

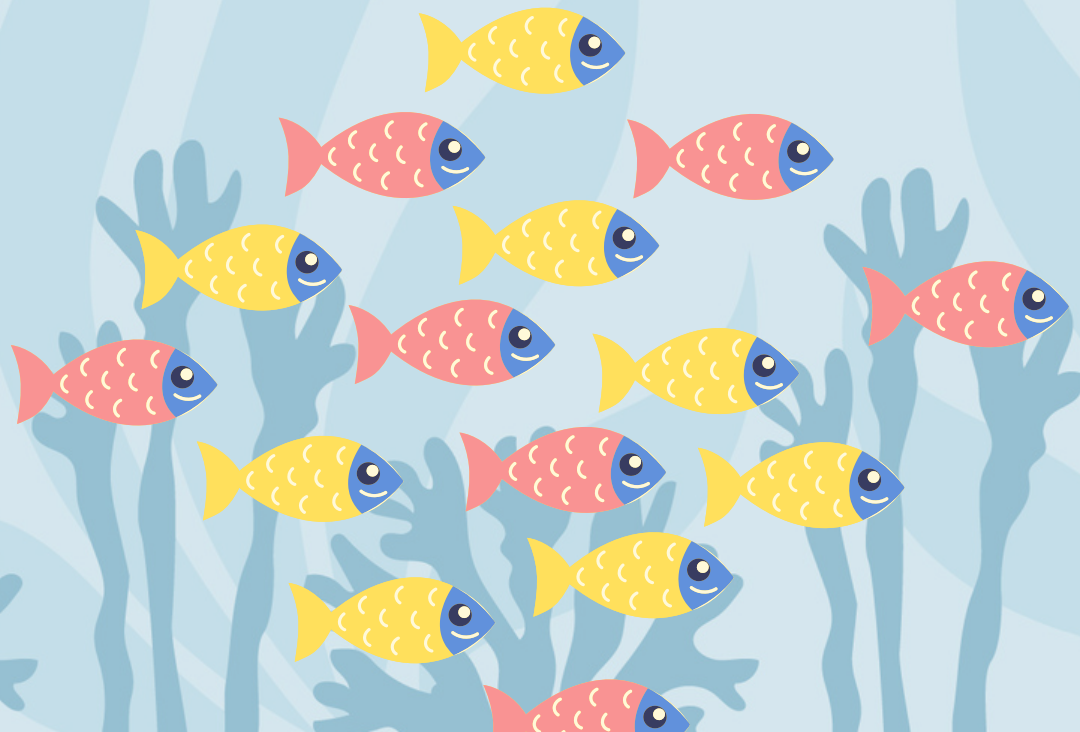


SCHOOLCRAFT
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QUALITY JOURNEY

**Presented by Kimberly
Shiner**



Rural Health Clinic Quality

Physician Measure Sets

PCMH

Patient Centered
Medical Home

HEDIS

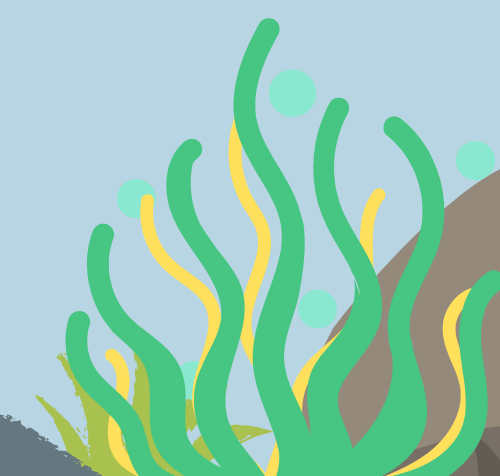
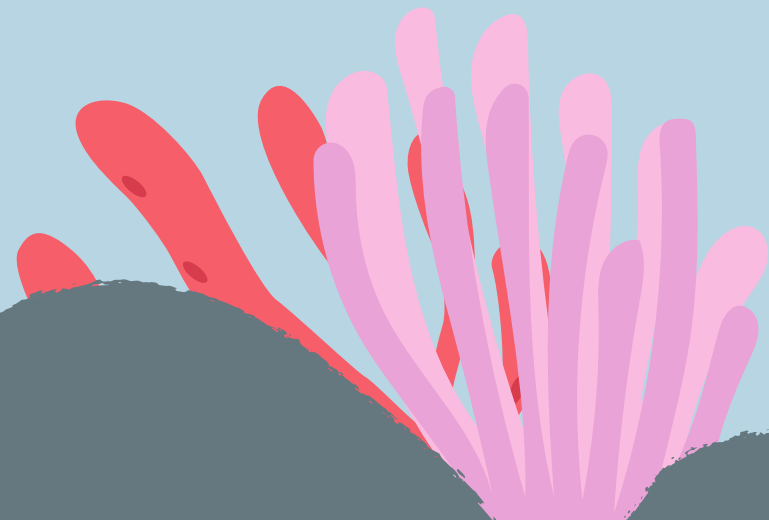
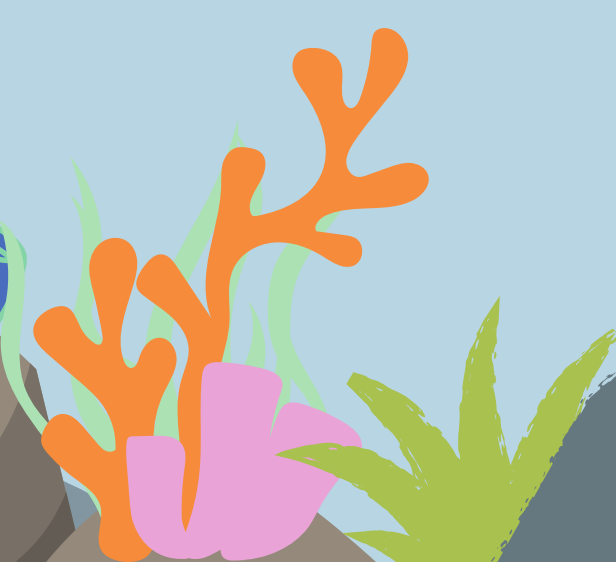
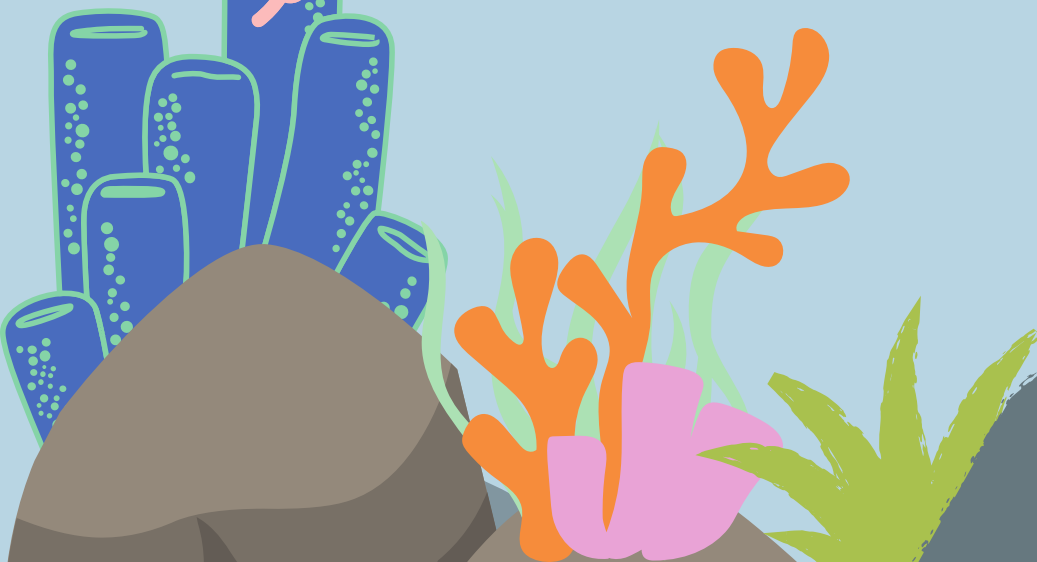
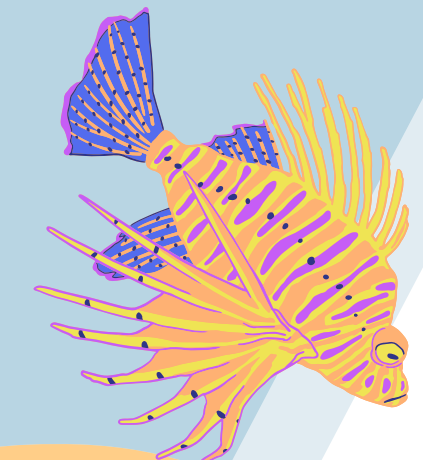
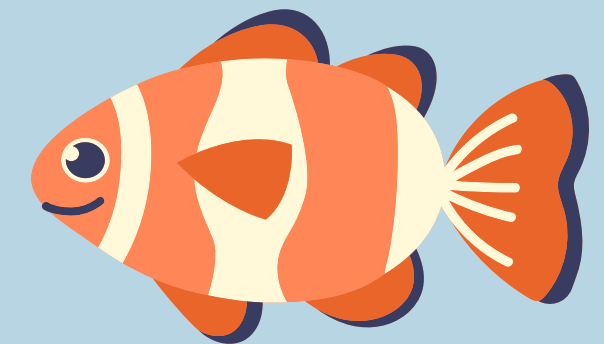
Measures

Patient

Satisfaction

ACO

Accountable Care
Organization

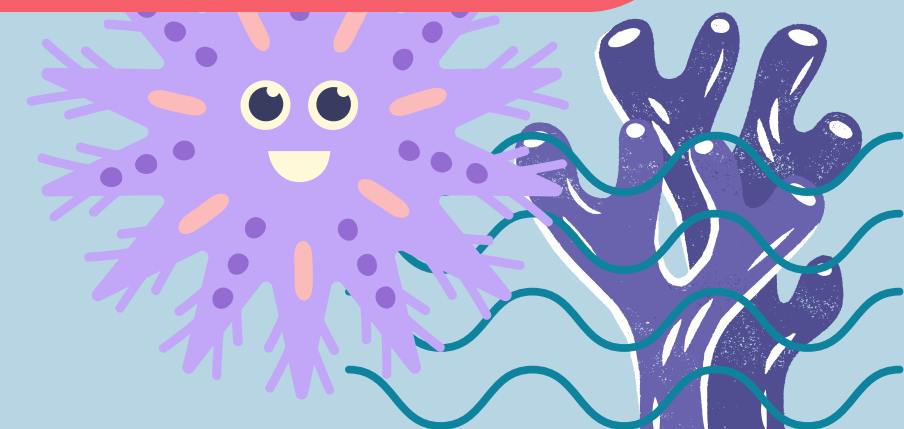
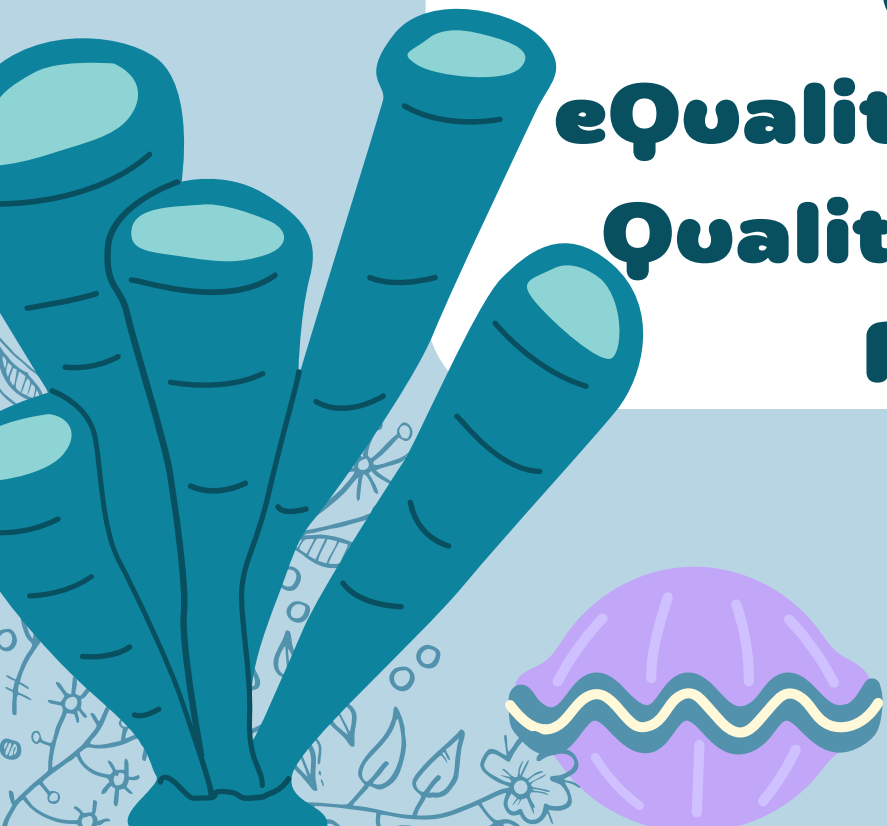
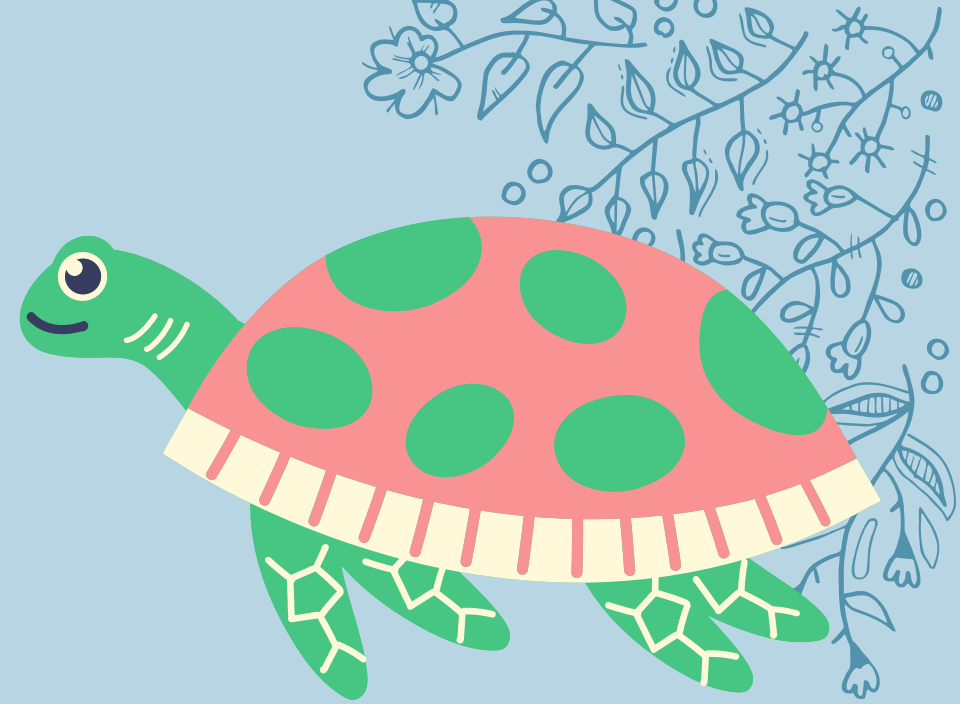


Hospital Quality

Six Domains of Quality

Scorecards
HCAHPS
MBQIP
Safety & Compliance
QAPI & CoP
eQuality, Lighthouse and
Quality Clearing House
Regulatory

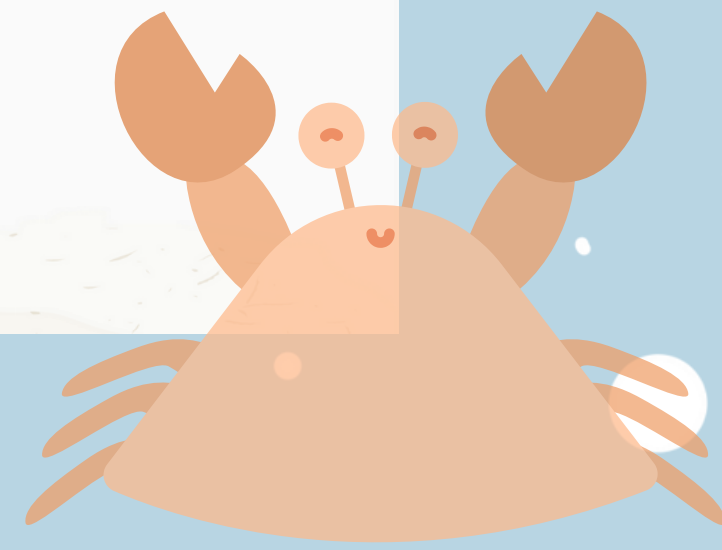
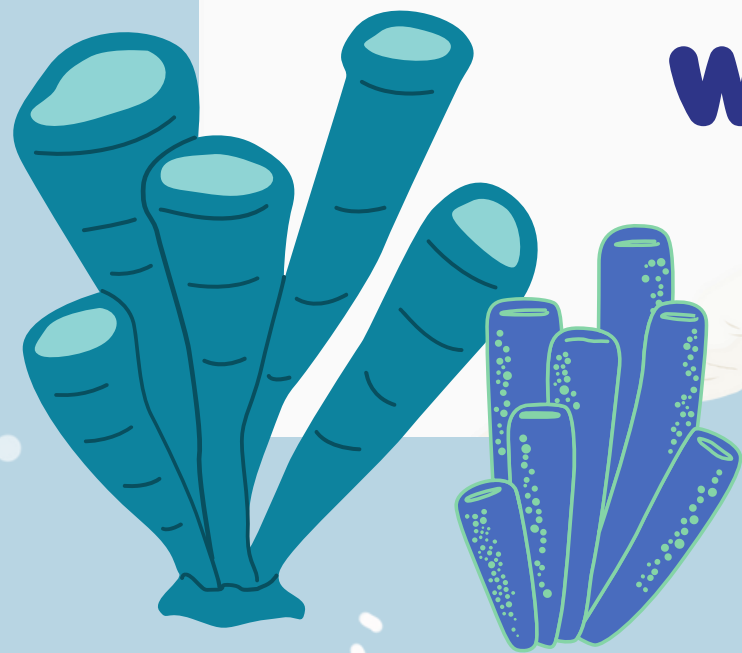
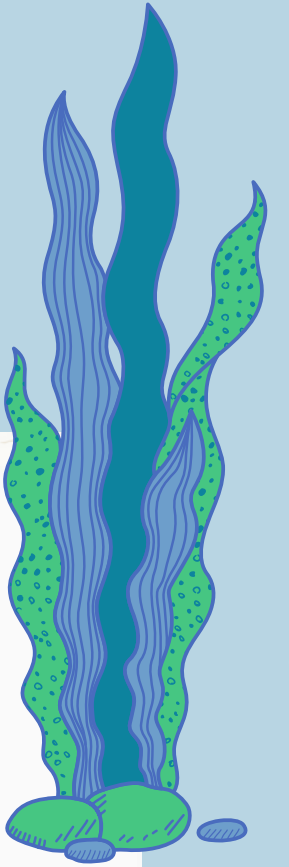
Safe
Effective
Patient-centered
Timely
Efficient
Equitable



Treading Water

Fall 2021

**Meaning of the Measures
HCAHPS and Press Ganey
Engagement of the disciplines
Provider Engagement
Team Building - Who is my team??
What are my resources, my network**



Swimming Lessons 2022

1

In 2022, new CEO, with quality experience! Provides support and shares experiences!

2

Updated Scorecard! Provided Board Education


3

Aligned Resources: HQIC, MICAH QN

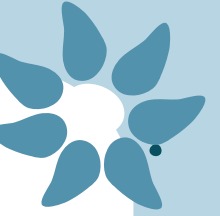
4

Team Building : QUAC, Safety Manager, Compliance Specialist, Clinic Quality Team, TOC Team

Quality Projects 2023



**Patient Family Engagement Council
PFE Org Team
Goal to recruit and have first
meeting by end of June 2023.**



**Transition of Care Team
ToC Team
Goal to improve Discharge Process
and HCAHPS Scores by year end
for**

**Transition of Care
MOUD in ED Grant
Pain Stewardship Team
Goal to engage team to provide MAT
services in clinical setting.**

Monthly Tasks

QUAC meetings

Board Meetings

eCQM's

Scorecard Update

HCAHPS Updates

EDTC

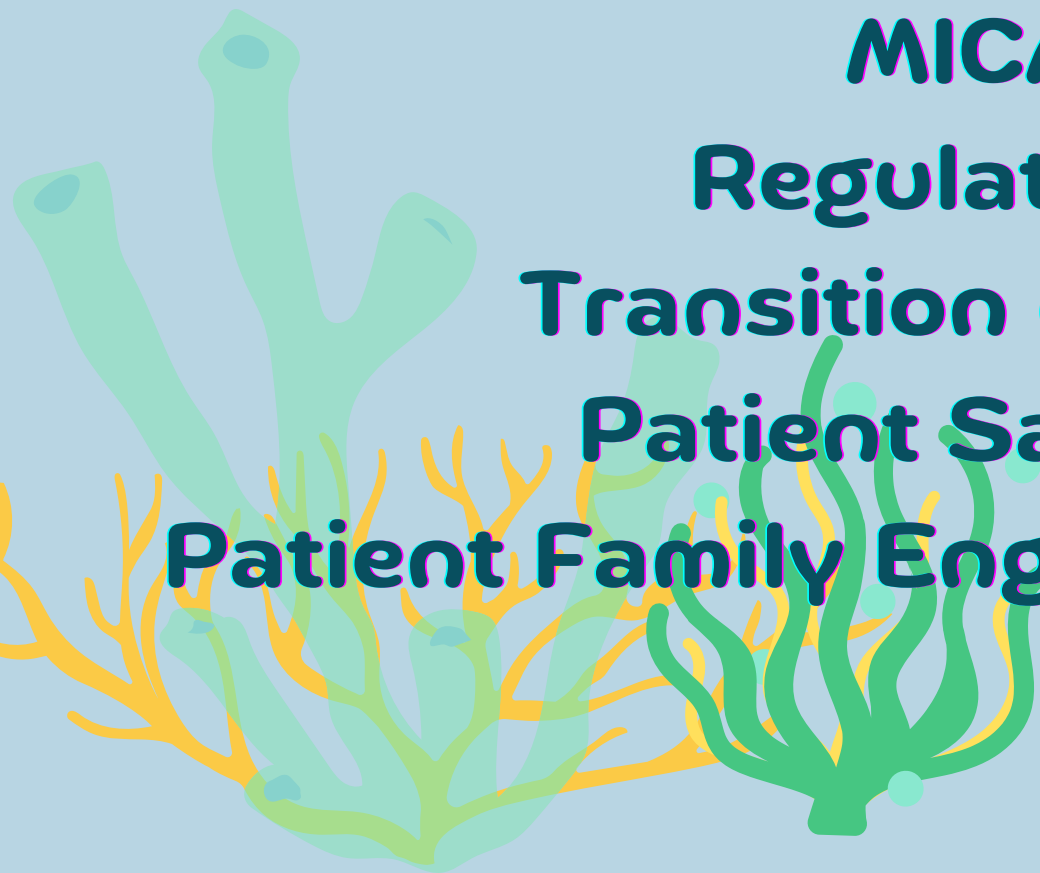
MICAH QN

Regulatory Team

Transition of Care Team

Patient Safety -MERT

Patient Family Engagement Committee



Yearly Tasks

UPDATE QAPI POLICY

QAPI WORKSHEET

ANNUAL QUALITY REPORT

**SURVEY
READINESS**





ReDefining Quality




2023 is about redefining quality and building a culture of Patient Safety & Quality Care by engaging all disciplines.

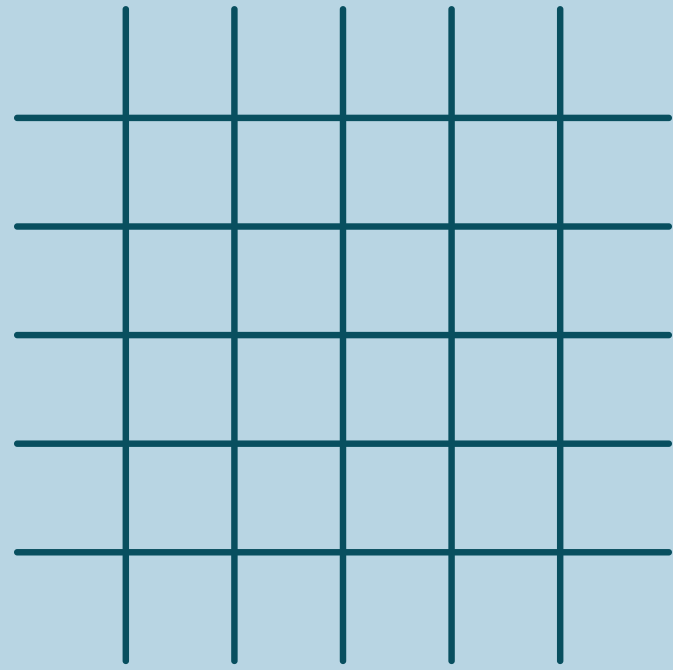
Quality is not just the QI team, it takes everyone in the ocean to swim in the same direction



Quality of care is a complex interaction between processes of care, clinical and patient oriented health outcomes and the productivity of a health care system.



Conclusion



Advice from a
SEA TURTLE

Swim with the current

-Be a good navigator-

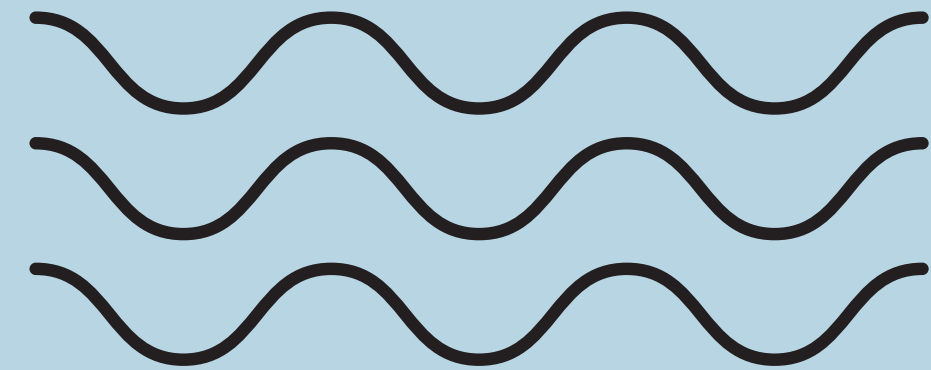
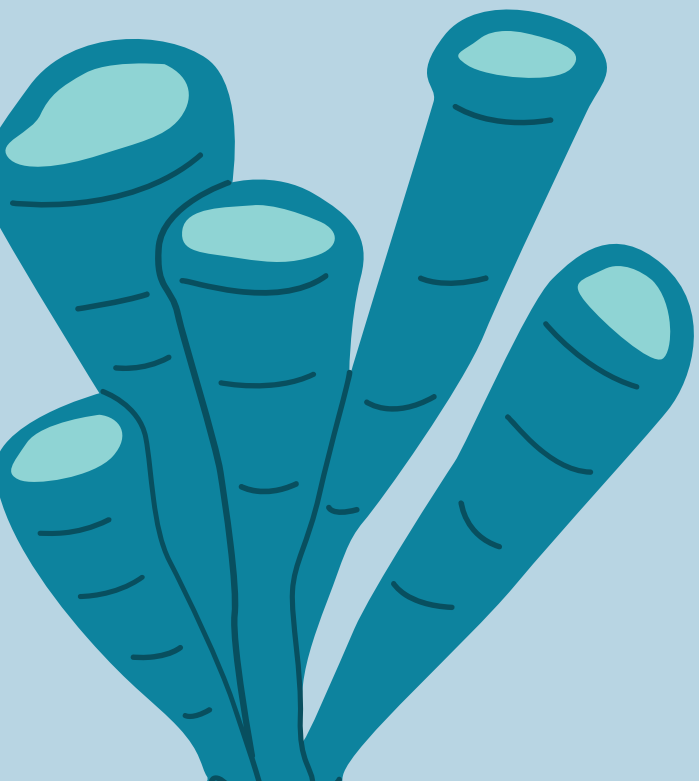
Stay calm under pressure

BE Well TRAVELED

::Think long term::

~Age gracefully~

Spend time at the beach





Any Question?

**THANK
YOU!**



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