

**MICAH QN Mission Statement:** As a premier system of quality, the Michigan Critical Access Hospital Quality Network (MICAH QN) will be a model in developing processes that demonstrate the high-quality service provided by CAHs. MICAH QN will identify opportunities for change that lead to continued improvement in the health status of the population we serve.

**MICAH QUALITY NETWORK MEETING**

**8:00 – 8:30 a.m. MICAH QN Networking**

**8:30-11:00 a.m MICAH QN Meeting**

**Zoom Meeting - <https://msu.zoom.us/j/5305018601>**

**Theme: With Quality Comes Safety**

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| 8:30-8:45  | <p><b><u>Welcome</u></b></p> <ul style="list-style-type: none"> <li>Welcome New Members, and Brief Introductions of New Members</li> </ul> <p><b><u>MICAH QN Safety Story, Successes, Lessons Learned and Recognitions</u></b></p> <ul style="list-style-type: none"> <li>Please be prepared to share a safety story, successes, lesson learned or recent accomplishments with your MICAH QN peers.</li> </ul>   | <i>Mariah Hesse, Sparrow Clinton Hospital</i>  |
| <b><u>Strategy Group #3 - Reducing COPD Readmissions by Engaging Patients and Families in their Care and Promoting Effective Communication and Coordination of Care.</u></b> |  | <i>Chair: Heather Schragg, Eaton Rapids Medical Center</i>   |
| 8:45-9:15  | Panel presentation – COPD Readmissions – Lessons Learned from Consistent Performers  | <i>Darcy Donnelly, Aspirus<br/>Jen Anderson, Sparrow Ionia</i>   |
| <b><u>Strategy Group #2 – Data Management</u></b>  |  | <i>Chair: Jen Monzo, McKenzie Health System</i>  |
| 9:15-9:45  | <ul style="list-style-type: none"> <li>Q4 2020 MICAH QN Core Measures, Q1 2021 EDTC</li> <li>MICAH QN Measure Spreadsheet Reminder</li> <li>MI as a MBQIP Top Performer! Insights into the HRSA Methodology</li> </ul>   | <i>Jen Monzo, McKenzie Health System<br/>Jeff Nagy, MCRH<br/>Crystal Barter, MCRH</i>  |
| 9:45-10:00   | Break  |  |
| <b><u>Strategy Group #1 – Making Care Safer by Reducing the Harm Caused in the Delivery of Care</u></b>  |  | <i>Tiffany Friar, Sparrow Eaton</i>  |
| 10:00-10:20  | <p>Culture of Safety Surveys</p> <ul style="list-style-type: none"> <li>Discussion: What results are you seeing?</li> </ul>  | <i>Adam Novak, MHA Keystone Center</i>   |
| <b>MICAH QN Facilitated Discussions</b>  |  |  |
| 10:20-10:45  | <p><i>Group Discussion on the following topics (choose one to attend).</i></p> <ul style="list-style-type: none"> <li><i>#1 - <u>Patient Satisfaction Surveys</u> – What are you seeing? Trending positive or room for improvement? What actions have you taken to improve the overall quality of care domain? How is your survey response rate (is it consistent)? How are you gathering responses (mail, text, email?)</i></li> <li><i>#2 – <u>Prioritizing Quality</u> - What is your system/facility prioritizing right now on your quality scorecard? How are you moving quality</i></li> </ul> | <p><i>Attendees will be broken out into two breakout rooms</i></p> <p><i>Facilitators:</i><br/><i>Mariah Hesse (Breakout Room #1)</i><br/><i>Barb Wainright (Breakout Room #2)</i></p> |

**MICAH QN Vision Statement:** MICAH QN will be known as the statewide and national leader in the measurement of healthcare quality for Critical Access Hospitals (CAHs).

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|---|--|-----------------------------|
|   | <i>right now with limited resources?</i>   |                             |
| <b><u>Reminders and Updates from the MCRH</u></b> |  |                             |
| 10:45-11:00                                       | <ul style="list-style-type: none"> <li>• Institute for Healthcare Improvement (IHI) – <a href="#">Basic Certificate in Quality and Safety</a></li> <li>• MI CAH Conference – November 11<sup>th</sup> – 12<sup>th</sup>, 2021 – Traverse City, MI</li> </ul> | <i>Crystal Barter, MCRH</i> |