

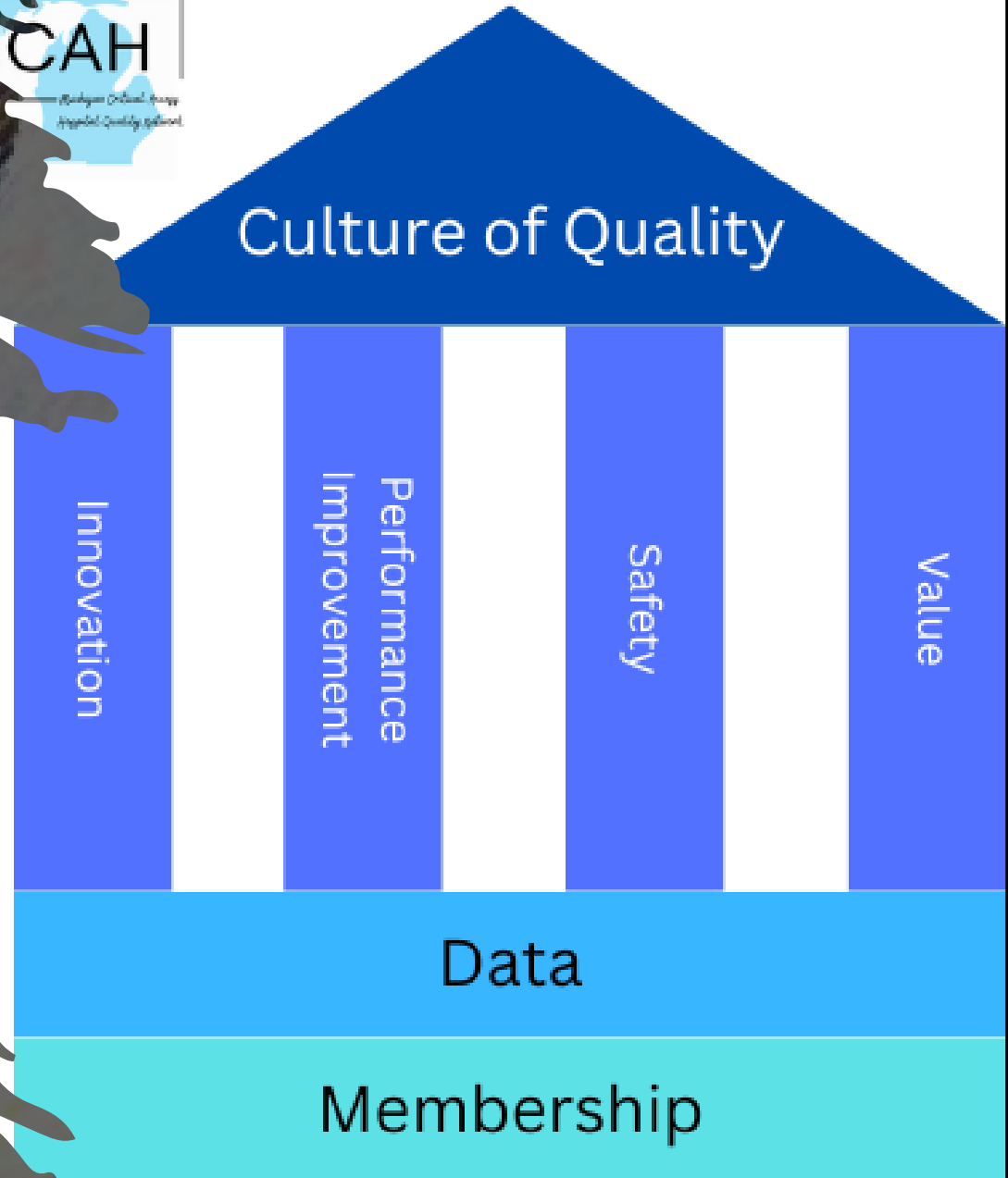
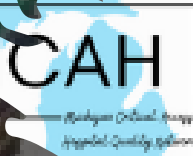
Michigan Critical Access Hospital Quality Network

11.19.2023

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.

STRATEGY GROUP #3 CAH Priorities

INFORMATION SPRINTS
Bringing What CAH
Quality Leaders Need
to Know *NOW*



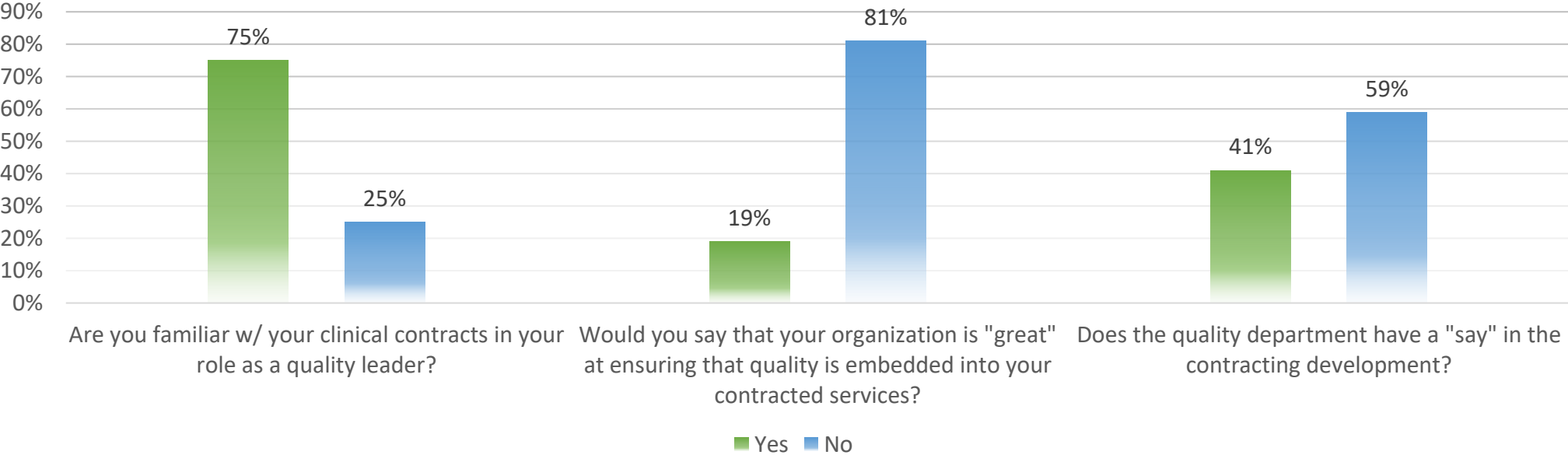
LOOKING BACK WHAT DID WE LEARN?

1. Insights around CMS CAH COPs:
Quality Measurement with Clinical
Contracted Services
2. Linking Quality to Front-line Staff



Quality Measurement with Clinical Contracted Services

“PULSE” ON QUALITY ROLE & CONTRACTS



Linking quality to front-line staff. How is quality “owned” by all? Barriers linking quality front-line staff.

LINKING / OWNERSHIP

Coaching/educating re: writing SMART goals

Carry out action plans quarterly

Frontline staff on PI/QI, FMEA, fall prevention, etc. committees

Set expectations of quality goals & keep in forefront w/staff w/regular updates

Staff as subject matter experts

Share scorecards with staff & departments

Engage/educate non-clinical staff in responding to patients, when appropriate

Transparent huddles and communication huddle boards

BARRIERS

Silence

Time

Education

Punch in/punch out mentality

“Big picture” view

Prioritization – “How does this affect me?”

Provider driven frustrations

Onsite vs remote work – limits # of staff available

Post-COVID, difficult getting staff to participate

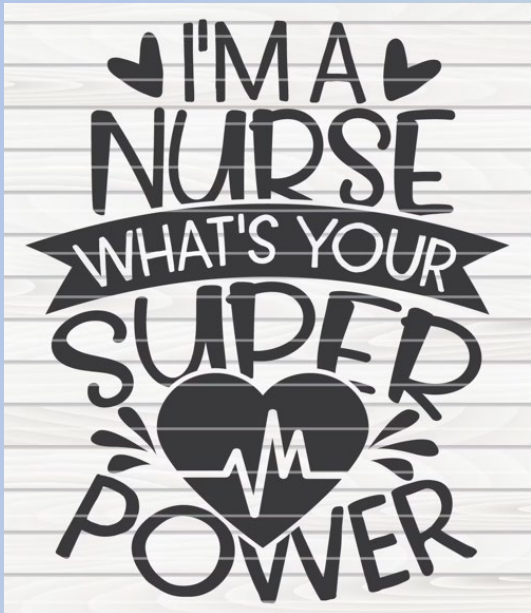
Less engagement w/ 12-hour shifts (punch in/punch out)

System shift from local to corporate structure – all “own,” but “who” ultimately is “accountable?”

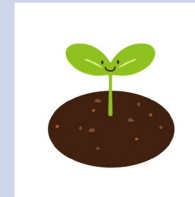
Linking Quality to Bedside Nursing

Regina Buhr, RN
Sparrow Clinton
Hospital

Guest Presenter

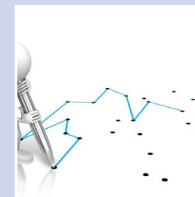


Breakout Discussions



How are we building growth opportunities for our CAH staff (nursing and all) in our organization? What role does/can the quality department play in this?

Growing our leadership



How do we show that front-line staff is influencing/ impacting quality?

Connect the dots

Darcy Donnelly

Crucial Influence:
The Power to Change Anything

<https://readinggraphics.com/book-summary-influencer/>

