health services associates
EXPERT RURAL HEALTH CONSULTANTS

Celebrating Leadership, Teamwork, and a Commitment to Excellence

In October, I had the opportunity to visit a Rural Health Clinic (RHC) in Michigan to conduct a mock survey and facilitate an emergency preparedness tabletop drill. Throughout the day, I found myself repeatedly complimenting the team on the work they were doing. It was one of those visits that reminded me why I love what I do!
This clinic was a great example of what can happen when leadership is engaged, staff are supported, and everyone is working toward the same goal. I left feeling encouraged by their efforts and wanted to share a few things that really stood out to me.

Leadership That Makes a Difference

One of the first things I noticed was the involvement of the clinic's CEO. Throughout the day, the CEO was engaged in conversations, listening to recommendations, and actively looking for resources and solutions to support the team. What impressed me was that the conversations didn't stop at identifying opportunities for improvement. There was a genuine interest in figuring out what was needed and how to make it happen.
Having leadership that is engaged and willing to invest in the clinic makes such a difference. It provides staff with the support they need and reinforces the importance of the work they do every day.

The Right People in the Right Positions

Another highlight was seeing a relatively new clinic manager doing an outstanding job in their role. Their attention to detail, organization, and ability to streamline processes were evident throughout the day. From inventory management to compliance documentation, the clinic had systems in place that made sense and worked well for their team.
I could see the effort that had gone into organizing their processes and making compliance part of their daily operations. It was clear that this manager took pride in their work, and it showed! Having the right people in the right positions, with the necessary support for success, can tremendously affect how a clinic operates.

A Team That Wants to Learn

One of my favorite things about this visit was the questions the team asked. This clinic understood the importance of asking questions, seeking education, and using the

resources available to them. Having been certified as an RHC within the past two years, they were working through some requirements for the first time, including their first RHC Program Evaluation.
They were eager to learn, asked great questions, and wanted to understand not only what was required but how to best incorporate those requirements into their clinic.

I was thankful that Health Services Associates (HSA) could be part of their support network. There is a lot to learn when operating an RHC, and having a team willing to ask questions and continue building their knowledge is worth celebrating.

What Can We Take Away From This?

I encourage you to take a moment to recognize the great things happening in your own clinic.

A few things to consider:

- Engage your leadership. Include them in conversations about compliance, clinic needs, and opportunities for improvement. Their involvement and support can make a big difference.
- Recognize your staff. Take time to acknowledge the people who keep your clinic organized, support daily operations, and go the extra mile for your patients.
- Build on what is working. Look at the processes your team has developed and consider how you can continue to streamline operations and incorporate compliance into everyday activities.
- Keep learning. Encourage your team to ask questions, participate in education, and use the resources available to them.
- Celebrate your successes. Take time to recognize the progress your clinic has made and the people who helped make it happen.

Celebrating the Heart of Rural Healthcare

I left this Michigan clinic with a tremendous appreciation for the work their team is doing. They demonstrated that a commitment to compliance is also a commitment to patients, staff, and the community they serve. That deserves to be celebrated!
To the clinic leaders investing in their teams, the managers keeping operations moving forward, and the staff who show up every day committed to providing excellent care — thank you! You are making a difference in your communities, and your efforts matter.

Whether you work with HSA for one service or several, chances are there are other areas of your RHC where our team can help—including Policy Support, Certification & Re-Certification, Compliance, Cost Reporting, Rate Setting, Medical Billing, and Credentialing. If there's an area where your clinic could use additional support, email us or call 231.924.0244. We'd be happy to talk.

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