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
Thursday, November 12, 2026 | Breakfast 7:00 | Meeting 8:00-11:30
Park Place Hotel, Traverse City, MI
Grand View Ballroom
25th Anniversary of the MICAH QN

7:00	**Breakfast** (available in the pre-function/gallery)	
8:00-8:20	**Welcome and Introductions/Member Recognitions** • *Please be prepared to share something about patient safety and quality that you are proud of in your organization/department.*	All member participation - Sticky Note Activity
8:20-8:40	**Safety Story: Lessons Learned** Note: MICAH QN members are encouraged to use this time to **share lessons learned surrounding patient safety with their peers**. *Please be prepared to share a recent safety story/lesson learned.*	Introduction from *Jen Anderson*, Market Project Manager & Operational Excellence Specialist University of Michigan Health – Sparrow | Community Hospitals All Member Participation
Strategy Group #1 – Making Care Safer by Reducing the Harm Caused in the Delivery of Health Care • *The Why: Every patient deserves safe and high-quality care. MI CAH Quality leaders strive each day for zero harm, and to provide the highest level of care.* • *The Aim: This Strategy Group aims to provide an opportunity to identify common areas for CAH improvement and share best practices. By analyzing patient safety data & aligning CAH priorities, this group offers best practice and peer sharing opportunities, with the intention of improving patient outcomes.*		Chair: *Tiffany Friar,* Chief Nursing Officer, University of Michigan Health – Sparrow Eaton and Ionia
8:40-9:45	**Using HRO Drivers to Drive Success - Safe to Speak, Ready to Solve: The Safety Culture Cycle and the SWARM Method** • *Staff will raise concerns when they trust that it is safe to speak up and that something will happen when they do. This session walks through the Safety Culture Cycle: speaking up with concerns, solving those concerns, and giving reliable feedback so staff know they were heard. Heather Githu will ground the cycle in just culture, flat power distance, and psychological safety. She will also cover how leaders can respond well when they do not have the answer. From there, attendees will get a brief primer on the drivers of reliability. They will then learn the SWARM Method, a tool Heather's team developed to apply all those drivers to a single problem. A tabletop activity gives participants time to practice with peers. Each attendee will leave with one concrete step to try at their own hospital right away.*	*Heather Githu,* Regional Director of Patient Safety, University of Michigan Health Regional Network All Member Participation for tabletop activity.
Partner Update		

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).*

9:45-10:00	**Superior Health Quality Alliance Update** • *<u>The Why:</u> Intentional alignment - Superior Health Quality Alliance (Superior Health) and the Michigan Critical Access Hospital Quality Network (MICAH QN) are committed to a Collaborative Cohort that supports quality improvement, operational excellence, and better outcomes for Michigan's Critical Access Hospitals (CAHs). By combining Superior Health's quality improvement expertise with MICAH QN's established relationships and meeting structure, the collaboration will strengthen data-informed decision-making, shared learning, regulatory readiness, and continuous improvement. See <u>Michigan Critical Access Hospital Quality Network and Superior Health Quality Alliance Commitment Statement and Collaboration Strategy</u> for more details.*	*Kristy Shafer*, Senior Lead Quality Improvement Advisor, Superior Health Quality Alliance
10:00-10:10	**Break** (refreshments available in the pre-function/gallery) and the ability to engage with the Ink Factory artist around the question: *As we navigate the next era, what does quality mean to you, and how has MICAH QN helped you lead the way?*	All Member Participation
<u>Strategy Group #2 – Data Management</u> • *<u>The Why:</u> Develop a process to measure quality standards by creating a shared benchmarking database that collects data, highlights best practices, and guides each CAH in implementing targeted process improvements.* • *<u>The Aim:</u> To equip CAHs with the tools to drive data-informed changes, strengthen accountability, and improve health outcomes in rural communities.*		Chair: *Kena Nicholson*, Quality Coordinator, Schoolcraft Memorial Hospital
10:10-10:45	OP-18 B Lean Project HCAHPS Best Practices HCAHPS Communication Breakout - Breakouts based on 2025 Inpatient Discharge Days (Data from National CAH Quality Assessment) *Please bring most current HCAHPS Communication data*	*Kena Nicholson*, Quality Coordinator, Schoolcraft Memorial Hospital *Amanda Saint Martin*, Hospital Programs Manager, MCRH *Jeff Nagy*, Quality Improvement Advisor, MCRH All Member Participation
Strategy Group #3 – CAH Priorities! (Information Sprints Bringing What CAH Quality Leaders Need to Know Now) • *<u>The Why</u>: MI CAH quality leaders are consistently inundated with new information that often impacts their day-to-day work. This Strategy Group works to distill the "noise" and bring the most pertinent hot topics to the membership.* • *<u>The Aim:</u> To assess new & timely topics that MI CAH quality leaders need to be aware of and provide education on those topics.*		Chair: *Heather Schragg*, Director of Quality, Risk Management, Medical Staff Services, Eaton Rapids Medical Center
10:45-11:30	**AI for MICAH QN Leaders** • *Jana Broughton of iMPROve Health will lead a focused session on AI platforms, prompts, agents, and best practices for quality work in critical access hospitals. The session builds on the governance and policy discussion from the August MICAH QN meeting. It will cover choosing one platform and sticking with it, putting guardrails and staff attestations in place, the*	*Jana Broughton,* Quality Improvement Advisor, iMPROve Health

	differences between free and paid versions, and writing better prompts to get more useful results and fewer errors. Jana will show these tools in action on a real hospital scorecard. She will also introduce AI agents and how they can take routine tasks off a quality leader's plate. The session closes with time for members to share. *Bring your AI use cases: how are you using AI to make your life as a quality leader easier?*	
11:30	Transition to Grand View Ballroom for Lunch and Remainder of MI CAH Conference.	

MICAH QN Reminders:
MICAH QN Meeting Calendar (2027)

- February 19th, 2027 – Virtual
- May 20th, 2027 – Grand Traverse Resort, Traverse City, MI
- August 20th, 2027 – Virtual
- November 11th, 2027, in alignment with MI CAH Conference, held at the Park Place Hotel in Traverse City, MI.

MICAH QN Educational Webinars
2026 MICAH QN Educational Webinar Recordings

- Swing Beds: What, When, Why and How
- Michigan State Plan on Aging
- Connecting Data, Improving Care: How MiHIN Supports CAHs
- MDHHS Stroke and STEMI Update
- MI OPEN: Introduction
- From Data to Action: Best Practices and Tools to Improve ED Throughput
- Advanced Care Planning Overview

2025 MICAH QN Educational Webinar Recordings - Topics included but not limited to:

- Rural Veterans Care
- AHA Get With The Guidelines
- MDHHS Stroke and STEMI Update
- Enhancing Rural Care: Bridging Gaps in Quality Through Proactive Physical Therapy and Fall Prevention
- eCQM Update: The Future is Digital

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

MBQIP Open Office Hours & Resources:
Topics included but not limited to:

- The Future of MBQIP (Are you Ready?), Question and Answer Session with Telligen, MBQIP Technical Assistance Provider
- Hybrid Hospital Wide Readmission – Reach out to Amanda Saint Martin for a link to the video and PowerPoint presentation.