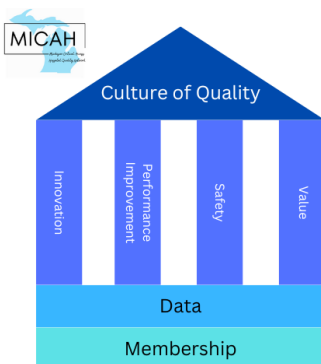


MICAH QN Mission Statement: As a premier system of quality, the Michigan Critical Access Hospital Quality Network (MICAH QN) will be a model in developing processes that demonstrate the high-quality service provided by CAHs. MICAH QN will identify opportunities for change that lead to continued improvement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



MICAH QUALITY NETWORK MEETING

February 23rd, 2024

8:30-11:30 a.m.

Theme: Accreditation

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

<u>Welcome and Sharing</u>		
8:30-9:00	<p>Welcome and Safety Story/Lessons Learned/MICAH QN Recognitions</p> <p><i>Please be prepared to share a safety story/lesson learned with your MI CAH peers.</i></p>	<p>Mariah Hesse, Sparrow Clinton Hospital</p>
<u>Strategy Group #2 – Data Management</u>		
9:00-10:00	<ul style="list-style-type: none"> ➤ Q3 2023 MICAH QN Core Measures Data, and Q4 2023 MBQIP EDTC Data ➤ MICAH QN HCAHPs Report Out ➤ MICAH QN Gap Analysis – Areas of Opportunity with Data & Performance ➤ MI CAH Scorecard Showcase – Scheurer Health ➤ Updates and Reminders 	<p>Chair: Jen Monzo, McKenzie Health System</p> <p>Speakers: Jen Monzo, McKenzie Health System, Amanda Saint Martin, MCRH, Jeff Nagy, MCRH, Julia Harbuck Valley, Scheurer Health</p>
<u>Strategy Group #3 – CAH Priorities – What you Need to Know Now!</u>		
10:00-10:30	<p>Welcome & Update from SG #2</p> <ul style="list-style-type: none"> ➤ MI CAH CNHA Overview ➤ Corewell Health – Leveraging the Joint Commission Health Equity Standards to Improve Care 	<p>Heather Schragg, Eaton Rapids Medical Center</p> <p>Laura Mispelon, MCRH</p> <p>Barb Wainright, Corewell Health</p>
<u>Strategy Group #1 – Reducing Harm Caused in the Delivery of Care</u>		
10:30-11:15	<p>Getting Back to the Basics on Safety Event Reporting – “The Why”</p> <p>Breakout Discussions on Increasing Safety Event Reporting & Engaging Care Team Members in the Safety Event Reporting Process</p> <ul style="list-style-type: none"> ➤ Explain what has worked in your organization in terms of increasing the reporting percentage among staff. ➤ Explain what are the common misconceptions among staff regarding reporting? How have 	<p>Tiffany Friar, Sparrow Eaton & Ionia</p> <p>Breakout Discussion Facilitators: Britney McPherson (Trinity Health Shelby) or Melissa Metts (Trinity Health Shelby), Jen Anderson (Sparrow Eaton & Ionia), Sherrie Toth (Bronson Lakeview & South Haven), Christine Bissonette (Kalkaska Memorial Health Center), Barb Wainright (Corewell Health)</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).

	<p>you worked to dispel these misconceptions?</p> <ul style="list-style-type: none"> ➤ What challenges do you have in terms of increasing safety reporting? ➤ What feedback loop do you have for safety reporting? 	
<u>Partner Updates</u>		
11:15-11:30	iMPROVE Health Update – Governors Award of Excellence	Tesia Looper, iMPROVE Health

MICAH QN Reminders:

MICAH QN Member Meeting Calendar (2024)

- February 23rd, 2024 (Virtual)
- May 17th, 2024 (Grand Traverse Resort, Traverse City, MI)
- August 16th, 2024 (Virtual)
- November 7th & 8th 2024 (In Person Traverse City, MI)

MICAH QN Resources:

- MICAH QN Measures – Excel Spreadsheet
- MICAH QN Open Office Hours
 - [2023 MICAH QN Open Office Hours Recordings](#)
 - [2024 MICAH QN Open Office Hours Recordings](#)
 - Upcoming Open Office Hours:
 - February 29th, 12:00 p.m. EST
 - How to Enhance your HCAHPS scores.
 - March 14th, 12:00 p.m. EST
 - Bridging the gap between Responsibilities and Requirements of EMS and Hospital Nuance
- MBQIP Open Office Hours:
 - January Open Office Hour – The Future of MBQIP (Are you Ready?), [Recording and Slides](#)
 - March Open Office Hours - Question and Answer Session with Telligan, MBQIP Technical Assistance Provider