

**MICAH QN Mission Statement:** 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.



## MICAH QUALITY NETWORK MEETING

**August 15th  
8:30-11:30 a.m.**

<b><u>Welcome and Sharing</u></b>		
8:30-8:40	Welcome & New Member Welcome	Mariah Hesse, UMH Sparrow Clinton & Carson
8:40 – 9:00	MICAH QN Update <ul style="list-style-type: none"> <li>Resource Reminders</li> <li>MICAH QN Executive Committee – New Members and Update on Work Behind the Scenes (documenting sharing, and evaluation change)!</li> </ul>	
9:00-9:20	Safety Story/Lessons Learned/MICAH QN Recognitions  <i>Please be prepared to share a safety story/lesson learned with your MI CAH peers.</i>	Mariah Hesse, UMH Sparrow Clinton & Carson  Barb Wainright, Corewell Health
<b><u>Strategy Group #3 – CAH Priorities – What You Need to Know Now!</u></b>		
9:20-9:40	Strategy Group #3 - Setting MI CAHs up for Success with the New HCAHPS Updates! <ul style="list-style-type: none"> <li>➤ Strategy Group Update</li> <li>➤ Provider Communication Success Story</li> </ul>	Chair: Heather Schragg, Director, Quality, Risk Management, and Medical Staff, Eaton Rapids Medical Center.  Speakers: Nicole Hedeem Director of Quality, Aspire Rural Health System
<b><u>Strategy Group #2 – Data Management &amp; Analysis</u></b>		
9:40-10:40	Strategy Group #2 <ul style="list-style-type: none"> <li>➤ Strategy Group #2 Update</li> <li>➤ 2023 State Report – Understanding how MI CAHs Compares to Peers in the “Top 10” Methodology</li> <li>➤ MBQIP Measure Update – Current State of MI CAH Performance</li> <li>➤ Utilizing MBQIP Metrics to Drive Change – OP-18B Lean Project Success Story</li> </ul>	Chair: Kena Nicholson, Schoolcraft Memorial Hospital  Speakers: <ul style="list-style-type: none"> <li>Amanda Saint Martin, MCRH,</li> <li>Jeff Nagy, MCRH,</li> <li>Lacey Crabb, OSF</li> </ul>

**MICAH QN Vision Statement:** MICAH QN will be known as the statewide and national leader in the measurement of healthcare quality for Critical Access Hospitals (CAHs).

<b><u>Strategy Group #1 – Making Care Safer by Reducing the Harm Caused in the Delivery of Care</u></b>		
10:40-11:10	<p>Sepsis - Continuing the Journey – Information Sharing and Information Gathering</p> <p>UMH Sparrow Eaton/Ionia, ProMedica– Lessons Learned</p> <p>Facilitated Discussion:</p> <p>Please be prepared to answer/share information around the following:</p> <ul style="list-style-type: none"> <li>• <u>Leadership &amp; Champions</u>: Does your organization have a designated leader for Sepsis? How are the champions utilized? (real-time coaching, education, identifying wins, etc). What barriers do the champions face in driving improvement?</li> <li>• <u>Change Management Techniques</u>: What change management techniques have been working in your organization? ( check-lists, side-bars, audits,</li> <li>• <u>Collaboration</u>: Who is included in the sepsis workgroups/committees? Does the team include pharmacy?</li> <li>• <u>Process Improvement Strategies to Understand Root Cause</u>: RCA (etc) to understand why bundle elements are missed (culture, critical decision making in silo, clicking fatigue, etc).</li> <li>• <u>Provider Adherence to Sepsis Protocol</u></li> </ul>	<p>Chair: Tiffany Friar, CNO, UMH Sparrow Eaton &amp; Ionia</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Tiffany Friar, CNO, UMH Sparrow Eaton &amp; Ionia</li> <li>• Jennifer Dyke, ProMedica</li> </ul> <p>Discussion: All!</p>
<b><u>Partner Updates</u></b>		
11:10-11:20	The “new” HQIC – What’s Next for MI CAH Quality Improvement in partnership with Superior Health Alliance	<p>Tesia Looper, Senior Lead Quality Improvement Advisor, Superior Health Quality Alliance</p> <p>Kristy Shafer, Senior Lead Quality Improvement Advisor, Superior Health Quality Alliance</p>
11:20-11:30	MCRH Updates – MI CAH Population Health Network, and MI CAH Labor & Delivery Initiative	Laura Mispelon, MCRH

### **MICAH QN Reminders:**

MICAH QN Member Meeting Calendar (2025)

- November 6<sup>th</sup>, 2025 (In Person Traverse City, MI)

### **MICAH QN Resources:**

[MICAH QN Measures – Excel Spreadsheet](#)

### **MICAH QN Open Office Hours**

[2024 MICAH QN Educational Webinar Recordings](#) – Topics included but not limited to:

- Leveraging 211 to address Social Drivers of Health,
- Antimicrobial Stewardship,

- Michigan Health Information Network (MiHIN) & Michigan Value Collaborative (MVC) Overview and Updates,
- Transforming Rural Healthcare through Remote Patient Monitoring (RPM),
- Blue Cross Blue Shield Peer Group 5 P4P Overview,
- Understanding Stroke and STEMI Administrative Rules and Updates,
- Bridging the Gap between EMS and Hospitals (regulations and relationships),
- Working Quality Improvement into Contracts,
- Strategies to Enhance HCAHPS Response Rates

#### 2025 MICAQ ON Educational Webinar Recordings:

- Rural Veterans Care – January
- AHA Get with the Guideline – February
- MDHHS Stroke and STEMI Update – March
- MI POST and Advanced Care Planning - May
- HOP UP PT – July

#### Upcoming MCRH Educational Webinars

- **September 18, 2025, from 12:00–1:00 PM EST** – Join MCRH for a webinar exploring the work of the Michigan Physician Orders for Scope of Treatment (MI POST) Advisory Committee to MDHHS. Hear from experts Amy Bailey and Rose Seabolt as they review recommendations for improving Michigan’s advance care planning laws, share real-world MI POST scenarios, and engage participants in discussion about the use of advance care planning tools. To register, please follow the link <https://mcrh.msu.edu/programs/palliative-care>
- October TBD

#### MBQIP Open Office Hours & Resources:

Topics included but not limited to:

- [The Future of MBQIP \(Are you Ready?\), Question and Answer Session with Telligan, MBQIP Technical Assistance Provider](#)
- Hybrid Hospital Wide Readmission – May 29, 2025; Reach out to Amanda St. Martin for a link to the video and power point presentation