

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

8:00-11:45

Park Place Hotel, Traverse City, MI

The Boardman Room

8:00-8:20	Welcome and Introductions/Member Recognitions - Please be prepared to share something about <u>patient safety and quality that you are proud of in your organization/department AND a recent safety story/lesson learned.</u> - Interactive Activity	All member participation - Sticky Note Activity & Interactive 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. We will utilize the sticky note activity above for this conversation.	Introduction from <i>Barb Wainright</i> , Quality Improvement Specialist, Lead Quality, Safety & Experience, Corewell Health, Community Hospitals. All Member Participation
Strategy Group #3 – CAH Priorities! (Information Sprints Bringing What CAH Quality Leaders Need to Know Now)		Chair: <i>Heather Schragg</i> , Director of Quality, Risk Management, Medical Staff Services Eaton Rapids Medical Center.
8:40-9:10	Strategy Group #3 Update Transitions of Care Roundtables Three breakout discussions will focus on different aspects of care transitions: Discussion #1 – Inpatient to Community Care Partner (SNF, LTC, etc.) Moderator: <i>Darcy Donnelly, Aspirus Keweenaw</i> Discussion #2 – Inpatient/ED Discharge with PCP Follow-Up Moderator: <i>Heather Schragg, Eaton Rapids Medical Center</i> Discussion #3 – Inpatient/ED Discharge to Behavioral Health Resources. Moderator: <i>Kim Shiner, Schoolcraft</i> (Exploring friction between hospital CMS requirements—e.g., suicide as a Sentinel Event—and behavioral health system constraints such as limited inpatient capacity and prioritization of outpatient care.) Guiding Questions for Roundtables Moderators will pose the following discussion questions: - What quality and patient safety challenges are you seeing? - If you could fix one thing (outside of funding) that would add the most value, what would it be? - What does “wildly successful” look like to you?	Moderators: <i>Darcy Donnelly</i> , Director of Nursing Aspirus Keweenaw <i>Heather Schragg</i> , Director of Quality, Risk Management, Medical Staff Services, Eaton Rapids Medical Center <i>Kim Shiner</i> , Director of Compliance, Quality & Risk Management, Schoolcraft
Strategy Group #2 – Data Management		Chair: <i>Kena Nicholson</i> , Quality Coordinator, Schoolcraft Memorial Hospital

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).

9:00-10:00	Strategy Group #2 Update MICAH QN Quality Data Review - OP18B Q1 2025 - Hybrid HWR Q3 2023-Q2 2024 - HCAHPS CY 2024 - Upcoming Due Dates OP-22 Breakout Session - Munson Paul Oliver Presentation Breakout Group Discussions <u>Staffing and Staffing Models</u> - Have there been any changes in ED providers or provider groups, and did that affect patient flow or wait times? - What changes in nursing staff or staffing levels have occurred, and how have those influenced LWBS? - Have there been changes in staffing models—either in the ED or on the admitting unit—that may affect throughput? - What is your current provider staffing mix (e.g., midlevel, physician, or both)? - If you staff more than one provider, is the second provider scheduled during your peak busy hours? <u>Capacity and Bed Availability</u> - How many beds are available in your ED, and do you utilize hallway beds when needed? - Are delayed transfers impacting your bed availability? <u>Throughput and Process Efficiency</u> - Have you correlated LWBS incidents with ED throughput times for the same period? - Are lab and radiology turnaround times contributing to slower throughput? <u>Patient Characteristics and Acuity</u> - When reviewing LWBS cases, is the patient complaint generally high or low acuity? - Is the patient a frequent ED utilizer? <u>Community and External Factors</u> - Does your community have an urgent care or walk-in clinic, and if so, how does that influence ED volumes or LWBS? Table Report Out/Group Share	<i>Kena Nicholson</i> , Quality Coordinator, Schoolcraft Memorial Hospital <i>Amanda Saint Martin</i> , Hospital Programs Manager, MCRH <i>Alex Callaway</i> , Director of Organizational Quality & Patient Safety, Munson Healthcare
Strategy Group #1 – Making Care Safer by Reducing the Harm Caused in the Delivery of Care		Chair: <i>Tiffany Friar</i> , Chief Nursing Officer University of MI Health System Sparrow Eaton and Ionia.
10:00-10:40	Strategy Group #1 Update Peer Presentation: Success Cause Analysis	<i>Megan Maki</i> , Manager, Quality/Safety OSF Healthcare St. Francis Hospital & Medical Group
10:40-10:50	MICAH QN Resource Overview (see below) MICAH QN Annual Business - MICAH QN Treasurer Report & Executive Committee Voting MICAH QN 2025 Calendar - February 19th, 2026 – Virtual - May 7th, 2026 – Grand Traverse Resort, Traverse City, MI (date	<i>Crystal Barter</i> , MCRH & <i>Amanda Saint Martin</i> , MCRH <i>Mariah Hesse</i> , Chief Nursing Officer, University of MI Health System Sparrow

	tentative) • August 21st, 2026 – Virtual • November 5th, 2026 – In alignment with MI CAH Conference, held at the Park Place Resort, in Traverse City MI. The MI CAH Conference is November 5th & 6th, 2026. The MICAQ QN meeting takes place the morning of November 5th.	Clinton and Carson.
10:50-11:00	Transition to Grandview Ballroom	
11:00 – 11:45	Linking Hospital Quality to Finance – Partnership with the Michigan Value Collaborative <i>*Note: This session is a collaborative session in which the CAH CEOs and CAH CFOs are also invited and encouraged to attend.</i>	<i>Hari Nathan, MD, Medical Director, Michigan Value Collaborative</i> <i>Jessica Souva, MSN, RN, Engagement Manager, Michigan Value Collaborative</i> <i>Julia Harbuck Valley, BSN, RN, Director of Quality, Scheurer Health</i>

MICAQ QN Reminders:

New Layout of the Website!

MICAQ QN Member Meeting Calendar (2026)

- February 19th, 2026 – Virtual
- May 8th, 2026 – Grand Traverse Resort, Traverse City, MI
- August 21st, 2026 – Virtual
- November 5th, 2026 – In alignment with MI CAH Conference, held at the Park Place Resort, in Traverse City MI. The MI CAH Conference is November 5th & 6th, 2026. The MICAQ QN meeting takes place the morning of November 5th.

MICAQ QN Resources:

[MICAQ QN Measures – Excel Spreadsheet](#)

MICAQ QN Open Office Hours

[2024 MICAQ 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 QN 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
- Enhancing Rural Care: Bridging Gaps in Quality Through Proactive Physical Therapy and Fall Prevention– July
- Michigan Physician Orders for Scope of Treatment (MI POST) Advisory Committee to MDHHS - September

Upcoming MCRH Educational Webinars

- **November 13, 2025, from 12:00 – 1:00 PM EST** – Join MCRH for an eCQM Update: The Future is Digital. Hear from expert Karla Weng, Director of Program Management at Stratis Health as she discusses the shift to electronic quality measures (eCQMs) rapid acceleration. This session will help your Critical Access Hospital understand the current eCQM reporting requirements and be aware of upcoming and anticipated measure changes. To register, please reach out to Amanda St. Martin - amanda.saintmartin@affiliate.msu.edu.

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