

MN CAHs - Quality Inventory and Assessment Call

November 9, 2023

9-10 a.m.

Welcome! We are glad you are here!



0

Today's Discussion

- **Emma Distel from the MN State Flex Program** at the [MDH Office of Rural Health and Primary Care](#) will review what is being asked with this survey and how it will inform MN projects for the MN CAHs.
- **Megan Lahr from the Flex Monitoring Team** will overview the survey's purpose, how it supports the entire CAH organization and long-term quality infrastructure, importance of the data, etc.
- **Robyn Carlson from Stratis Health, MN MBQIP Quality Sub-grantee**, will review how to complete the survey, and how we plan to support you in completing it.
- **Provide space for the MN CAHs to ask questions.**

1



1

Introduction to the Assessment: MN Flex Program

- The purpose of The Assessment is to learn more about CAH quality improvement (QI) infrastructure and activities, service lines offered and related quality measures.
- The data informs the [proposed MBQIP measure](#) of CAH Quality Infrastructure.
- The Assessment was developed by the [Federal Office of Rural Health Policy \(FORHP\)](#) in partnership with the [Flex Monitoring Team \(FMT\)](#) at the University of Minnesota and other partners.



2

Introduction to the Assessment: MN Flex Program

- The Assessment is an opportunity to gather information on QI processes from CAHs in a standardized manner, to enhance support to CAHs in QI activities.
- The Assessment is the primary dataset MDH will use to develop our required needs assessment and plan for new projects related to quality improvement technical assistance.
- We are **requesting that all MN CAHs complete the survey**. The more we understand need, the better the programming.
- **The Assessment is due by December 15th.**



3

National Critical Access Hospital Quality Inventory and Assessment

Presentation for MN Flex Program
November 9, 2023

**Flex
Monitoring
Team** | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

4

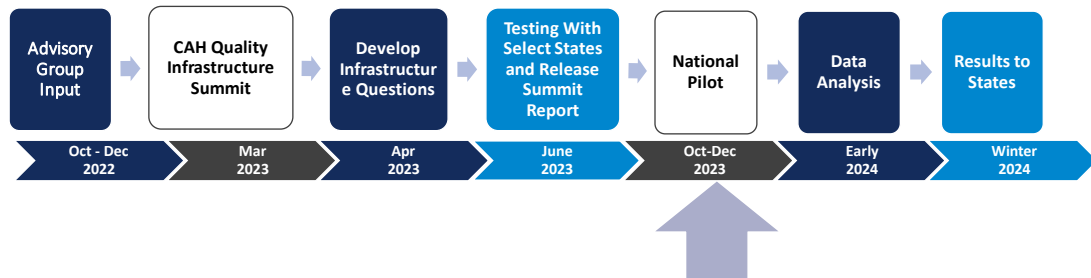
Objectives

- Learn about the background of the National CAH Quality Inventory and Assessment ("Assessment")
- Identify next steps for completing the Assessment

**Flex
Monitoring
Team** | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

5

National CAH Quality Inventory and Assessment: Timeline



Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

6

National CAH Quality Inventory and Assessment: Background

With funding and support from FORHP, Flex partners collaborated on development of a standardized mechanism for gathering information to:

- Assess **CAH quality improvement infrastructure**
- Better understand CAH **measurement and quality activities** across **different service lines**

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

7

National CAH Quality Inventory and Assessment: Purpose

Information captured can support quality activities at the following levels:

- **Hospital-level** – Provide state and national comparison information related to QI infrastructure, processes, quality activities and measurement across different CAH service lines
- **State-level** – Provide timely, accurate, and useful CAH quality-related information to help inform technical assistance support for CAH improvement activities
- **National-level** – Provide hospital and state specific information to help inform the future of MBQIP and national TA and data analytic needs

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

8

National CAH Quality Inventory and Assessment: Objectives

Two Primary Objectives:

1. Gather an inventory of service lines and related quality measures that hospitals are tracking to identify trends and help inform Flex initiatives at the state and national levels
 - Advisory Group made up of State Flex staff, MBQIP subcontractors, and CAH quality experts providing input
2. Assess implementation of core elements of CAH quality infrastructure to identify gaps and opportunities for enhancement
 - Hosted a National CAH Quality Infrastructure Summit to identify key elements and criteria

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

9

Core Elements of CAH Quality Infrastructure



**Leadership
Responsibility &
Accountability**



**Quality Embedded
Within the
Organization's
Strategic Plan**



**Workforce
Engagement
& Ownership**



**Culture of
Continuous
Improvement
Through Systems**



**Culture of
Continuous
Improvement
Through Behavior**



**Integrating
Equity into
Quality Practices**



**Engagement of
Patients, Partners,
& Community**



**Collecting
Meaningful
& Accurate Data**



**Using Data to
Improve Quality**

[Link to CAH Quality Infrastructure Summit Report](#)

[MN MBQIP Update Memo](#)

[Stratis Health Website – More Information](#)

**Flex
Monitoring
Team** | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

10

Benefits of the Assessment for CAHs

CAHs will be able to:

- Assess their quality infrastructure across the core elements, and identify opportunities for improvement
- Benchmark and compare themselves to other CAHs in their state and nationally as it relates to quality infrastructure to set appropriate goals for improvement
- Work with State Flex Programs to identify peers in their state and nationally that have similarities or from whom they wish to learn more (e.g., those that share an EHR vendor, those with a service line your CAH is considering adding, etc.)
- Receive more targeted technical assistance from their State Flex Program based on service lines, CAH volume, quality reporting, and other key needs and opportunities

**Flex
Monitoring
Team** | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

11

Benefits of the Assessment for State Flex Programs

SFPs will be able to:

- Use service line data to identify CAHs to work with on new projects (e.g., CAHs with swing beds, RHCs, labor and delivery)
- Use CAH quality infrastructure data to identify CAHs in greatest need for developing their quality infrastructure and/or greatest needs across all CAHs in state to develop activities and education in these areas
- Reference Assessment data before orienting new quality managers
- Use data to create learning collaboratives among CAHs with similarities (e.g., same EHR vendor or service line)
- Use data to pair hospitals that have opportunities with those more advanced in implementation of quality activities or use different tools
- Identify other states with CAHs that may have similar goals or opportunities for improvement to create inter-state cohorts
- Prompt conversations with quality contractors for how to best address improvement opportunities identified in the Assessment

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

12

Data from the Assessment

After analyses of the Assessment, in early 2024 SFPs will receive:

- A state-level report summarizing key data from the Assessment along with national comparisons
- A spreadsheet with the full CAH-level data from the Assessment
- A tool to use with the spreadsheet for summarizing the data in different ways

CAHs will receive a copy of their responses upon completion of Assessment, and later will receive above state-level report from SFP.

Data for the CAH Quality Infrastructure measure will be added to CAH and State MBQIP reports at a later date.

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

13

Assessment Logistics

You have received several documents from your State Flex Program:

- Email with Link to Assessment (sent by Jodi Winters in the Registration email; follow up email to be resent)
- [PDF of Assessment Questions](#)
- [PDF of Assessment Instructions](#)

Other resources:

- [CAH Fact Sheet](#)
- [CAH Quality Infrastructure Summit Report](#)

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

14

Logistics – Process for CAHs

After receiving email from State Flex Program CAHs should:

1. Review the PDF of Assessment Questions and reference provided detailed instructions with any questions
2. Work with your team to gather the answers
3. Log on to the online portal to submit answers

Note: Recommended that you submit your answers in one sitting

Reminder – only submit **one** response per facility

- Estimated time to complete – 60 minutes to **gather and submit data**
 - May vary depending on experience, knowledge of facility and quality initiatives, etc.
- Confirmation – after submitting Assessment online, CAH quality contact will receive email that includes responses submitted
- **Deadline for Completion of Assessment: December 15, 2023**

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

15

Questions?



**Flex
Monitoring
Team** | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

16

Wrap Up

The Assessment is important, and its success depends on your participation!

Questions?

Contact: Megan Lahr at Flex Monitoring Team (FMT),
lahrx074@umn.edu

**Flex
Monitoring
Team** | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

17

Reminder: Important Links and Dates

- **Live Link to the Assessment:** https://umn.qualtrics.com/jfe/form/SV_8JoJqjek8T3s2MK
 - **Reminder:** there should be **no more than one** assessment completed and submitted at this link for your CAH, so it will be very important that one person coordinates the submission of your CAH's responses.
 - It is highly recommended that person coordinating the submission enter all your CAH's responses in a single session. You will receive a confirmation email with your responses after you submit.

Survey Due Date: December 15, 2023

- **Resources:**
 - Link to Assessment Questions: [National CAH Quality Inventory and Assessment \(stratishealth.org\)](https://stratishealth.org/NationalCAHQualityInventoryandAssessment)
 - Link to Assessment Instructions: [CAH-Inventory-Assessment-Instructions-Final.pdf \(stratishealth.org\)](https://stratishealth.org/CAH-Inventory-Assessment-Instructions-Final.pdf)
 - Link to Assessment FactSheet: [CriticalAccessHospitalFactSheet \(ruralcenter.org\)](https://ruralcenter.org/CriticalAccessHospitalFactSheet)

Who to reach out to for Questions

- Questions about how to complete the Assessment:
 - Contact **Robyn Carlson** rcarlson@stratishealth.org or **Megan Lahr** lahrx074@umn.edu
- Questions about Why your CAH should complete the survey:
 - Contact **Emma Distel**, MN Flex Program Coordinator at emma.distel@state.mn.us

Open Q&A

Thank you!

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$225,000 with 0.00 percentage financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.