

# Michigan Critical Access Hospital Quality Network

---

MAY 20, 2022

# MICAH QN

## Strategy Group #3

PROMOTING EFFECTIVE COMMUNICATION  
AND COORDINATION OF CARE

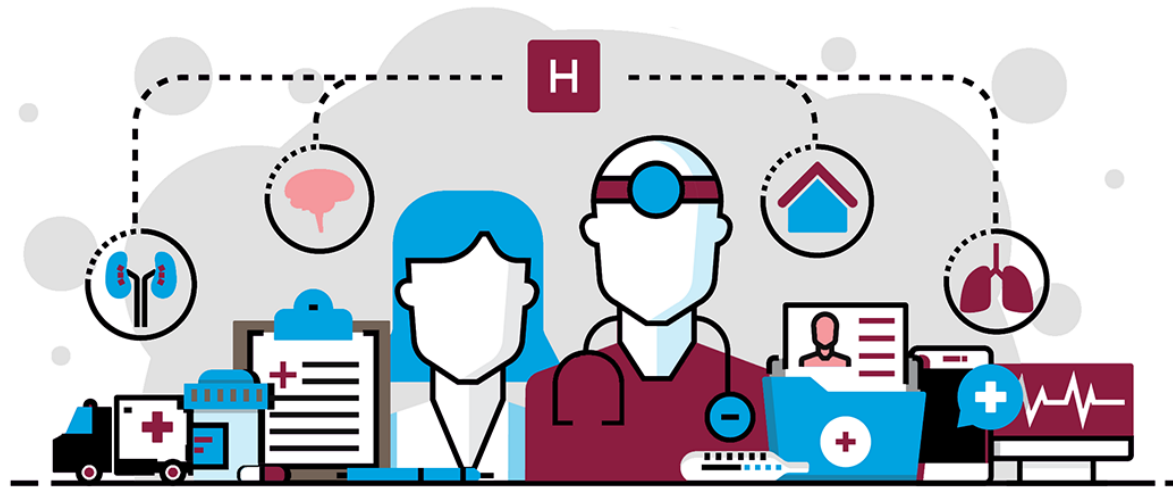
# SG3 COPD Readmission Goal

Baseline: 2019 CAH average 17.1%

2019

31 Dec. 2021

Goal: Reduce COPD Readmissions (any facility) by 20% (13.6%)  
on claims December 31, 2021 (reported March 2022)



# Care Coordination

Focus Shift to  
Coordination  
of Care

---

# Polling Questions

Do you have an RHC?

Do you want to continue to receive education and resources surrounding COPD?

---

How would you rate your discharge planning?

- 1 - Puh-leaze don't even mention it!
- 2 – Discharge what?!
- 3 – On the struggle bus, but....getting there!
- 4 – We know about it and implement “sometimes.”
- 5 – Oh, we wrote the book on discharge planning!

DO YOU HAVE?

- **Medication Management** – Rock Stars?
- **Follow Up Appointments Scheduled** – Rock Stars?

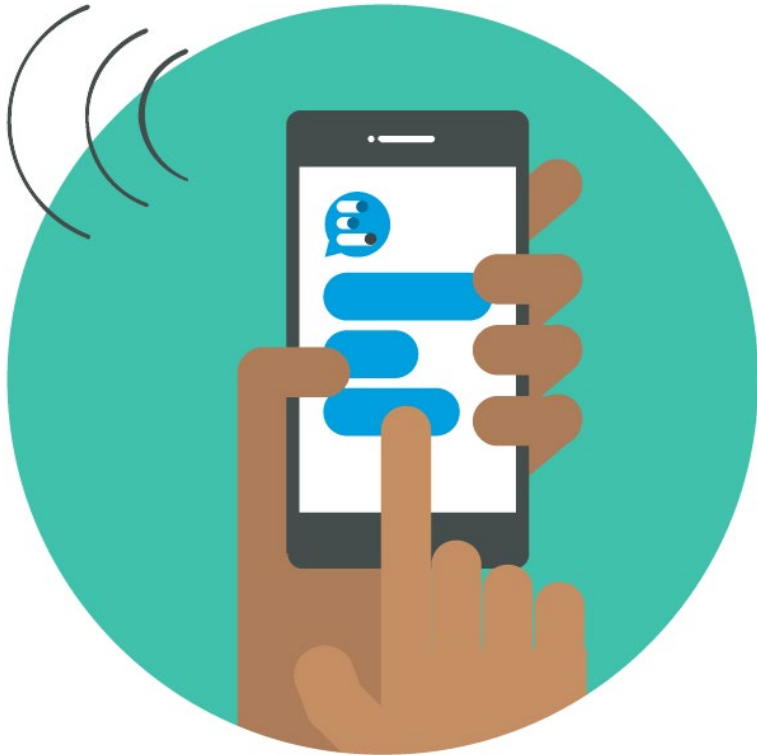
Are you interested in additional education regarding discharge planning?

Is your pharmacy involved with your discharge planning?

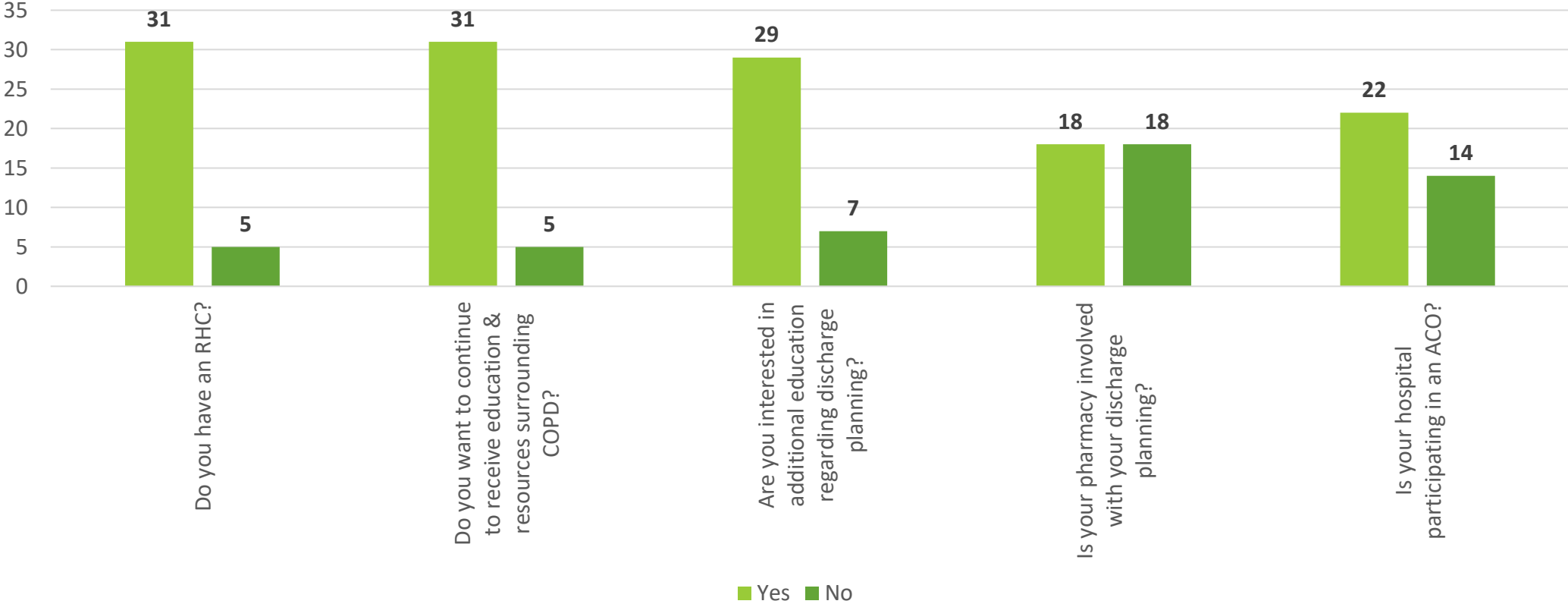
Is your hospital participating in an ACO?

Do you know if your facility participates in TCM activities?

- What on earth does TCM stand for? HUH!?



# Poll Results (36 Respondents)



# ROCKSTARS

---

MEDICATION MANAGEMENT

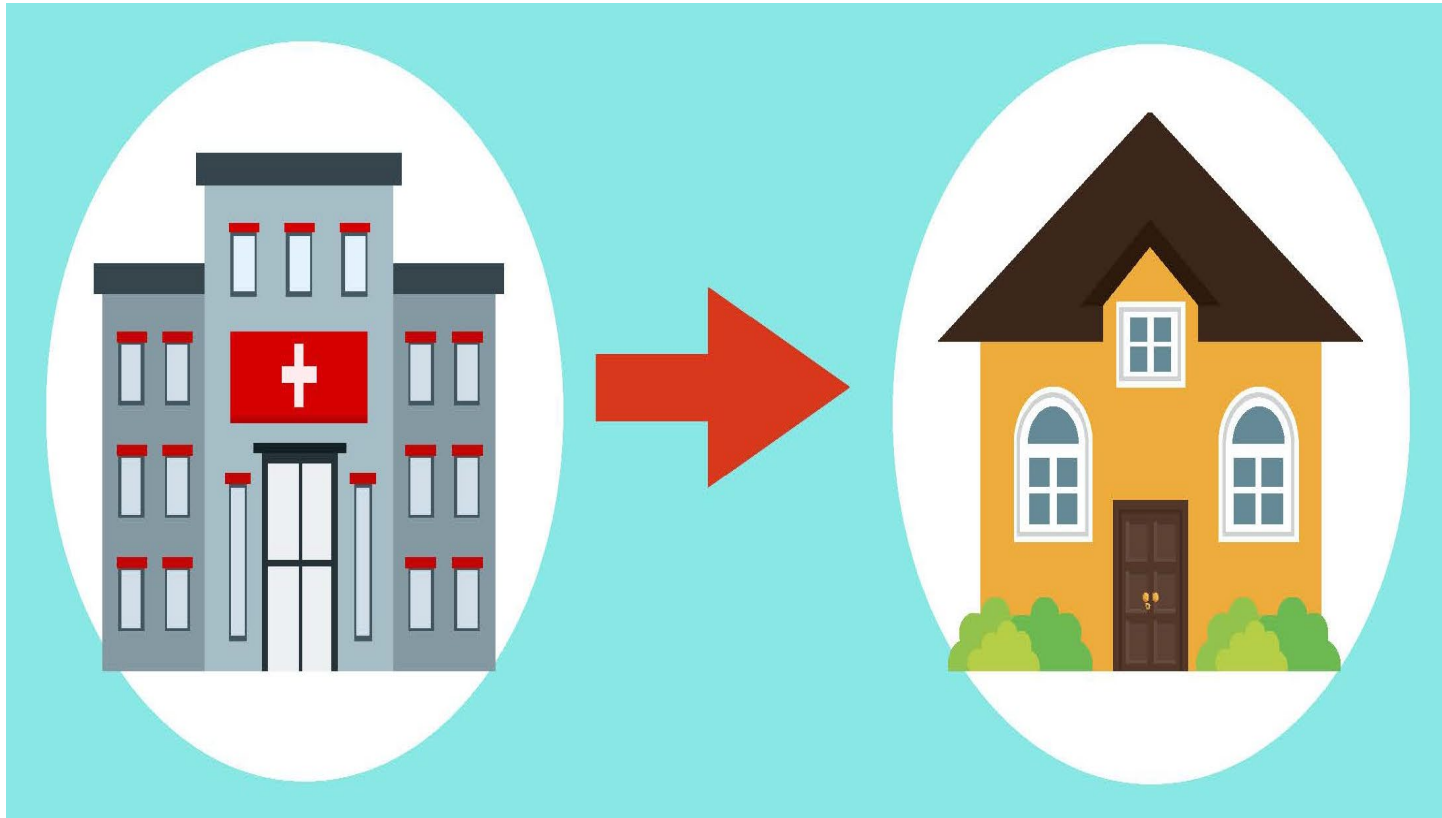
A large, bold, red 3D number '12' with a slight shadow underneath, positioned on the left side of the slide.

FOLLOW UP APPOINTMENTS SCHEDULED

A large, bold, black 3D number '24' with a slight shadow underneath, positioned on the right side of the slide.

# Highlight Best Practices

---



Coordination of Care  
between hospital and  
provider

## **Discharge Planning**

- Measure via HCAHPS

## **Care Transitions**

- Measure via HCAHPS



# Discharge Planning

---

## **ROCKSTARS**

- Schoolcraft Memorial Hospital

