

Presents

Building a CAH Quality Network to Enrich Peer-to-Peer Learning and Connections

Speakers:

Stacey Karvoski, Quality Improvement Director and Risk Manager, Wallowa Memorial Hospital
Meg Linza, Director, Quality, Clinical Education, & Employee Health, Columbia Memorial Hospital
Barbara Snyder, Quality and Risk Manager, Southern Coos Hospital
Stacie Rothwell, Field Services Program Manager, Oregon Office of Rural Health

Our top partners



Building a CAH Quality Network to Enrich Peer-to-Peer Learning and Connections



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Columbia Memorial Hospital*



Barbara Snyder, RN
*Quality, Risk &
Compliance Officer
Southern Coos Hospital*



Stacie Rothwell
*Field Services Program Manager
Oregon Office of Rural Health*

Session Objectives

- Share CAH quality priorities and struggles and ORH's role in supporting CAHs.
- Share our progress in developing the CAH Quality Network framework and next steps.
- Identify how peer-to-peer sharing and learning can enhance your program(s).
- Open discussion and Q&A about regional efforts and ideas for the future (if time allows).

Common Struggles for CAH Quality Programs

- Lack of peer connections and learning opportunities.
- Staff turnover in quality positions at CAHs (both pre/post-COVID).
- Manpower - having enough staff in quality to meet all priorities.
- Multiple quality reporting programs with numerous reporting portals.
- Finding rural relevant measures.
- Low patient volumes.
- Buy-in from department managers and sometimes leadership.
- Lack of experienced workforce.

Quality Directors Face a Multitude of Priorities:

A word cloud illustrating the multitude of priorities faced by quality directors. The words are arranged in a dense, overlapping cluster. The colors of the words include shades of blue, green, orange, and grey. The background features abstract geometric shapes in blue and green on the right side.

riskmanagement readmissions
qualityassurance
reporting ecqms
safety Excellence
patientsafety
outpatient covid
mbqip falls inpatient hqic
resilience cms dnv hcahps qapi
never event rcama cra diagnostic
peerreview health equity policies
opioidstewardship
surveyreadiness
environmentalrounds

Oregon Office of Rural Health Support



Medicare Rural Hospital Flexibility Program (Flex Grant)

- HRSA grant targeted towards support of CAHs in:
 - Quality
 - Finance and Operations
 - EMS
 - Population Health
- Medicare Beneficiary Quality Improvement Project (MBQIP) measures which includes four domains:
 - Patient Safety
 - Patient Experience (HCAHPS)
 - Outpatient
 - Care Transitions
- Assess the needs of CAH quality professionals every ~3-5 years to assist with planning for future program work.

Flex Quality Activities

Support offered by ORH using Flex funding:

- Education and Training
- Cohorts/Collaboratives
- Direct grants
- Scholarships

Examples of peer learning opportunities:

- Patient and Family Engagement (PFE) Cohort
- Turning Data Into Improvement
- Sigma Med Solutions - Thrive Don't Just Survive
- Center for Stewardship in Medicine (CSiM) Memberships
- Intense Quality Improvement Cohorts (IQIC): ASB & UTI Cohorts
- CAH Quality 101 Series*

Flex Quality Activities Continued

- **Quality Trainings/Workshops/Scholarships/Grants**
 - CAH Quality and MBQIP Workshop
 - Scholarships for conference registrations, travel, etc.
 - TeamSTEPPS Master Trainer
 - Root Cause Analysis Training
 - National Association of Healthcare Quality (NAHQ)
 - Individual memberships
 - CPHQ Prep Courses
 - NEXT Conference Scholarships

The Start of the CAH Quality Sharing Network

- CAH Quality 101 Series - Spring of 2021
 - Educational webinars
 - Best practices in quality improvement
 - Data abstracting & reporting
 - Process improvement
 - Six Monthly Open Office Hour Sessions (ended July 2021)
- Post-COVID
- Many New(er) Quality Staff
- Desire to continue meeting monthly for peer connections, sharing and learning.

Monthly CAH Quality Network Calls

- Started in August 2021 - First Tuesday 11:00 to 12:00
- No Agenda
 - Open to any CAH Quality Staff to join, standing invitation on calendars.
 - Hosted by ORH but driven BY participants.
 - Come with questions, share successes, share experiences to help peers.
- Drop Box Share Drive
 - Meeting recordings
 - Shared resources, forms, tools (policies, tracking tools, checklists, etc.)
 - Contact list

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[Share](#)

SR JF ML SK 26

Suggested from your activity ⓘ

[Show](#)

Name ↑

Modified

Who can access

Contact List

☆ --

30 members

Forms, Tools, Resource Sharing

☆ --

30 members

Monthly Call Recordings

☆ --

30 members

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Name ↑

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Who can access

Compliance | Survey Prep and Readiness

☆ --

30 members

COVID Related Resources

☆ --

30 members

DNV Cohort Resources

☆ --

30 members

Patient Rights & Responsibilities | Disability

☆ --

30 members

Policy Sharing

☆ --

30 members

Quality Assurance | Quality Council Resources

☆ --

30 members

Quality Tracker resources

☆ --

30 members

Advance-Directive 2021.pdf

☆ 12/7/2021 1:04 pm

30 members

CPR Rounding Tool_Columbia Memorial Hospital.docx

☆ 12/1/2021 12:47 pm

30 members

Department Template Quality Council Report.docx

☆ 1/4/2022 2:02 pm

30 members

RCA Blank Form.docm

☆ 3/1/2022 12:33 pm

30 members

RCA Blank Form.pdf

☆ 3/8/2022 9:39 am

30 members

TEMPLATE-Environmental Rounds Worksheet for Infection Control (3).pdf

☆ 12/7/2021 1:04 pm

30 members

Wallowa Memorial Ethics Deliberation Power Point 2019.pptx

☆ 12/7/2021 1:55 pm

30 members

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Name ↑

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Who can access

ada-checklist-word-fillable-form.doc

☆ 10/4/2022 11:18 am

30 members

Collection of race and ethnicity - for application for services.docx

☆ 10/4/2022 11:18 am

30 members

Departmental Regulation 4300-003 "Equal Opportunity Public Notification Policy".pdf

☆ 10/4/2022 11:18 am

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HOSPITALSB1606FactSheet.pdf

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ISpeakCards2004.pdf

☆ 10/4/2022 11:17 am

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LEP Four Factor Analysis Quick Guide.pdf

☆ 10/4/2022 11:19 am

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Medical Interpreting Services Policy.docx

☆ 10/4/2022 11:18 am

30 members

Patients' Rights and Responsibilities Policy Rev. 3-15-22 (1).docx

☆ 10/4/2022 11:17 am

30 members

SELF-EVALUATION_for Compliance with Section 504.pdf

☆ 10/4/2022 11:18 am

30 members

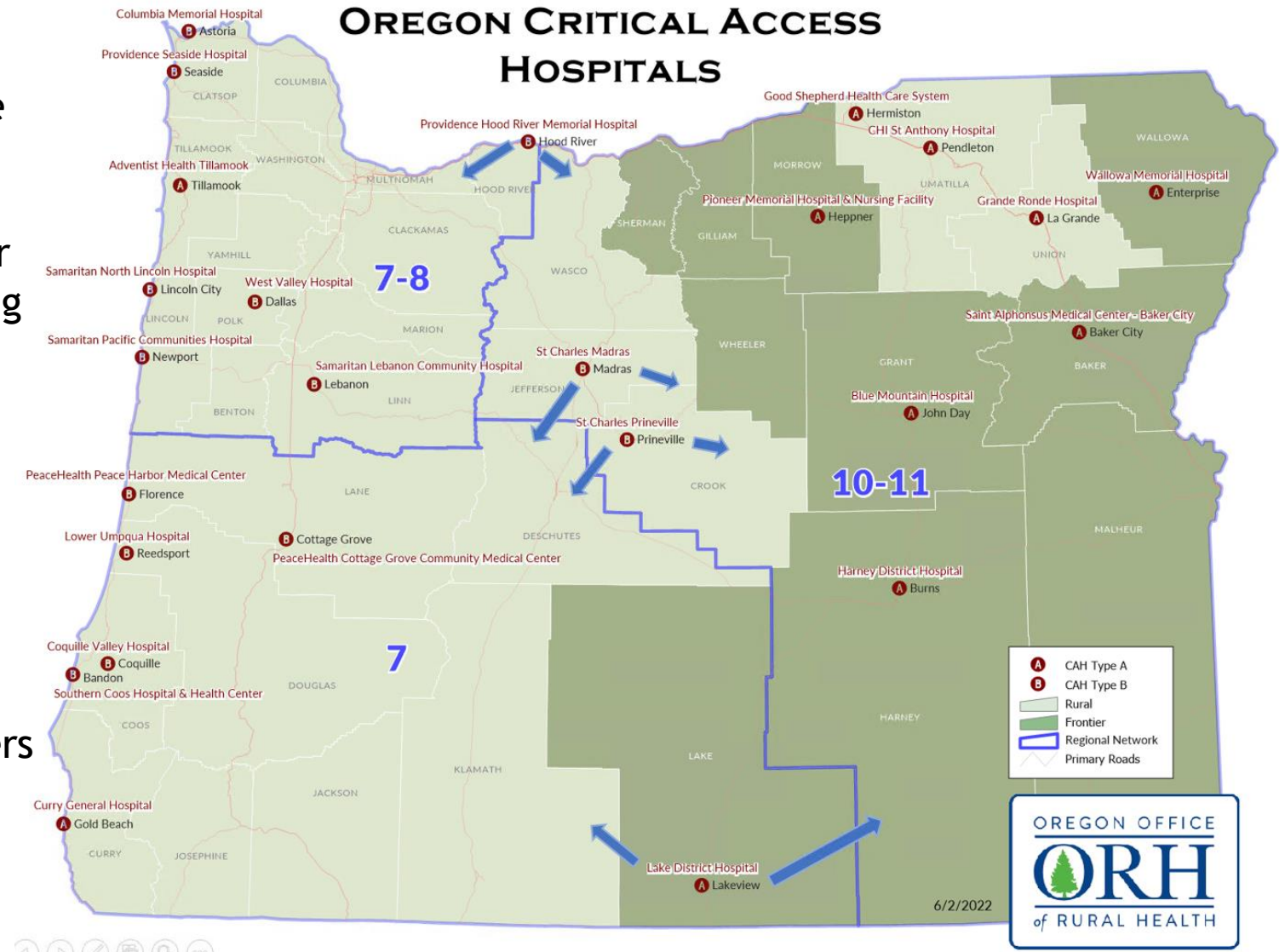
Monthly CAH Quality Network Calls Continued

- Average ~15 participants per month.
- Common Discussions and sharing topics:
 - Compliance and survey prep / readiness/response.
 - DNV cohort resources.
 - COVID related resources.
 - Quality Assurance / Quality Council Resources.
 - General Policy Sharing.
 - Quality Tracker Tool.
 - Root Cause Analysis (RCA) resources.
 - Many, many others...

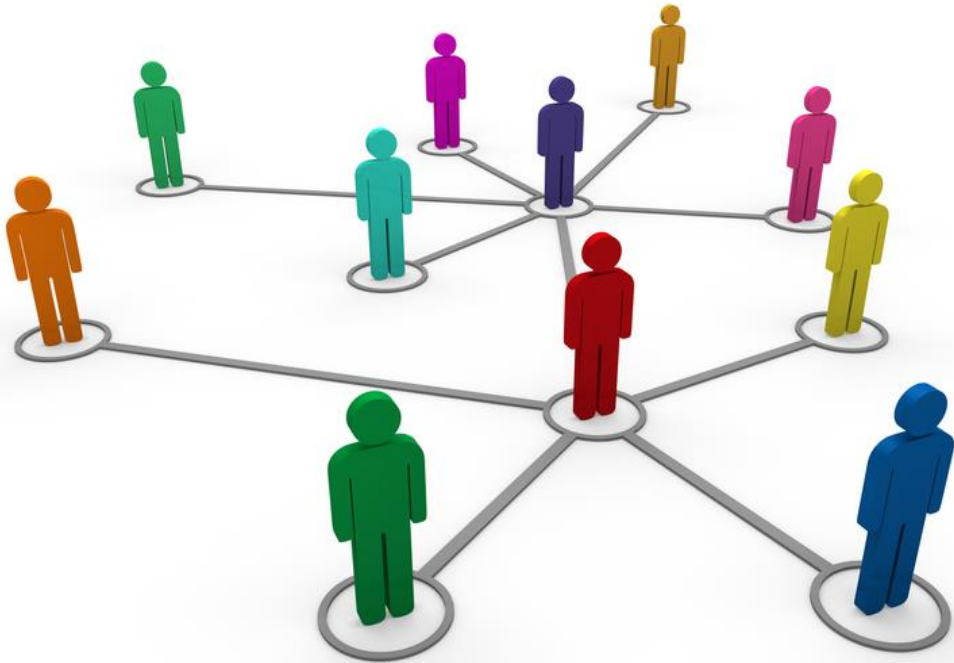
Growing the Network - Next Steps

- Desire to visit peer facilities:
 - How do other Quality Departments function?
 - Share successful quality / process improvement projects.
 - Meet and learn from other CAH leadership.
 - Opportunity to meet in person with peers once a quarter
- Develop Regional Map
 - Realistic travel
- Obtained Input / Approval from participants
 - ****Driven by participants****
- Volunteer Advisory and Planning Committee

- 7-11 CAHs per region.
- Attempt to keep reasonable drive time to avoid overnight stays.
- Meet at different location each quarter (3 times/year) with one annual meeting at CAH Quality Workshop.
- Meetings ~3-4 hours:
 - Hospital tour
 - Learning/sharing opportunity
 - Networking
 - Hosting sites to showcase accomplishments
 - Gain perspective from other leaders about quality improvement.
- CAHs can crossover / visit ANY site in ANY region.



QUESTIONS AND DISCUSSION



How can your organization benefit from networking within your region?

THANK YOU FOR JOINING US TODAY!

Contact Information

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Thank You to All of our Partners!



Building healthier communities together



OREGON
HEALTHCARE.GOV



Workability One

inQuiseek

OHA Oral Health

NEON

Grand Canyon University