



Michigan Critical Access Hospital Quality Network (MICAH QN) Update

In August of 2015, the MI CAHs underwent a strategic planning process aligning their work with the [National Quality Strategy](#) by focusing on three priorities. This document provides an update on the priorities through November 2016.

Project Goal: Michigan Critical Access Hospitals and small rural PPS hospitals will be national leaders in performance improvement.

Strategy Group # 1

Priority: Making care safer by reducing harm caused in the delivery of care

- Current State – MI CAHs are at different levels and mechanisms of reporting systems, and there is not access to statewide event program outcomes in which to focus work.
- Future State – MI CAHs utilize the PDSA process to reduce harm with appropriate resources. There will be collaboration with Risk Management/Quality/Patient Safety Culture behaviors.

Progress thus far:

- Education provided to strategy group members on Patient Safety Organization (PSO) reports from MHA (outcome reports are not historically distributed to entities which report, no benchmarking at this time).
- Kerry Olsen, Spectrum Health Reed City was appointed to the MHA PSO Advisory Committee.
- PSO Survey Distributed – Findings included: confusion on what a PSO is, approximately 20 CAHs report to a PSO (most MHA PSO), and all that do not report to a PSO do have an internal mechanism for monitoring.
- High Reliability Presentations (2) by Gary Roth, MD – MHA Keystone
- Rounding with a Purpose Peer Presentations and Resources Shared (February 2016).
- Legal Protection for Safety Story – Explored this option with MHA PSO, but not feasible at this time.
- The Safety Story time was made a standing agenda item.
- Interactive session at May 2016 MICAH QN meeting to determine high needs among CAHs.
- Hand-off/Communication Survey Distributed – Findings included: comfort level is between 5-8 for most CAHs, SBAR is the most common tool, and the most effective per respondents.
- The team is exploring the TeamSteps tool as one with a potential impact on Safety Culture. This is a free safety tool.

- TEAMStepps education provided at November MICAHA QN meeting.

Strategy Group #2

Priority: Promoting Effective Communication and Coordination of Care to Improve Patient Safety

- Current State – Currently the MBQIP EDTC MICAHA QN Bundle Composite Score of the Seven Individual Measures is 61%.
- Future State – MICAHA Hospitals will increase compliance with the emergency department transfer communication bundle to a 90% congregate score.

Progress Thus Far:

- Robust conversation on the challenges surrounding obtaining 100% compliance.
- Standardized the number of charts that CAHs pull (still have one/two that pull more than 45).
- Peer Sharing on Best Practice regarding EDTC 5-6 (Feb 2016).
- Education on the importance of public recognition of staff (Feb 2016) (May 2016).
- Promotion of “two-staff check” as a best practice (Feb 2016).
- Improvement in all measures (1Q15-3Q16):
 - EDTC – 1: 84%-97%
 - EDTC -2: 84%-98%
 - EDTC – 3: 83%-97%
 - EDTC-4: 81%-94%
 - EDTC 5 – 77%-90%
 - EDTC 6 – 76%-89%
 - EDTC 7 – 85%-98%
 - EDTC All – 55%-76%
- Held face-to-face meeting – October 2016 to analyze data, provide targeted education to the two entities that are the lowest performing, and discuss next steps.
- Peer education on best practices surrounding obtaining compliance with sensory status, medications, and history and physical.

Strategy Group #3

Priority: Working with Communities to Promote Wide Use of Best Practices to Enable Healthy Living

- Current State – Currently the MICAHA QN collects Community Benefit Information and participates in the BCBS Population Health Initiative.
- Future State – Each MI CAH will implement a project working with the school district or local industry to improve the health of their community addressing a specific social/economic determinant of health.

Progress Thus Far:

- Healthier Communities Toolbox Developed.
- County Health Rankings Presentation to MICAHA QN members and to CAH CEOs and CFOs (November 2015).

- AL!VE presentation (May 2016).
- Lenawee Health Network Presentation (May 2016).
- Survey to MICAHA QN members distributed (August 2016) to determine projects and what additional resources needed.
- Call for presentations for the MICAHA QN November 2016 Meeting.
 - Community Medication Disposal Program
 - Community Flu Prevention Program
- Presentation at the MI CAH Conference focusing on SG #3s progress and two CAHs whom have innovative programs affecting the overall health of their community; AL!VE and CRANIUM