# Michigan Critical Access Hospital Quality Network

November 9th, 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.

Welcome!

We are back in-person!!!

Agenda is organized to prioritize peer discussions.
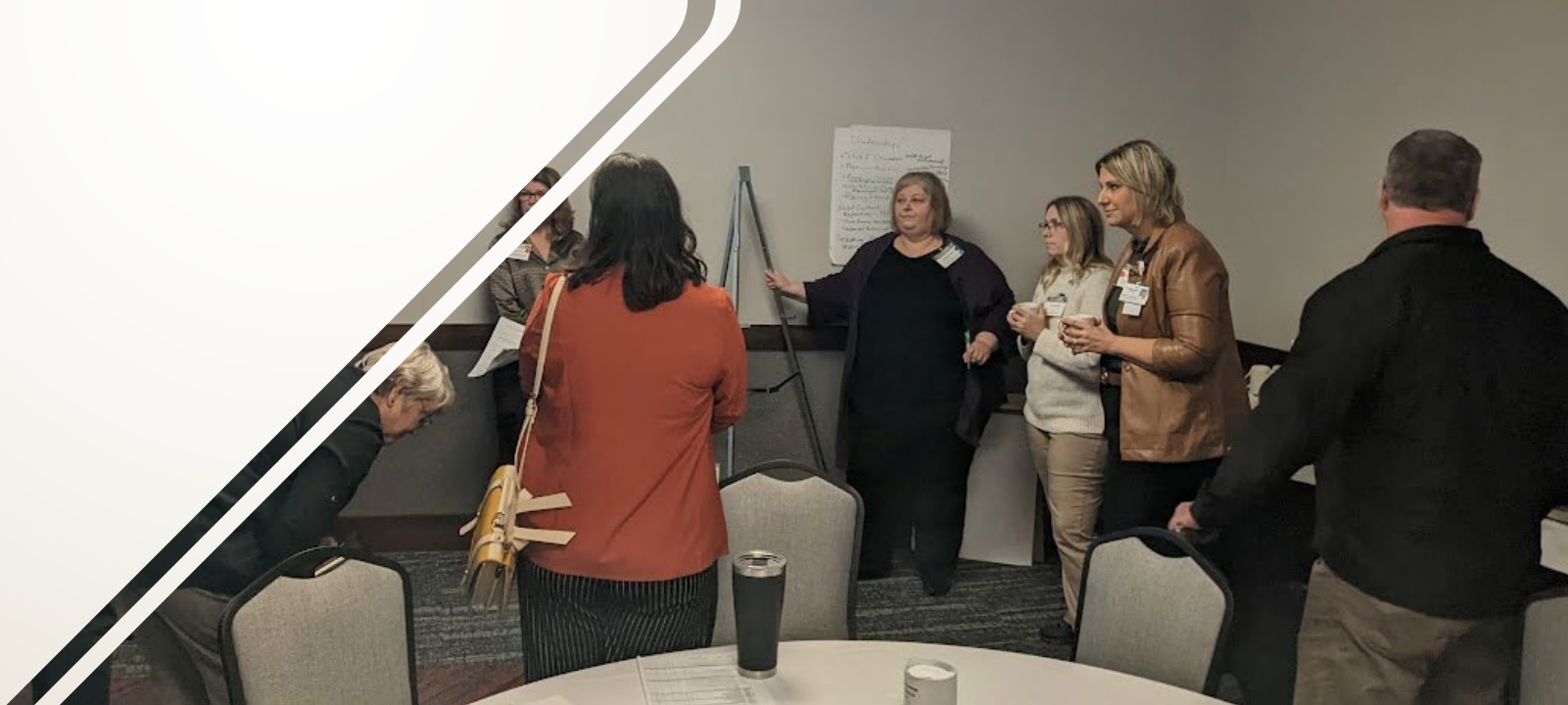
Meeting Highlights

- Connection!
  - Safety Story – Opportunity for MI CAH Leaders to share lessons learned surrounding patient safety with their peers.
  - Discussion Groups
    - Workplace Violence
    - Growth Opportunities for all staff
    - Quality Leadership & Front Line Staff
- Guest Presentations
  - Strategy Group Updates
  - Regina Buhr, Sparrow Clinton
- Best Practice Sharing/Peer Sharing
  - eCQM – Jen Duke, Ascension Standish Hospital
  - Behavioral Health in the Emergency Department – Sherrie Toth, Bronson Lakeview
  - Workplace Violence – Andrea Porter, MyMichigan Gladwin
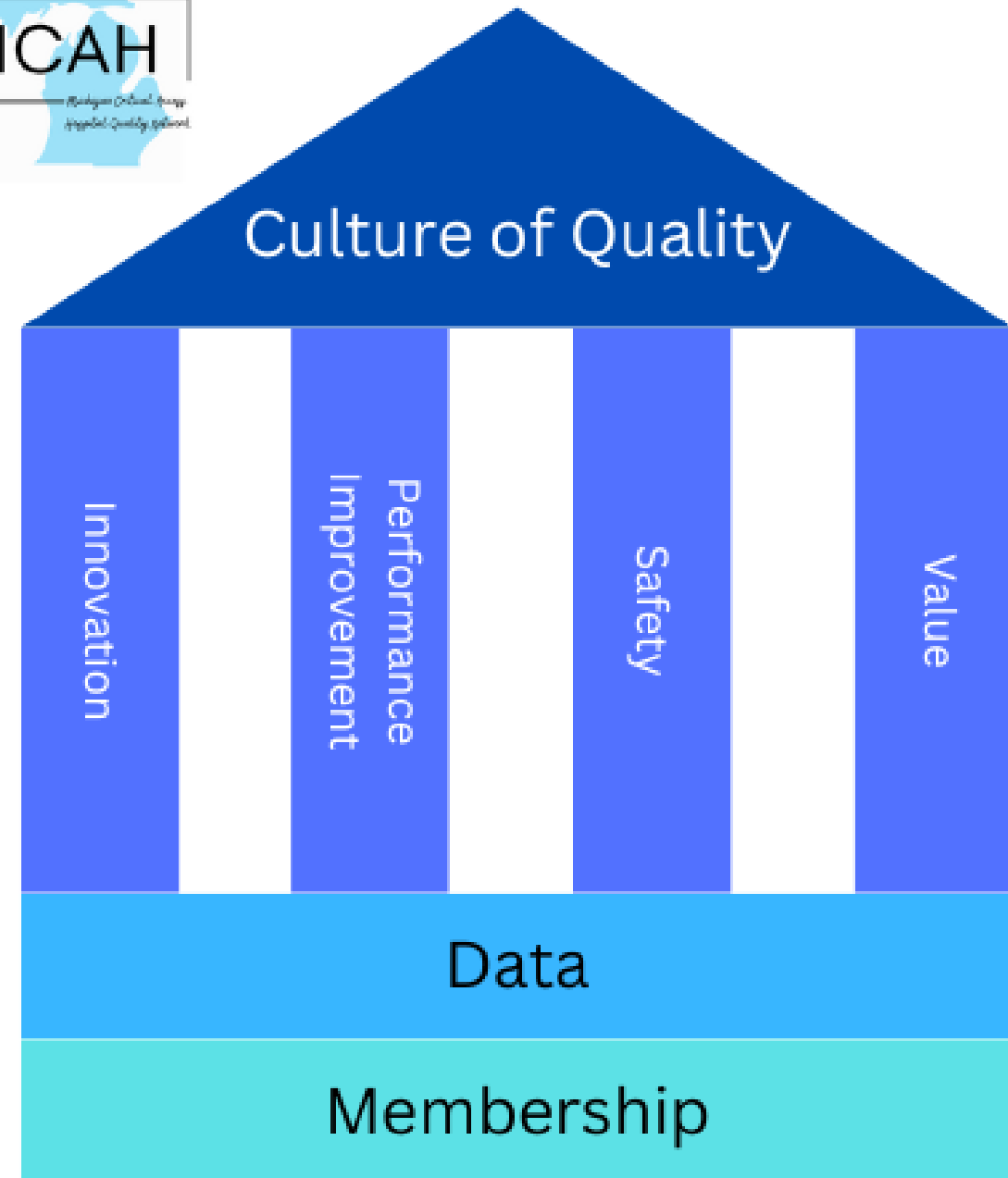 - Influencing – Darcy Donnelly, Aspirus Health

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 MICAH QN is represented on appropriate National and State Committees**
- **Understanding the Future State of CAHs**

Measures of Success:

- 75% of MICAH 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 MICAH QN Meeting = Discussion. Open Office Hours and August meeting = SME education.
  - 100% of MICAH 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 36 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)
- Engagement Metric: Do you feel a sense of belonging within the MICAH QN?
  - August Baseline: 91%
- 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)
  - August Baseline: 9.63
- 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 – Information Sprints! What CAHs need to know, NOW!

Special thank you to our Strategy Group Leaders

If you have yet to join a Strategy Group, please reach out to Crystal or Amanda.

MICAH QN Annual Business Meeting

- Annual Business to Conduct:
  - Treasury Update:
    - The MICAH QN has $3,361 in the PNC Banking Account.
    - Dues will be assessed ($100) in the CY 24. Assist with food/beverage at MICAH QN meetings.
  - Executive Committee Voting
    - Please review voting ballot, complete, and return to Crystal Barter

MICAH QN Resource Reminder

- **Each Other!**
  - MICAH QN Expertise Document
- **Open Office Hours**
  - All recordings on website
  - Ideas? Reach out to Amanda Saint Martin
- **IHI Basic Certificate in Safety & Quality**
- **Practical Lean for Healthcare - User Group – Coming in January 2024**
  - This program provides the participant with a practical understanding of Lean tools. Key methods and tools are put to immediate use to provide documented improvement in individual and team performance measures.
- **LISTSERV!!**
  - Great resource to ask questions, ask for templates, policies, etc.

MICAH QN Meeting Schedule - 2024

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