

MICAH Quality Network



DECEMBER 2010

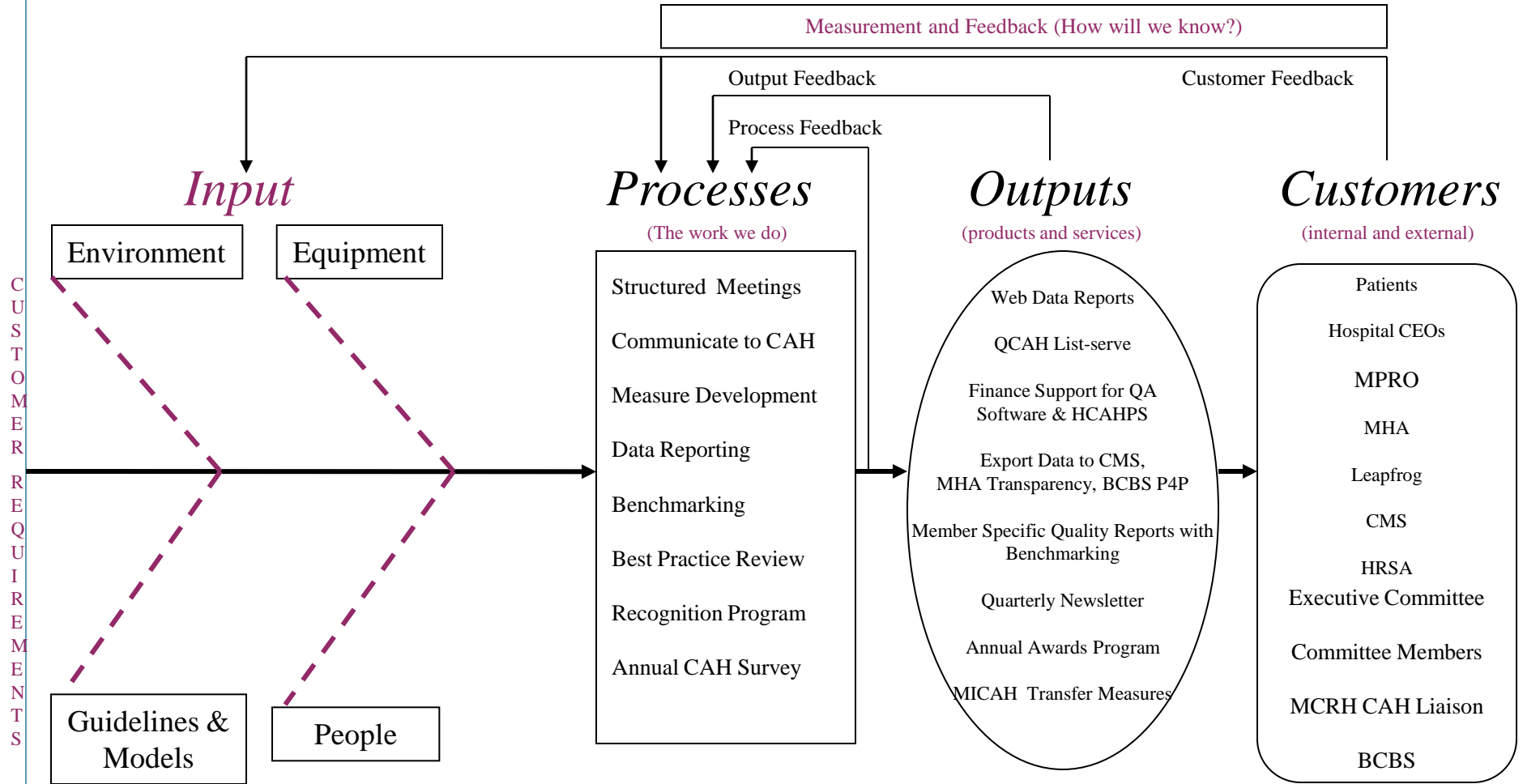
“A leader is someone you choose to follow to a place you wouldn’t go alone”

Joel Barker, Futurist

MICAH Product Lines 36 Facilities

● Patient Registrations	1,786,841
● Emergency Patients	289,399
● Urgent Care	95,320
● Outpatient Infusion	30,326
● Transfers to another Hospital	12,568
● Observation Patients	10,402

System Map of: MICAH Quality Network



Aim and Purpose of the System

Support Local Quality Leaders. Improve the performance of the CAH Members. Promote the value of CAH in the continuum of care.

*Aim and Purpose of the MICAH Quality Network System : a
subsystem of Michigan Center for Rural Health*

Support Local Quality Leaders
Improve the Performance of the Member CAHs
Promote the Value of CAHs in the Continuum of Care.

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Input

Environment

Equipment

1997 BBA
Anti-Cost Based Focus
Flex Funding Program
National quality focus on high volume inpatient care

Perception of rural low quality
Low volume Inpatient providers
BCBS P4P

RHIO
CAH List-serve
Data Warehouse
Telcom Connectivity

Data Entry Support Systems
Kalkaska Video Conference Center
Local Computer Systems
Internet

National, State, & Regional Integrated Systems
CMS Guidelines
IOM Priorities
JCAHO

AHRQ Criteria
MPRO-QIO
IHI –Focus Areas
Accepted Evidenced Based Practices

Quality Leaders
MCRH Staff
Consultants

QIO Staff
MHA Keystone
MHA Core Options
Committee Members

Guidelines & Models

People



Processes

(The work we do)

Structured Quality Quarterly Meetings

Communicate Information to CAH Quality Staff

Measure Development, Definition, Credibility

Automatic Data Reporting to CMS & BCBS
Support for P4P

Distribute Aggregated Results
Support CMS Warehouse & Compare

Best Practice Review, Presentation, Education

PI Education

Quality Recognition Program

Annual CAH Survey



Outputs

(products and services)

Web Based Data Reports

QCAH List-serve

Finance Support for QA Software & HCAHPS

Export Data to CMS, MHA Transparency, BCBS P4P

Member Specific Quality Reports with Benchmarking

Quarterly Newsletter

Annual Awards Program

MICAH Certified Transfer Measures



Customers

(internal and external)

Internal

Executive Committee

Committee Members

MCRH CAH Liaison

External

Patients

Hospital CEOs

MPRO

MHA

Leapfrog

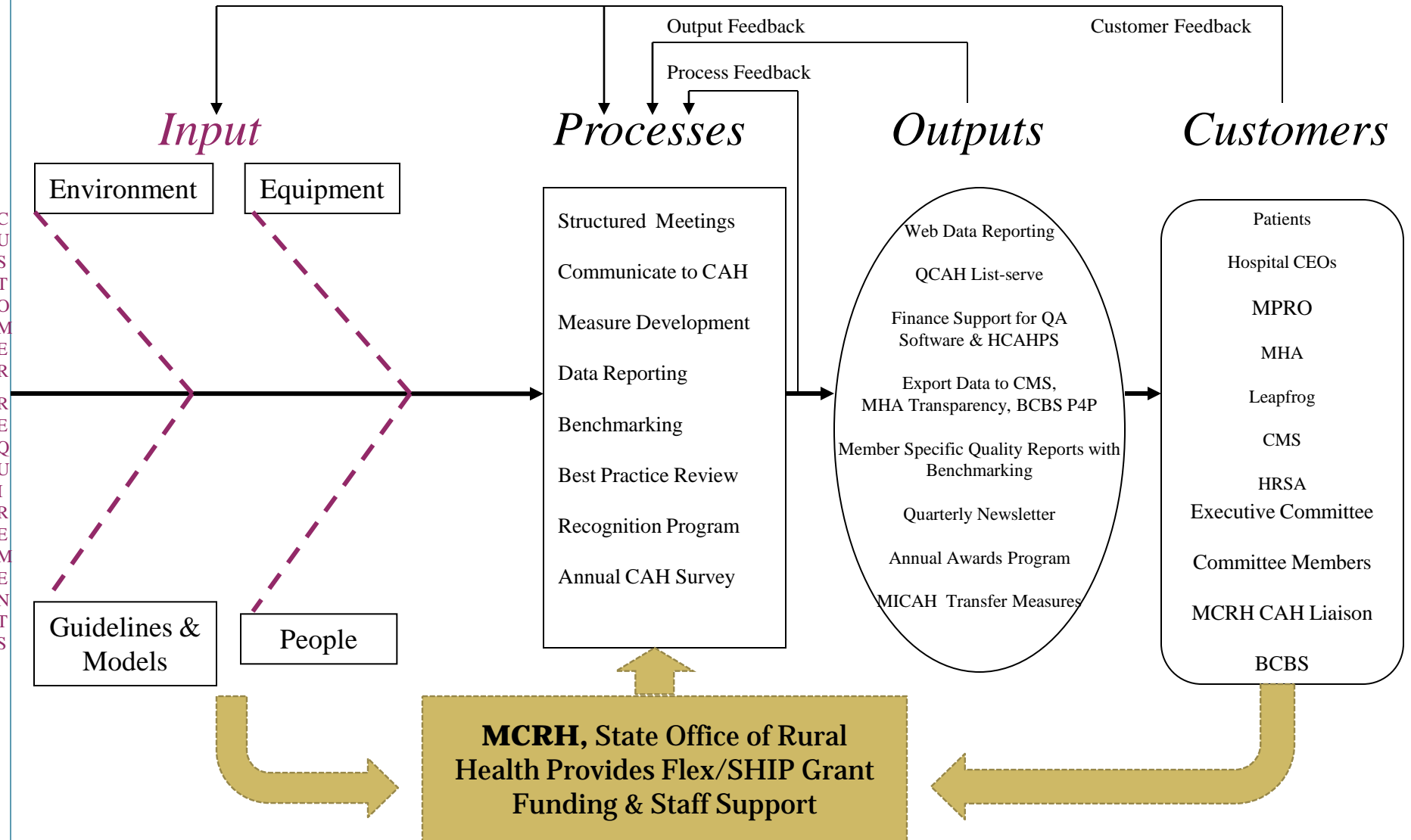
CMS

HRSA

BCBS

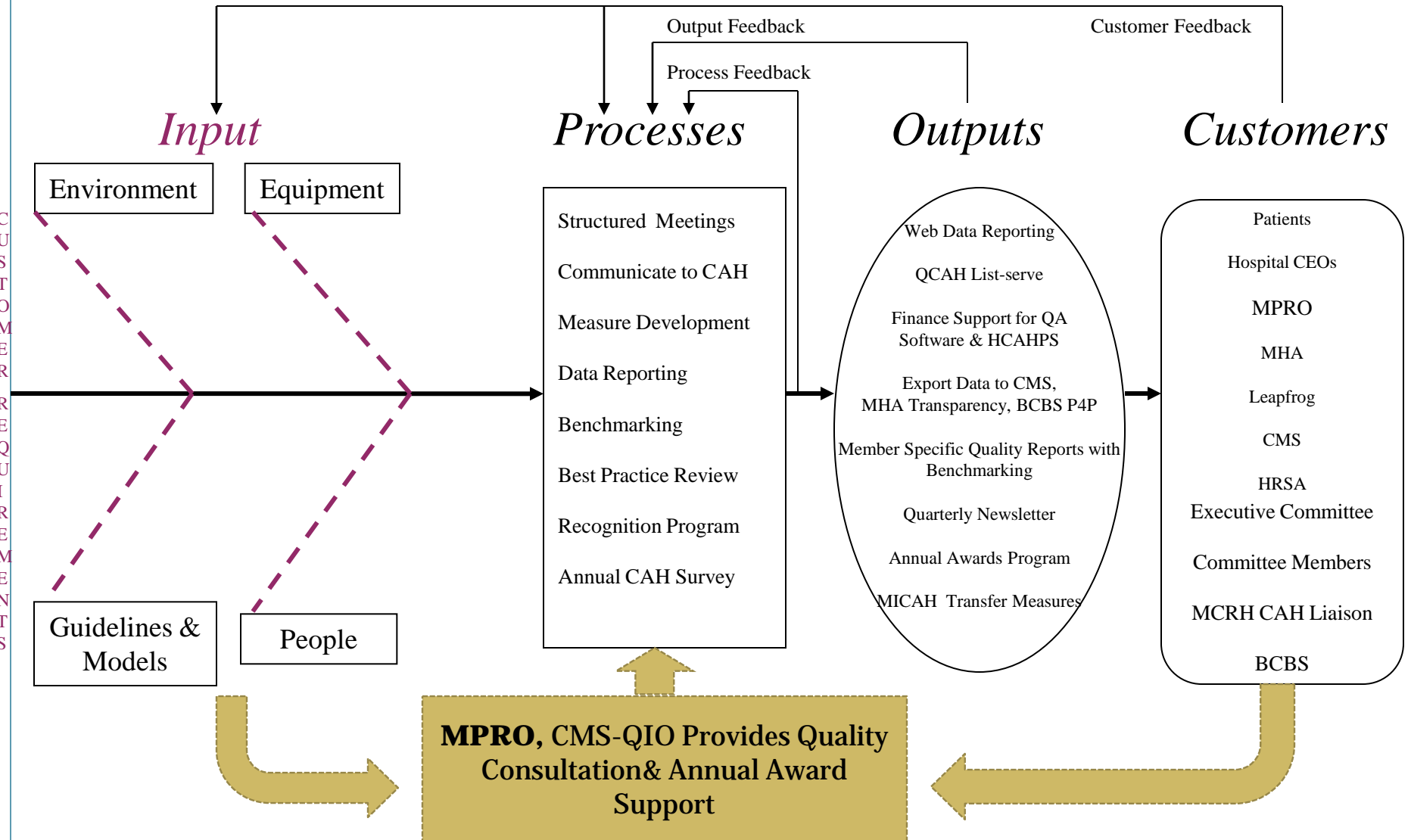


System Map of: MICAH Quality Network

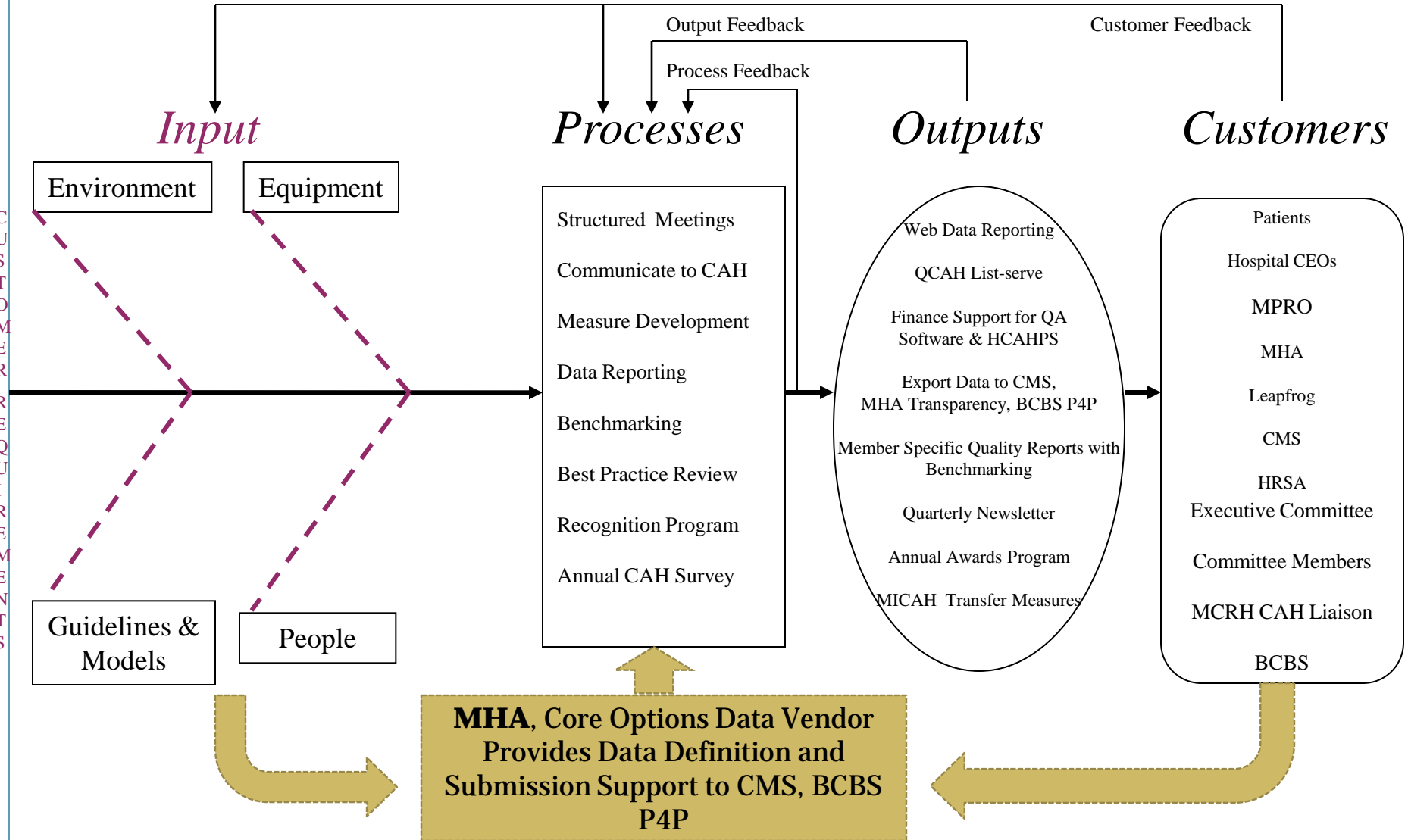


MCRH, State Office of Rural Health Provides Flex/SHIP Grant Funding & Staff Support

System Map of: MICAH Quality Network



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Feedback for MICAHA Quality Network

Measurement and Feedback (How will we know?)

Process Measures

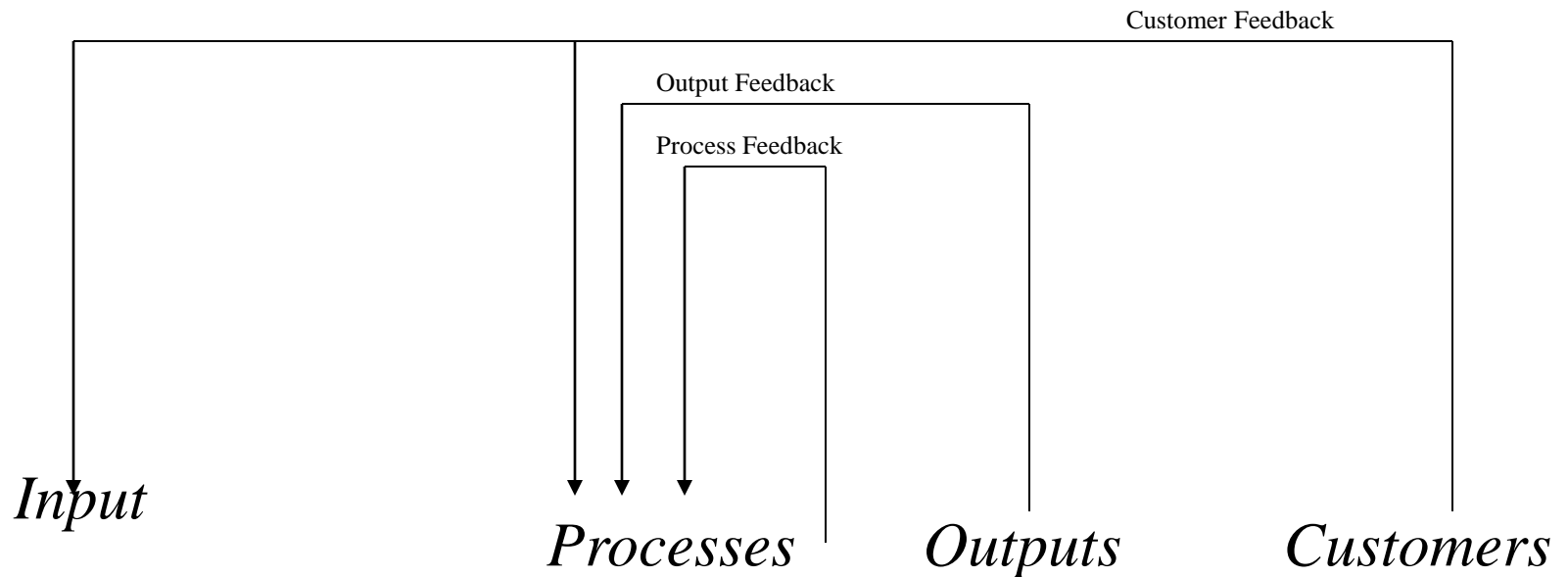
Meeting Participation
Core Option Users
List-serve Users
MHA/MPRO participation
CAH Distribution by Reported Measure

Output Measures

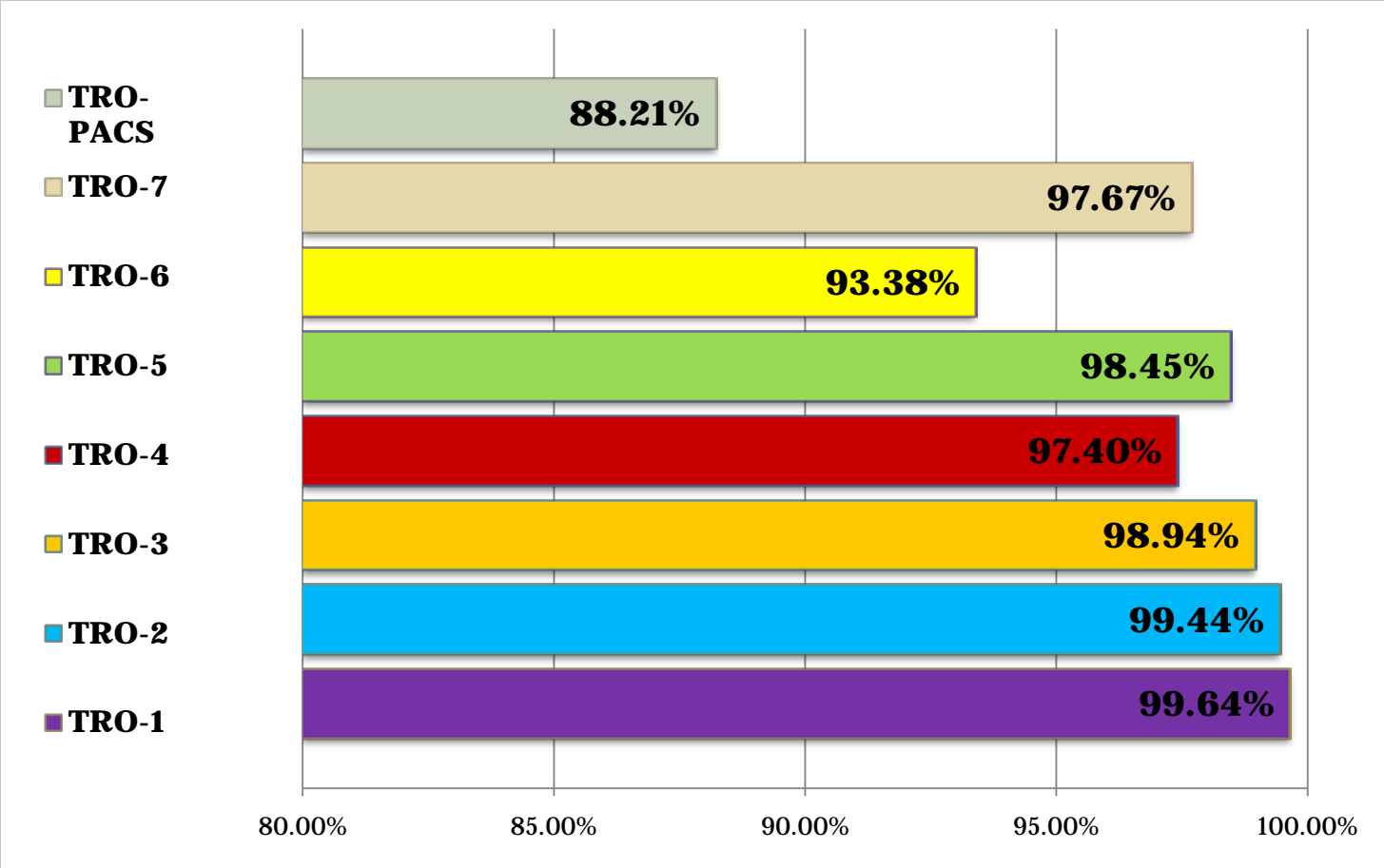
CAH Performance on selected Measures
BCBS P4P participation
Submitting Data to CMS MHA
% Participating CAHs

Customer Measures

Ongoing participation
MPRO –MHA Feedback
Flex Dollar Support
CEO Feedback
BCBS P4P Certification



ED Transfers



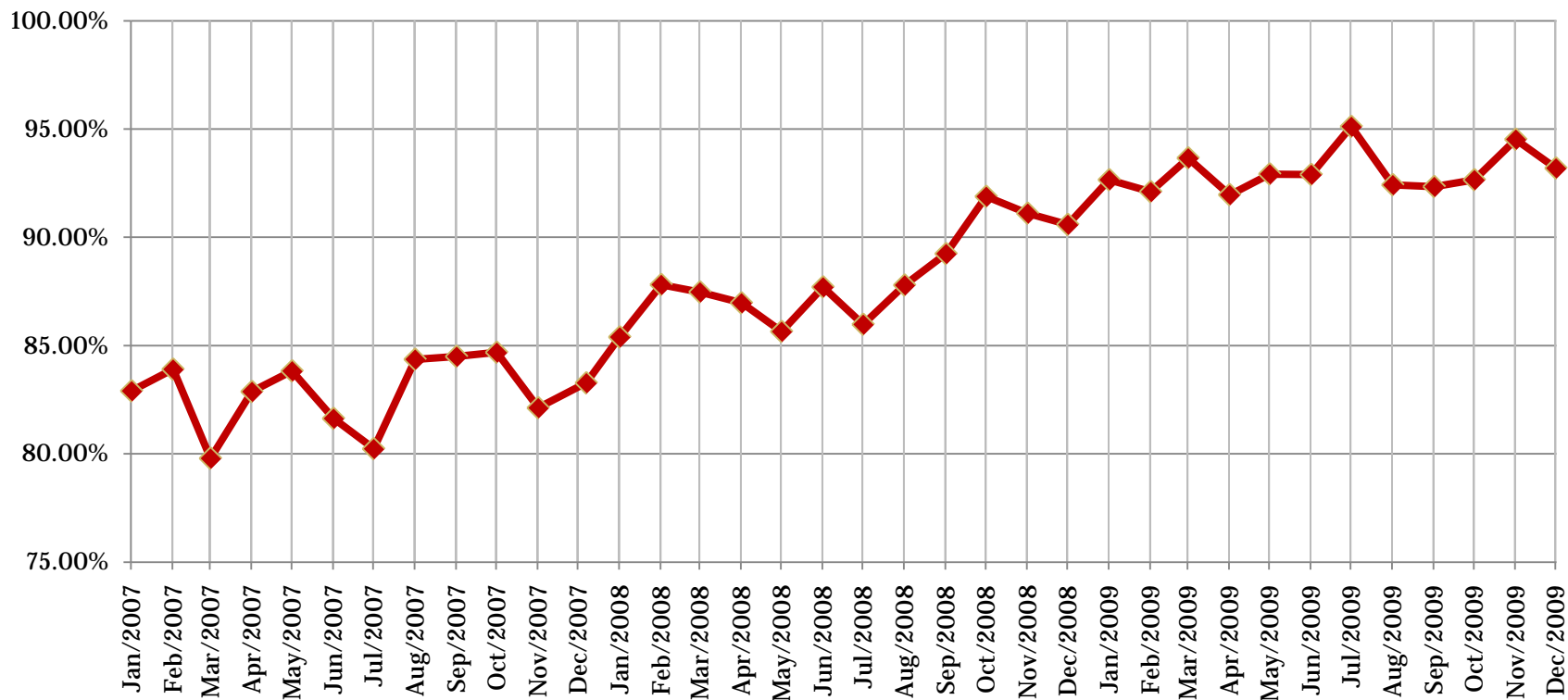
Total Patients:	12,147
Min Patients:	88
Max Patients:	861

2Q09 – 1Q10

ED Transfers



TRO-6: Vital Signs (BP/P/R) Within 15 Minutes of Transfer



MI Hospital Inform

(<http://www.mihospitalinform.org>)

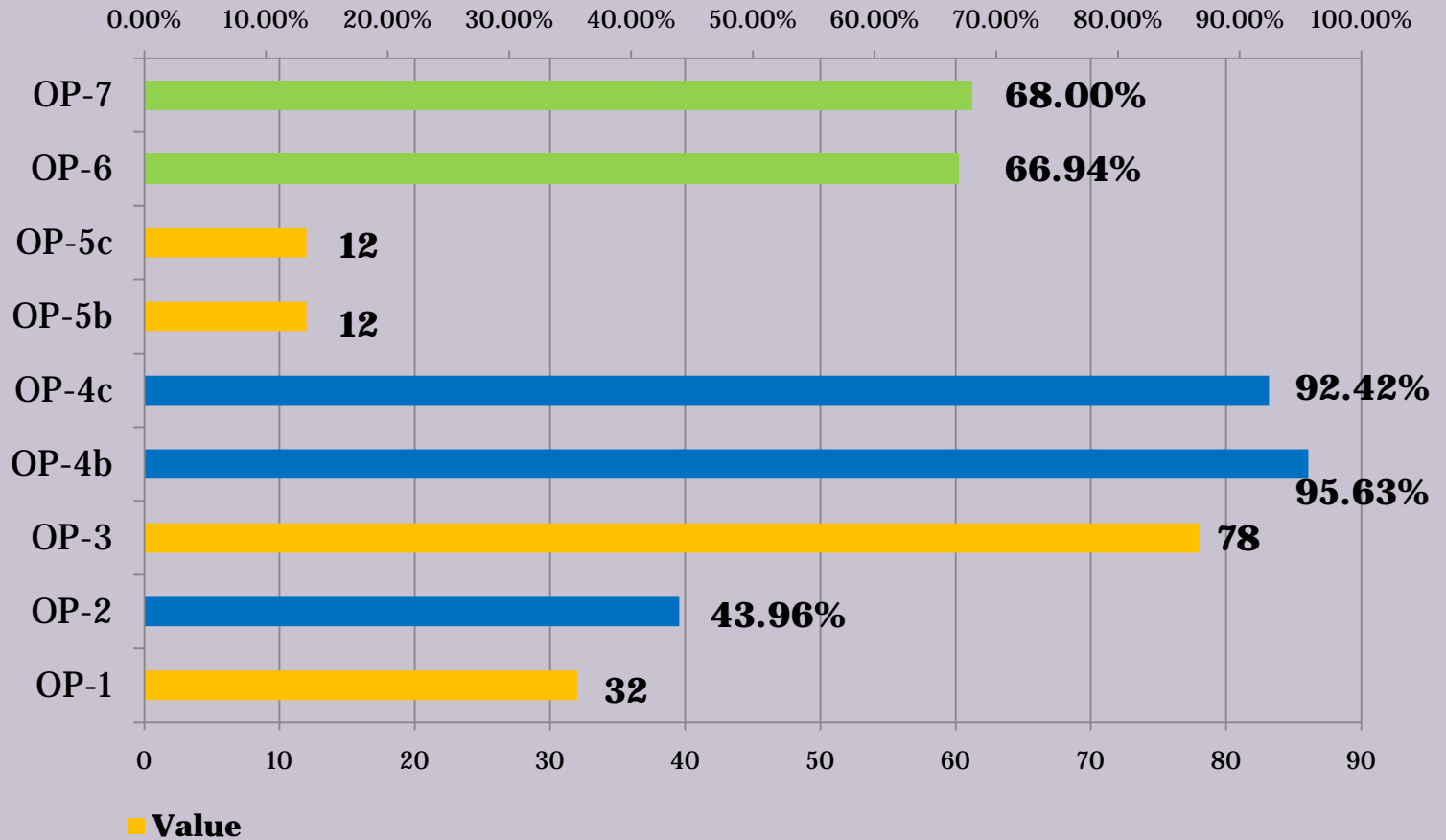


Opportunity for Critical Access Hospital Transparency

- Michigan critical access hospitals that are publishing ED Transfer data on the MHA's MI Hospital Inform web site (<http://www.mihospitalinform.org>) are demonstrating their commitment to public accountability to consumers.

100% Participation

Outpatient Measures



2Q09 – 1Q10

Inpatient



Measures (2Q10)	# Facilities Collecting
Acute Myocardial Infarction (AMI)	18
Heart Failure (HF)	26
Pneumonia (PN)	31
Surgical Care Improvement Project (SCIP)	20

% of Patients that respond "Always"

HCAHPS Questions



Higher Than National Average

National Average

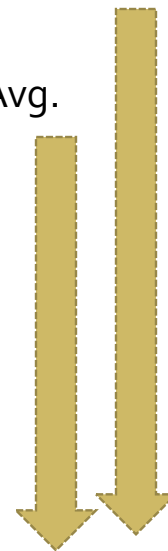


Same as National Average

MIACH (16) Avg.



Lower Than National Average



Percent of patients who reported that their nurses "Always" communicated well.

Percent of patients who reported that their doctors "Always" communicated well.

Percent of patients who reported that they "Always" received help as soon as they wanted.

Percent of patients who reported that their pain was "Always" well controlled.

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Percent of patients who reported that their room and bathroom were "Always" clean.

Percent of patients who reported that the area around their room was "Always" quiet at night.

Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

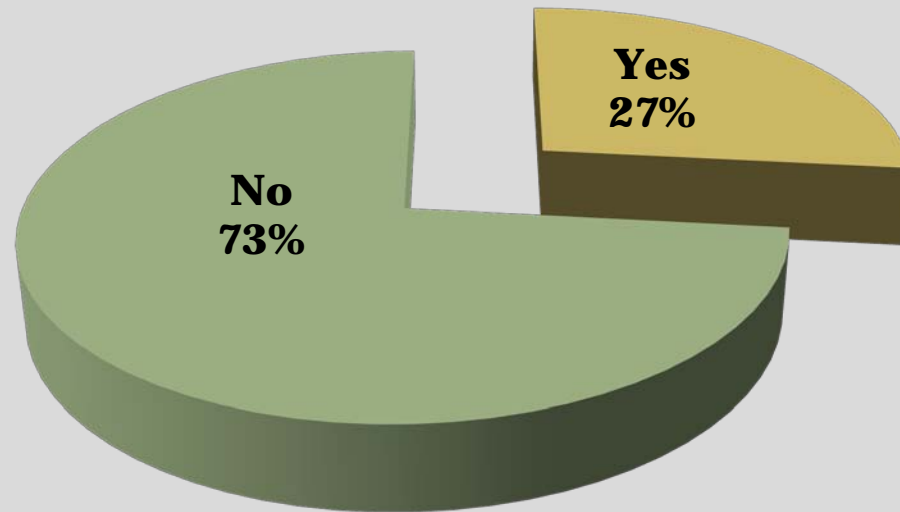
Percent of patients who reported YES, they would definitely recommend the hospital.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	MIACH (16) Avg.	
Percent of patients who reported that their nurses "Always" communicated well.	78%	77%	79%	71%	84%	86%	86%	78%	73%	81%	78%	78%	81%	88%	82%	80%	80%	75%
Percent of patients who reported that their doctors "Always" communicated well.	80%	73%	81%	77%	88%	86%	78%	77%	77%	79%	85%	78%	85%	73%	83%	86%	80%	80%
Percent of patients who reported that they "Always" received help as soon as they wanted.	71%	71%	74%	73%	71%	78%	67%	61%	61%	86%	67%	75%	74%	86%	72%	75%	73%	63%
Percent of patients who reported that their pain was "Always" well controlled.	72%	67%	72%	69%	76%	69%	69%	77%	68%	72%	76%	71%	76%	82%	77%	76%	73%	69%
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.	58%	56%	59%	44%	68%	58%	31%	56%	61%	57%	65%	57%	67%	72%	64%	68%	59%	60%
Percent of patients who reported that their room and bathroom were "Always" clean.	80%	82%	71%	70%	87%	70%	87%	79%	78%	80%	77%	71%	78%	93%	81%	75%	79%	70%
Percent of patients who reported that the area around their room was "Always" quiet at night.	66%	60%	61%	62%	59%	71%	61%	56%	56%	68%	61%	57%	72%	59%	54%	65%	62%	57%
Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.	74%	74%	64%	82%	85%	76%	84%	88%	81%	79%	85%	87%	88%	82%	90%	84%	81%	81%
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	75%	67%	67%	70%	83%	75%	70%	70%	67%	73%	73%	73%	71%	81%	72%	73%	73%	66%
Percent of patients who reported YES, they would definitely recommend the hospital.	75%	66%	66%	67%	79%	76%	73%	72%	67%	64%	83%	72%	66%	75%	71%	67%	71%	69%

CAHs & Transitions of Care Readmissions

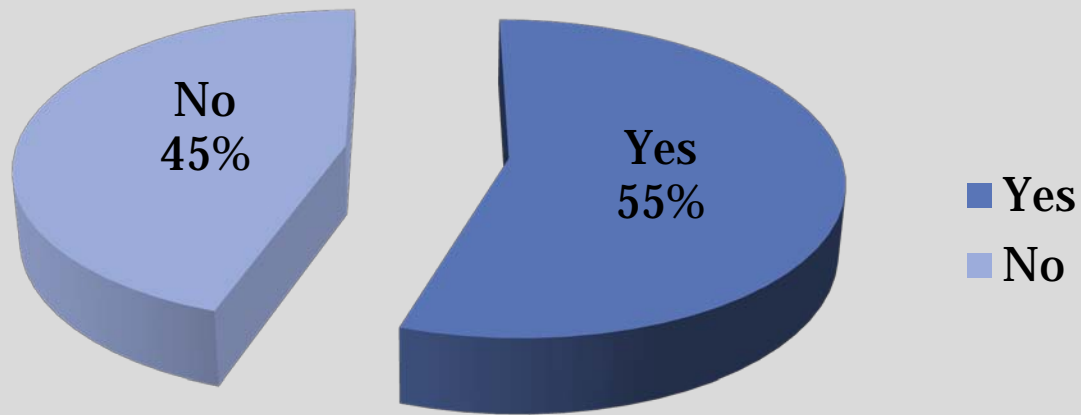
**Are you participating in the MiSTARR
or other readmission reduction
project?**

Number of Responses = 30



CAHs & Transitions of Care STEMI Projects

**Do you participate in a cardiac
STEMI project?**
Number of Responses = 29



Transitions of Care STEMI Projects

Participating With

- Sparrow Health System (2)
- Mid Michigan Medical Center
 - Munson Medical (3)
 - Spectrum Health (5)
- Covenant Healthcare (2)
 - St. Mary's – Saginaw
- Marquette General Hospital

Contact Information

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