

# MBQIP Open Call for Minnesota Critical Access Hospitals (CAHs)

April 8, 2026

1-2 p.m.

*Welcome! We are glad you are here!*



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## Today's Discussion

- MBQIP Updates and Reminders
- EDTC Data Analysis – Review and Discussion
- Patient Experience – Peer Presentations
- Patient Experience LAN Opportunity
- Open Discussion and Questions

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## Chat Introductions

- Name | Role | Facility
- Favorite sign of Spring



## MBQIP Updates and Reminders

## Updated MBQIP Core Measure Set

Global Measures	Patient Safety	Patient Experience	Care Coordination	Emergency Department
CAH Quality Infrastructure Implementation*	Healthcare Personnel Influenza Immunization*  Antibiotic Stewardship Implementation*  Safe Use of Opioids (eCQM)*	Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)	Hybrid All-Cause Readmissions*	Emergency Department Transfer Communication (EDTC)  OP-18 Time from Arrival to Departure  OP-22 Left without Being Seen*

[Minnesota Critical Access Hospital Reporting and Improvement Assistance](#)

Six measures are reported annually (\* denotes annual submission)  
Three measures are reported quarterly (HCAHPS, EDTC, OP-18)

## MBQIP Data Reporting Upcoming Due Dates

- HCAHPS Q4 2025
  - Due April 8, 2026 (HQR)
- EDTC Q1 2026
  - Due April 30, 2026 (MHA Portal)
- OP-18 Q4 2025
  - Due May 1, 2026 (HQR)
- OP-22 CY 2025
  - Due May 15, 2026 (HQR)
- HCP Q4 2025-Q1 2026
  - Due May 15, 2026 (NHSN)

# Upcoming Reporting Due Dates cont.

Measure ID	Reported To	Encounter Period			
		Q3 / 2025 Aug - Sep	Q4 / 2025 Oct - Dec	Q1 / 2026 Jan - Mar	Q2 / 2026 Apr - Jun
CAH Quality Infrastructure	FMT via online survey	2025 National CAH Quality Inventory and Assessment - Submission window: September 15, 2025- November 21, 2025		2026 National CAH Quality Inventory and Assessment - Submission window: Anticipated to be mid-September to mid-November 2026	
HCP/ IMM-3	NHSN	N/A	May 15, 2026 (Q4 2025 - Q1 2026 data)		N/A
Antibiotic Stewardship	NHSN	March 1, 2026 (CY 2025 data)		March 1, 2027 (CY 2026 data)	
Safe Use of Opioids	HQR Portal	March 2, 2026 (CY 2025 data)		March 1, 2027 (CY 2026 data)	
HCAHPS	HQR via Vendor	January 14, 2025	April 8, 2026	Anticipated July 8, 2026	Anticipated October 14, 2026
Hybrid HWR	HQR Portal	October 1, 2026 (Q3 2025 - Q2 2026 data)			
EDTC	MHA Portal	October 31, 2025	February 2, 2026	April 30, 2026	July 31, 2026
OP-18	HQR Portal	February 2, 2026	May 1, 2026	August 3, 2026	November 2, 2026
OP-22	HQR Portal	May 15, 2026 (CY 2025 data)		May 17, 2027 (CY 2026 data)	

# MBQIP Reports

- [ShareFile - Sign In](#)
- Recently Distributed:
  - MBQIP 2026 Report 1
  - EDTC Q4 2025 Scatterplots
  - HCAHPS Q2 2025
- Forthcoming –
  - MBQIP 2026 Report 2 – April
  - CAH Quality Infrastructure Summary Report - April

# Stratis Health MN Flex Communication

Communication Channel	What is it?	Who is the audience?
<b>Minnesota CAH Quality Connect</b>	Monthly newsletter with general reminders and updates including upcoming submission deadlines, resources, events, and other relevant news.	Broadest audience for your team
<b>Ad Hoc Large Group Emails</b>	MBQIP and Population Health related event and resource updates, due date reminder emails, mailing list updates, MBQIP Open Call reminder and follow-up emails, etc.	Team members most likely to participate in LANs and/or utilize MBQIP or population health related resources
<b>Data Report Distribution</b>	MBQIP-related data reports saved to ShareFile	Two individuals per facility with access to ShareFile

## Updating Contacts

Please reach out to Jodi Winters ([jwinters@stratishealth.org](mailto:jwinters@stratishealth.org)) if:

- You or a team member is transitioning roles
- You want to know who from your team is on each of these different lists

We may reach out if we have questions.



# EDTC Data Analysis Review and Discussion

## Situation

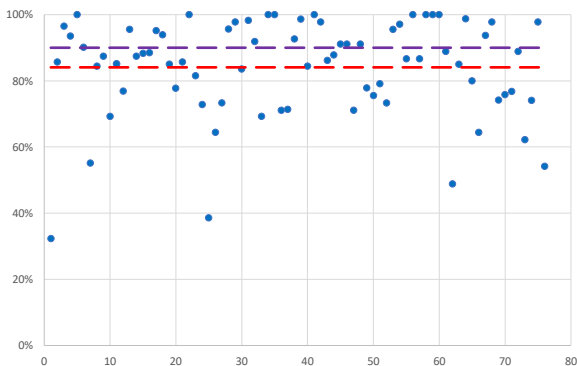
- Stratis Health has been disseminating EDTC scatter plots to all Minnesota CAHs for nearly four years.
- We are reassessing the value of these reports and looking for input from CAHs on how to proceed going forward.

# Background

In 2021, Stratis Health launched a project with 10 Minnesota CAHs to improve EDTC performance. Participating facilities received personalized scatter plots, as well as both group and individualized coaching and improvement support. The success of the project led to expanding the EDTC scatter plot offering to all Minnesota CAHs and to developing the resource: [Ongoing Lessons Learned from CAHs' EDTC Composite Measure Improvement](#).

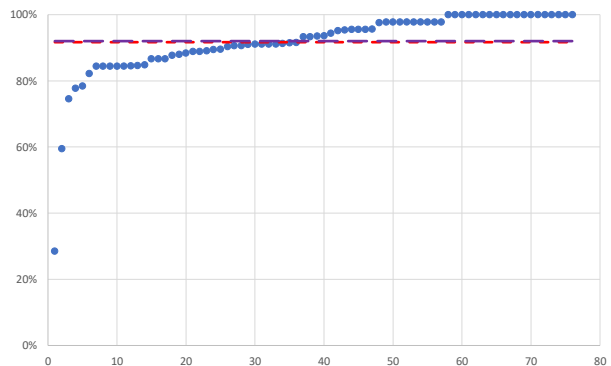
# Assessment

Q2 2022 EDTC Composite Measure State Comparison



MN Average: 84%  
National Average: 90%

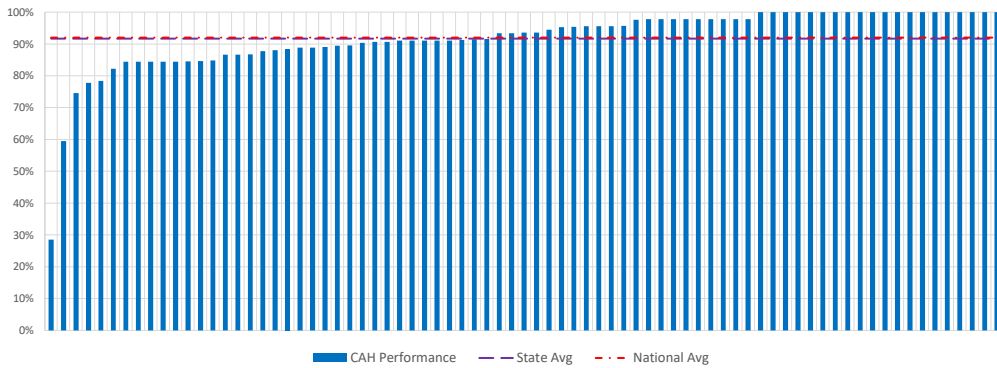
Q4 2025 EDTC Composite Measure State Comparison



MN Average: 92%  
National Average: 92%

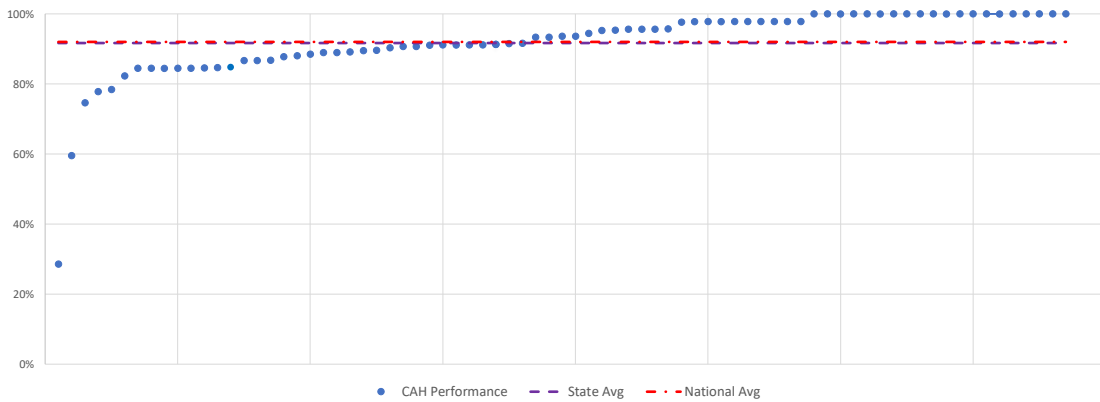
# Ordered Bar Graph

### Q4 2025 EDTC Composite Measure State Comparison

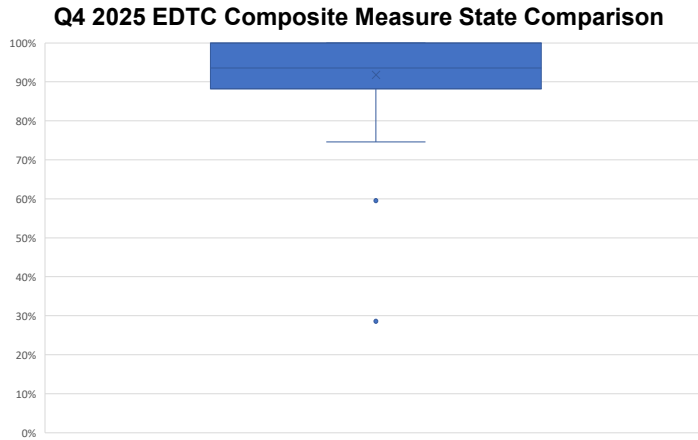


# Ordered Scatter Plot

### Q4 2025 EDTC Composite Measure State Comparison



# Box and Whisker Plot

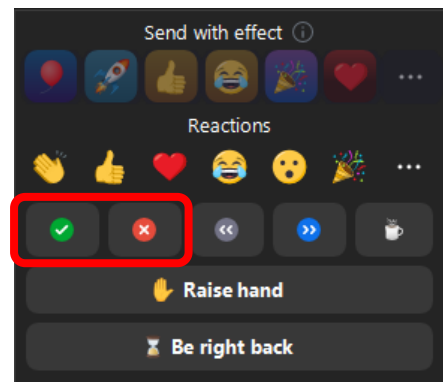


# Table

EDTC Composite Measure State Comparison	
CAH:	CCN
Your Facility Performance:	%
Count of State Reporting:	77
Lowest Performing:	28.6%
Average Performance:	91.8%
Highest Performing:	100.0%

## Real-Time Input

- On the menu bar in Zoom screen, find “React”
- Click to open and you should see this →
- Use the green check mark and red x to provide input about your facility



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## EDTC Scatter Plots

- Does your team utilize the EDTC Scatterplots provided by Stratis Health?



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## Discussion

- How is your hospital using the scatter plots?
- What alternative data visualization/analysis or technical assistance support would be helpful for your facility to improve or maintain EDTC performance?

## Patient Experience

## Q1-Q4 2024 HCAHPS

Facility	Average Daily Census	Completed Surveys	Response Rate	Average Most Positively
River's Edge Hospital	8	537	59%	83.8%
MN CAHs Range	0-21	9-537	19%-59%	68.9%-88.9%
MN CAHs Average	4	94	33%	

- Average Daily Census as self-reported in the 2024 National CAH Quality Inventory & Assessment
- HCAHPS Completed Surveys and Response Rates as reported on MBQIP Data Reports for the performance period
- "Most Positively": Summary of the most positive response option on a composite question, excluding neutral, negative, and fully negative responses. Aligns with the "Top Box" or "Top 2 Box" scoring methodology, where responses are grouped into the most favorable responses.
- "Average Most Positively": Summarizes "Most Positively" response scores from all composite questions.

## HCAHPS Composite Legend

Composite #	Topic	Most Negative	Most Positive
Composite 1	Communication with Nurses	Sometimes to Never	Always
Composite 2	Communication with Doctors	Sometimes to Never	Always
Composite 3	Responsiveness of Hospital Staff	Sometimes to Never	Always
Composite 5	Communication about Medicines	Sometimes to Never	Always
Composite 6	Discharge Information	No	Yes
Composite 7	Care Transition	Disagree to Strongly Disagree	Strongly Agree
Composite 8	Cleanliness of Hospital Environment	Sometimes to Never	Always
Composite 9	Quietness of Hospital Environment	Sometimes to Never	Always
Composite 18	Overall Rating of Hospital	0-6 rating	9-10 rating
Composite 19	Willingness to Recommend this Hospital	Probably Not	Definitely

# RIVER'S EDGE HOSPITAL



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## ABOUT RIVER'S EDGE HOSPITAL



25 Bed, Critical Access Hospital

225 full time, part time, casual and on-call employees

Provide Emergency Medical Service to over 200 square mile area

Have developed a culture that expects unmatched patient experience, high employee satisfaction, and encourages continuing education for all employees



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## MISSION DRIVEN CARE

### Collaboration

- ❖ Pre-Op & Post-Op Beside Report
- ❖ Rounding
- ❖ AIDET®
- ❖ Technology

### Respect & Dignity

- ❖ Patient Call Backs
- ❖ Hourly Rounding
- ❖ AIDET®
- ❖ Bedside Registration
- ❖ Technology

### Information Sharing

- ❖ Care Boards
- ❖ AIDET®
- ❖ Technology

### Participation

- ❖ Bedside Shift Report
- ❖ Nurse Leader Rounding on Patients
- ❖ Technology

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## SURVEY DATA

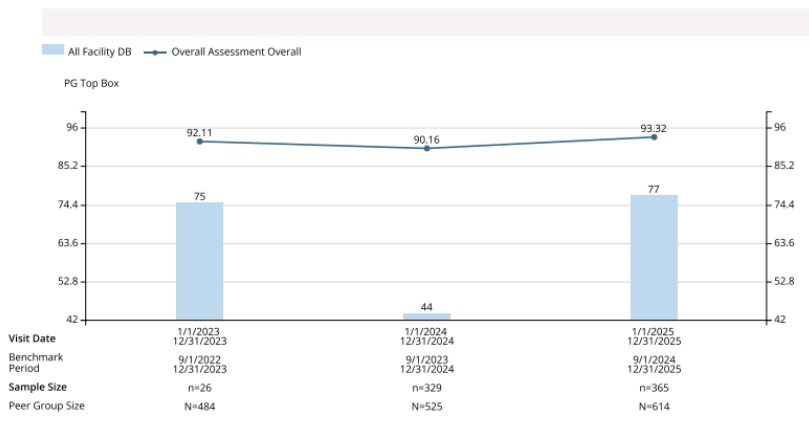
Going beyond HCAHPS

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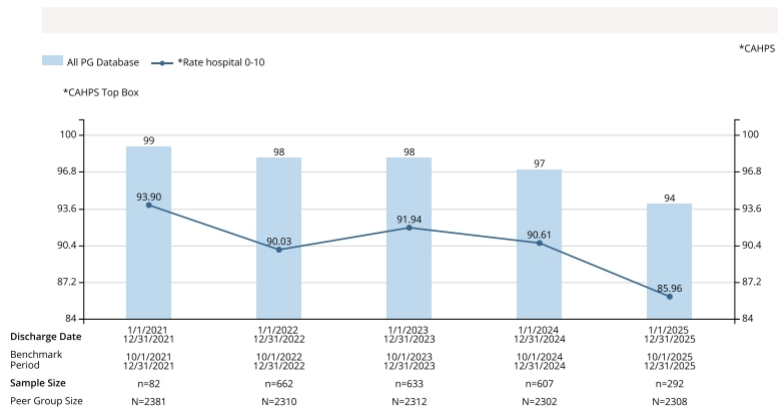
# THE EXPERIENCE MATTERS - EVERYWHERE



## Outpatient Rehabilitation

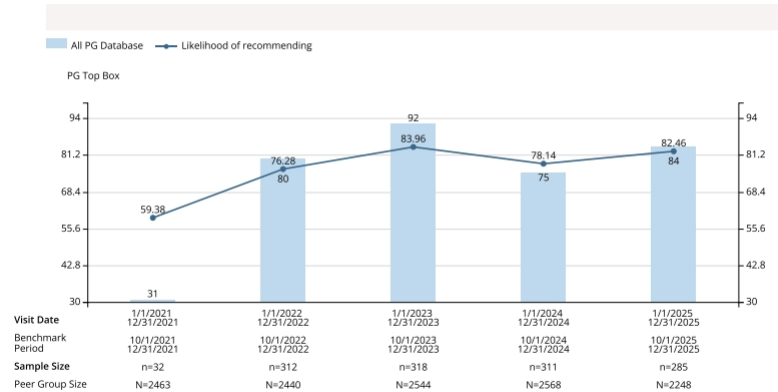


## Inpatient



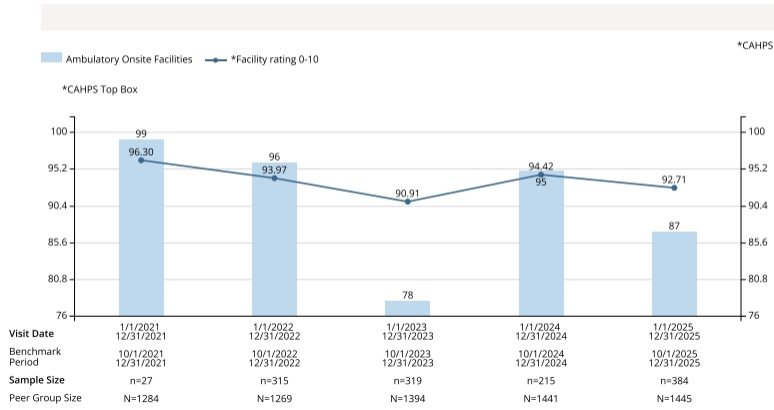
30

## Emergency Department



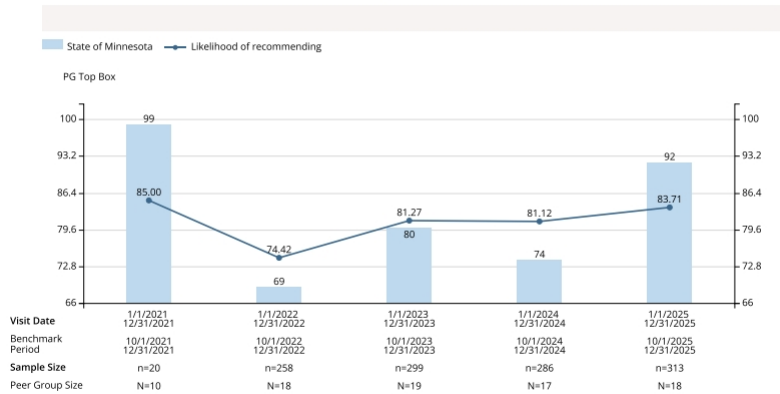
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## Ambulatory Surgery



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## Urgent Care



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## Questions/Discussion



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## Patient Experience and Engagement Learning and Action Network Opportunity

## Patient Experience and Engagement LAN

This LAN will support CAHs in identifying opportunities and implementing recommended strategies to improve patient and family engagement and experience. Topics covered may include health literacy and teach-back, service recovery, teamwork and communication, trauma-informed care, community coalitions, and patient experience best practices such as patient and family advisory councils, leadership rounding, and bedside shift report.

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## Patient Experience and Engagement LAN Logistics and Expectations

- Registration will be open to the first 10 teams to sign up
- Encouraged to have at least 2 teammates per team
- Four virtual 60-minute group sessions and one 45-minute coaching call

Timeline	Activity
May 12, 2:00 p.m.-3:00 p.m.	Group Session 1
May 15-June 17, Date & Time to be selected during registration	1:1 Calls
May 26, 2:00 p.m.-3:00 p.m.	Group Session 2
June 9, 2:00 p.m.-3:00 p.m.	Group Session 3
June 23, 2:00 p.m.-3:00 p.m.	Group Session 4

- Participants will complete an organizational patient experience and engagement assessment and implement a related improvement project of their choosing.

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# Wrap Up

## Close-Out Poll

Rate your level of agreement with the following :

1. This event provided content that will be useful in my job.
2. This session met or exceeded my expectations.

-  Strongly Disagree
-  Disagree
-  Agree
-  Strongly Agree

## Upcoming MBQIP Open Call

All calls are on Wednesdays from 1-2:00 p.m. CT

- July 8, 2026 | [Register](#)

## Stratis Health Project Team

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## What Else?



## Thank you!

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