Since 1999, Arizona’s Rural Hospital Flexibility Program (AzFlex) has served as the premier technical assistance, training and information resource for populations served by Arizona’s 15 federally designated Critical Access Hospitals (CAHs), 31 Rural Health Clinics (RHCs) – of which 24 are affiliated with AzCAHs – and Community Health Centers (Federally Qualified and Tribal), trauma, Emergency Medical Services (EMS), and first responders. AzFlex is housed in the Arizona Center for Rural Health.

CAHs have fewer than 25 inpatient beds, are 35 miles or more from another facility, staff a 24-hours/7-days per week Emergency Department, and average less than 96 hours for an inpatient stay. Medicare reimburses CAHs on a reasonable cost basis for inpatient and outpatient services. Support by Medicare, Medicaid, AHCCCS (e.g., AZ CAH Pool) and federal (e.g., DSH) funding, help sustain crucial safety net services in rural communities.

AzFLEX PROGRAM FOCUS AREAS

- **Enhance Healthcare Quality** – AzCAHs report data into a national benchmarking system on patient safety, engagement, care transitions, and outpatient measures. AzFlex distributes quarterly trend reports to AzCAHs reflecting improvement and areas needing improvement.

- **Improve Financial and Operational Performance** – through monthly CAH Executive Leadership meetings, performance improvement education, consultations, technical assistance, financial and operational assessments, and recommendations tailored to individual CAHs.

- **Encourage Community Engagement and Health System Development** – use results from Community Health Needs Assessments, the Arizona Health Improvement Plan, and the 2016 Statewide EMS Needs Assessment to prioritize issues for communities served by CAHs and RHCs.

- **Designate Critical Access Hospitals (CAH)** – support, provide technical assistance to eligible rural hospitals considering federal CAH designation.

ARIZONA’S CRITICAL ACCESS HOSPITALS

1. Banner Page Hospital  
2. Hopi Health Care Center  
3. Sage Memorial Hospital  
4. Little Colorado Medical Center  
5. Parker Indian Health Center  
6. La Paz Regional Hospital  
7. Wickenburg Community Hospital  
8. White Mountain Regional Medical Center  
9. Cobre Valley Regional Medical Center  
10. Hu Hu Kam Memorial Hospital  
11. Northern Cochise Community Hospital  
12. Benson Hospital  
13. Copper Queen Community Hospital  
14. Carondelet Holy Cross Hospital  
15. Banner Payson Medical Center  
16. Wickenburg Community Hospital  
17. White Mountain Regional Medical Center  
18. Cobre Valley Regional Medical Center  
19. Hu Hu Kam Memorial Hospital  
20. Northern Cochise Community Hospital  
21. Benson Hospital  
22. Copper Queen Community Hospital  
23. Carondelet Holy Cross Hospital  
24. Banner Payson Medical Center

AzFLEX CONTACTS

- **Jill Bullock**  
  Associate Director  
  bullock1@email.arizona.edu  
  520.626.3722

- **Joyce Hospodar**  
  Senior Advisor, Rural Programs  
  hospodar@email.arizona.edu  
  520.626.2432

- **Bryna Koch**  
  Special Projects Coordinator  
  brynak@email.arizona.edu  
  520.626.6253

- **Melissa Quezada**  
  Program Coordinator  
  melissaquezada@email.arizona.edu  
  520.626.0721

- **Daniel Derksen, MD**  
  Director, Principal Investigator  
  dderksen@email.arizona.edu  
  520.626.3085

www.crh.arizona.edu/programs/flex