

# 2024 ORH Hospital Quality Workshop

June 26-27, 2024  
St. Charles Medical Center | Bend, OR

*The workshop will take place in Conference Rooms C and D at the St. Charles Campus*

## AGENDA DAY ONE

### WEDNESDAY, JUNE 26, 2024

- 8:00-8:30**    **Check-in Desk Open**  
*Breakfast served and coffee/tea provided.*
- 8:30-8:35**    **Welcome**  
*Stacie Rothwell, Field Services Program Manager, Oregon Office of Rural Health*
- 8:35-9:30**    **Measures Under Consideration (MUC) Lists and Trends for the Future**  
*Susan Runyan, CEO, Runyan Health Care Quality Consulting*  
Have you ever wondered how the quality measures you are reporting on today are chosen and are removed? This presentation will teach you about the MUC list, the process of measures under consideration, the process for measure removal, and why you should respond when asked for requests for feedback. Exploration of the measures on the horizon will be discussed as well.
- 9:30-10:45**    **Leverage Your Data: A Closer Look into the Community Health Needs Assessment and MBQIP Through the Lens of Health Equity and Social Drivers of Health**  
*Courtney Ryan, Program Specialist, Telligen, Rural Quality Improvement Technical Assistance (RQITA)*  
In this session, participants will be given a high-level overview of the 2025 MBQIP core measure set, with a focus on the 'Commitment to Health Equity and Social Drivers of Health' measures. You will learn how to crosswalk the data between the Community Health Needs Assessment and MBQIP to identify actionable next steps Critical Access Hospitals and their rural partners can take to improve vulnerable population health outcomes across communities.
- 10:45:11:00**    **BREAK**
- 11:00-12:00**    **Maternal Health and Quality in the CAH Setting**  
*Kristen Dillon, MD, FAAFP, Chief Medical Officer, Federal Office of Rural Health Policy, Health Resources Services Administration (HRSA)*  
Learn the current state of maternity care in rural communities and among CAHs across the U.S., including lessons from the bright spot hospitals that with thriving

maternity care programs. Learn about initiatives from the Federal Office of Rural Health Policy and other Bureaus within HRSA to support maternity services. Learn about the Birthing Friendly Hospital designation, pathways to achieve the recognition, and likely future developments in maternal health quality and safety measurement.

## 12:00-1:00 NETWORKING LUNCH

**1:00-2:00 Southern Coos Hospital and Health Center's Patient Engagement Journey**  
*Raymond Hino, CEO, Southern Coos Hospital and Health Center*  
Learn about Southern Coos Hospital's journey to *improve the patient* experience by improving staff engagement and culture. Over 18-months, SCH embarked on creating and adopting a strategic plan that reinforced the importance of quality outcomes, employee engagement and a leadership model of transparency and inclusion. SCH sought and obtained DNV accreditation, the first accreditation the hospital has ever had in its 23 years of existence, and through months of hard work and dedication across the organization using SMART GOALS, bedside rounding, adopting JUST CULTURE and other quality improvement methods, they have seen transformational change. Together, these strategies resulted in improved employee engagement and patient satisfaction.

**2:00-3:15 Overview of the Oregon CAH Quality Inventory Assessment**  
*Maddy Pick, MPH, Flex Monitoring Team*  
In this presentation, we will review the 2023 National Critical Access Hospital Quality Inventory and Assessment data for Oregon, including service lines, EHR vendors, quality measure activities, and CAH Quality Infrastructure elements. Participants will learn about one of the newly added MBQIP measures (CAH Quality Infrastructure) and how they can leverage the data within the assessment to help drive quality at their organization. These data will be used at the state and federal level to understand the current state of CAH quality infrastructure and better support their needs.

## 3:15-3:30 BREAK

**3:30-4:30 ConneXions Program at Good Shepherd Health Care System**  
*Jessica Reker, MPH, RN Director of Community Health & Outreach and Brittany Dunham, LPN, Community Health Assistant Manager*  
Learn how Good Shepherd Health Care System created the ConneXions program to serve the Hermiston service areas to assist patients with SDOH needs. Learn the details of the program and their approach to achieving success while improving the health of the patients they serve.

**4:30 Adjourn Day One – Enjoy Bend This Evening!**

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## AGENDA DAY TWO

### THURSDAY JUNE, 27, 2024

#### 8:00 - 8:30 BREAKFAST

**8:30 - 9:30 Accelerating Quality Improvement Across the Spectrum of Stakeholders**  
*Panel Session moderated by: Natalia Martinez-Paz and Zahra Escobar of The Center for Stewardship in Medicine (CSiM) at the University of Washington. Panelists: TBD*  
Three CAH representatives will discuss their unique perspective on quality improvement focusing on how they use their training and job roles collaboratively in a team setting to improve patient care through the QI framework.

**9:30-10:15 Balance and Fall Prevention Program Development**  
*Stacey Karvoski, Director of Quality and Risk Management, Wallowa Memorial Hospital*  
Learn how Wallowa County is working to reduce modified trauma activations, EMS Lift Assists and ground level falls for community members over the age of 65 by the development and implementation of the balance and fall prevention program at Wallowa Memorial Hospital.

#### 10:15 - 10:30 BREAK

**10:30-12:00 Holler, "All Aboard!" to get the Front-Line Staff and your Board of Directors to jump on the Quality Train**  
*Susan Runyan, CEO, Runyan Health Care Quality Consulting*  
What is the Quality Director's role in teaching and informing front line staff and board of directors about quality? What should you teach and why is it even important? More than ever, CAHs need to adopt a culture of quality across all facets of the organization – from admitting desk to environmental services, your clinical staff, leadership and board of directors – if everyone is not on the quality train, the patient will be left behind.

**12:00 - 12:05 Closing Remarks | Adjourn**