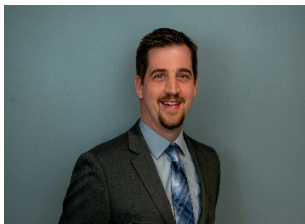
Devora Shapiro, PhD is Associate Professor of Medical Ethics at Ohio University - Heritage College of Medicine. She was the 2021-23 Fellow in Advanced Bioethics, at the Cleveland Clinic, after previously holding the appointment of Associate Professor of Philosophy and Co-Coordinator for the Healthcare Studies Program at Southern Oregon University. Dr. Shapiro earned her BA from Johns Hopkins University, an MA in Clinical Medical Ethics from the University of Tennessee, and her PhD in Philosophy from the University of Minnesota. She specializes in philosophy of medicine, feminist epistemology and philosophy of science, and clinical medical ethics. In clinical ethics, her work has focused on developing effective approaches for ethically engaging “complex” patients, innovative medical education, and on collaborative work integrating the philosophy of medicine and medical ethics.



Amanda Waldrup, MS, CHES, is an experienced public health professional who is passionate about bringing quality healthcare access to underserved populations. Amanda serves as the acting deputy regional administrator in the Office of Intergovernmental and External Affairs, Region 5 (Chicago) within the Health Resources and Services Administration (HRSA). At HRSA, Amanda works with a focus on reducing health disparities by addressing the needs of people of color, women, LGBTQ+, adolescents, those affected by HIV, and rural populations. Amanda holds a master’s degree in health education and a bachelor’s degree in psychology, both from Eastern Michigan University. She also holds the distinction as a Certified Health Education Specialist (CHES), a national standard of excellence in her field.



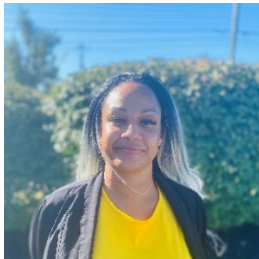
Melanie Wilt, Founder and CEO, Shift•ology Communication, is an expert PR consultant and communication coach who has led communications for state and international organizations in food & agriculture and aerospace. As an accredited PR professional (APR), she is well-versed in all aspects of public relations, but is expert in the practices of community relations, media relations and crisis communication. She is a gifted science communicator whose teaching methods apply to health, education and manufacturing’s most difficult communication and business challenges. Wilt was named “40 Under 40” by the Dayton Business Journal and received the Young Professional Achievement Award from The Ohio State University’s College of Food, Ag, and Environmental Sciences. Shift•ology Communication was named Small Business of the Year by the Greater Springfield Partnership and has won numerous awards for its work by the Public Relations Society of America and the National Agri-Marketing Association



Jesse Wodrig, MBA, LCDCIII-GAMB, OCPSA, is currently the Manager of the Ohio Gambling Telehealth Network (OGTN) at Problem Gambling Network of Ohio (PGNO). He has served in this newly created role since July 2023. Prior to working at PGNO, Jesse worked at Lake Area Recovery Center in Ashtabula, Ohio, starting as a Case Manager in 2014 and leaving as its Deputy Executive Director in 2023. Jesse’s initial experiences were working with clients living with substance use disorders until starting to work with clients experiencing gambling-related harm in 2021. He has also served at a Warm Transfer Specialist with PGNO receiving calls from the Ohio Problem Gambling Helpline speaking to people looking for help due to gambling-related concerns.



Greg Wolf has served as principal, chief technology officer, and director of business development for several healthcare advisory firms. His experience includes developing web-based analytic and benchmarking tools for rural hospitals and primary care providers. He has combined these skills in developing strategic plans and performance management systems for over 100 healthcare organizations. He is president of Lilypad, LLC, the nation's leading analytics firm focused on rural primary care practices, and he supports benchmarking and performance improvement initiatives for more than two dozen State Offices of Rural Health. In 2022, Greg also co-founded Wintergreen, a Maine-based healthcare advisory firm specializing in community and rural provider performance improvement and strategic planning.



Jessica Wright is a Statewide MHFA Coordinator for the Mental Health First Aid Collaborative, which is run by Mental Health America of Northern Kentucky & Southwest Ohio (MHANKYSWOH). She helps organizations across Ohio to host Mental Health First Aid training, with funding from OH-MAS and SAMHSA. She has a background in project management, having worked for Cameron Mitchell Premier Events for over 10 years. She holds a BS in Business Administration from Ohio University and an MBA with a project management specification from Ashland University.

