



# Michigan Critical Access Hospital Quality Network

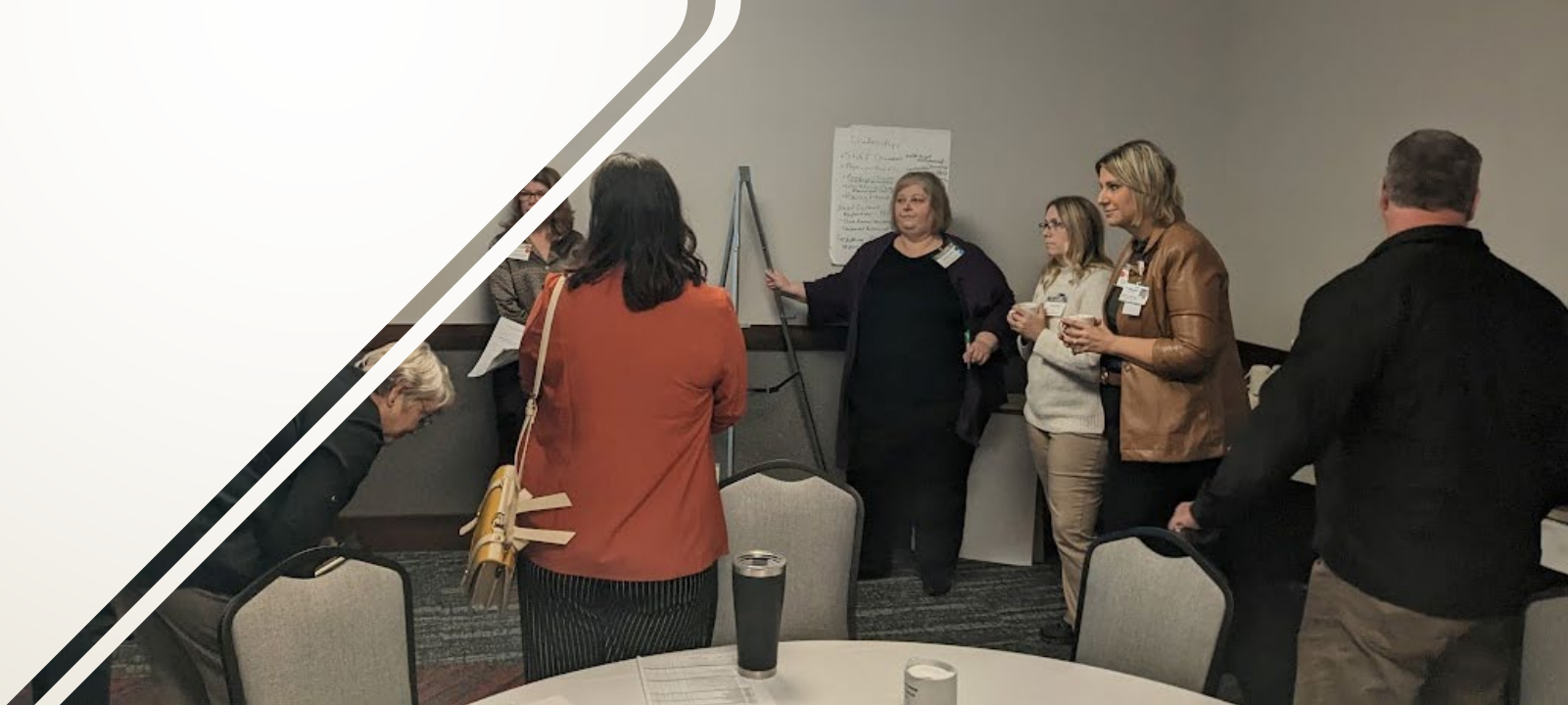
May 12th, 2023

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

# Welcome!

We are back in-person!!!

Agenda is organized to prioritize peer discussions.





# Meeting Highlights

- ▶ Connection!
  - ▶ Safety Story – Opportunity for MI CAH Leaders to share lessons learned surrounding patient safety with their peers.
  - ▶ Discussion Groups
    - ▶ Culture of Safety
    - ▶ Quality and Front-Line Providers
- ▶ Guest Presentations
  - ▶ BCBS PG5 P4P
  - ▶ Strategy Group Updates
- ▶ Best Practice Sharing/Peer Sharing
  - ▶ MI CAH Quality Scorecard Showcase (Munson Healthcare)
  - ▶ Health Equity (Scheurer Health)
  - ▶ A Quality Journey & Connection to CMS COP (QAPI) – Schoolcraft Memorial Hospital

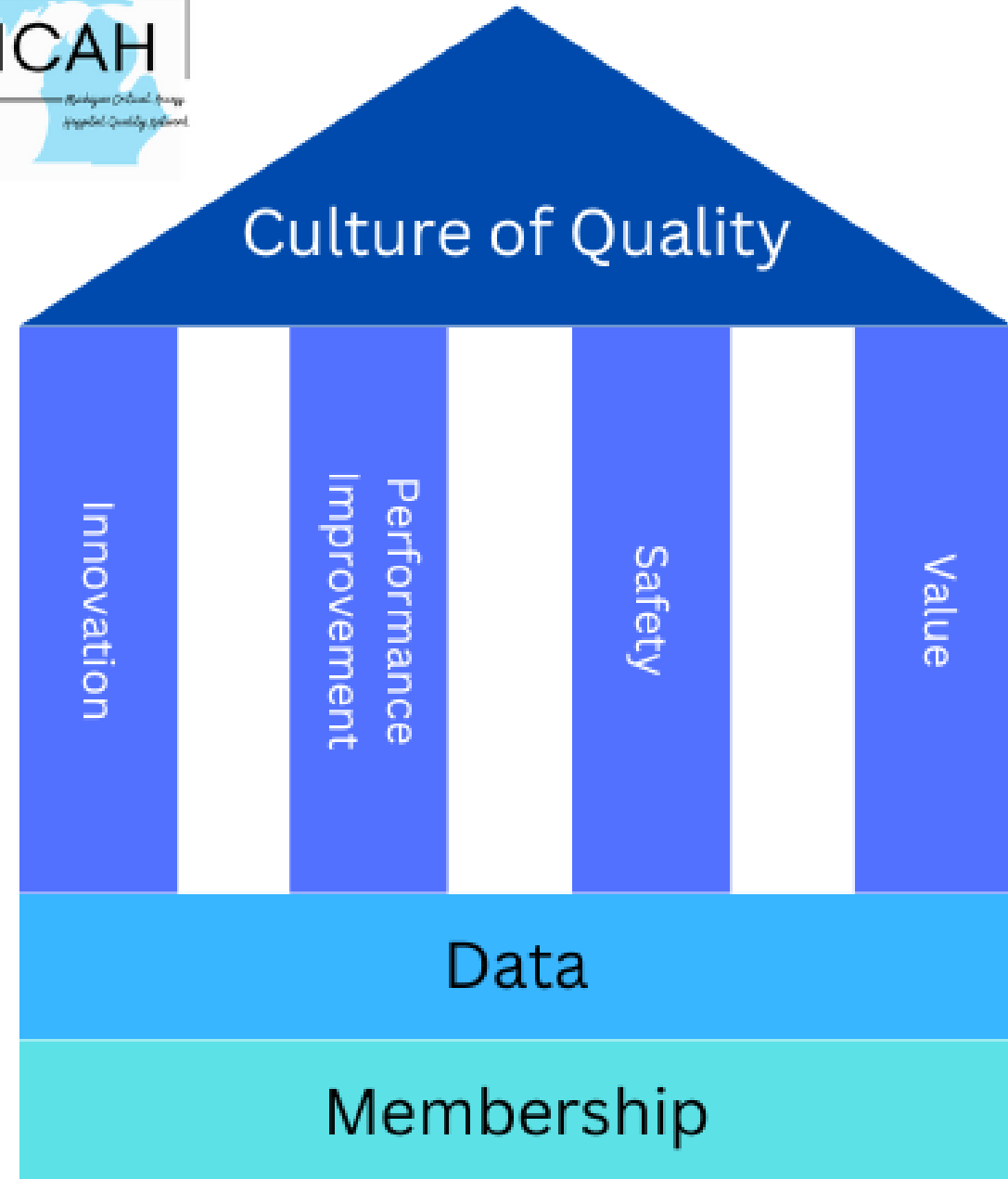


# New Members and Recognitions



# MICAH QN – A Path Forward

- ▶ MICAH QN Executive Committee met in March 2023 to assess priorities, identify opportunities and determine a structure through 2025.
- ▶ Process:
  - ▶ SWOT
  - ▶ Membership Survey
  - ▶ Alignment with National Priorities



# Innovation/Alignment of Future State of CAHs

*To ensure that all MI CAHs are poised to succeed in the future state of the CAH Model*

## How we get there:

- **Maximizing Talent from Membership**
- **Ensuring MICAHA QN is represented on appropriate National and State Committees**
- **Understanding the Future State of CAHs**

## **Measures of Success:**

- 75% of MICAHA QN members feel comfortable explaining opportunities within the 5-star Report (i.e., what changes does each organization need to make to receive (more) stars).
- CMS 5-Star Reports Understanding the collective current state and opportunities.
  - Note: May MICAHA QN Meeting = Discussion. Open Office Hours and August meeting = SME education.
- 100% of MICAHA QN members are engaged within a Strategy Group (TODAY!!!)

# Performance Improvement

*To ensure that each MI CAH thoroughly understands CAH quality reporting and views the MICAH QN as a resource for Performance Improvement tools.*

## How we get there:

- **Data Management and Analysis**
- **Building Performance Improvement Capacity in MI CAHs**

## **Measure(s) of Success:**

- Top 10 States with CAHs on Performance and Reporting (MBQIP Methodology)
- Success in all 37 CAHS sharing transparently a new metric – (align with innovation – CMS example).
- 75% of members found to benefit from the performance improvement education
- 50% note that they have used one new performance improvement tool a year



# Safety

*To ensure that the MICAH QN fosters and measures a Culture of Safety within each MI CAH.*

## How we get there:

- ▶ **Leverage the Culture of Safety Survey**
- ▶ **Provide Targeted Education on Key Areas of Harm**

## **Measure of Success:**

- ▶ Each MI CAH shows improvement on the following question: The culture in this work setting makes it easy to learn from the errors of others



# Value of MICAH QN

*To ensure the sustainability and viability of the MICAH QN.*

## How we get there:

- Provide valuable resources to each MICAH QN Member
- Ensure CAH Leadership understands the value of the MICAH QN
- Showcase MICAH QN

## Measure(s) of Success:

- Annual Assessment of CAH CEOs. (Value in sending a team member to the MICAH QN meetings)
  - Note: This could be connected at the November MI CAH Conference. Send to the most appropriate personnel (ask each MICAH QN member to do this)
- Engagement Metric: Do you feel a sense of belonging within the MICAH QN?
- Engagement Metric: Percent of MICAH QN members who present at meetings.
- Engagement Metric: Percent of MICAH QN members who reach out personally to another member
- Engagement Metric: How valuable did you find the meeting (1-10)
- Engagement Metric: MICAH QN Members who use listserv

# Safety Story

Opportunity to share lessons learned from you/your organization on patient safety.



# Strategy Groups

- Strategy Group #1 – Making Care Safer by Reducing the Harm Caused in the Delivery of Care
- Strategy Group #2 Data Management and Analysis
- Strategy Group #3 – Effective Communication and Coordination of Care

*Special thank you to our Strategy Group Leaders*

# MICAH QN Meeting Schedule - 2023

- ▶ 1 Virtual, 1 In-Person
  - August 18<sup>th</sup>, 2023 (Virtual)
  - November 9<sup>th</sup>, 2023 (In Person  
Traverse City, MI)

