

Minnesota 2024 Critical Access Hospital Quality Inventory and Assessment Results

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Introduction

- The purpose of the CAH Quality Infrastructure Assessment (QIA) is to learn more about:
 - CAH quality improvement infrastructure and activities
 - Service lines offered
 - Related quality measures
- Data was collected by the Flex Monitoring Team (FMT) between October and November 2024
- 71/76 CAHs responded to the survey
- Second annual CAH Quality Infrastructure Assessment
 - First one completed in 2023
 - 71/77 CAHs responded to the 2023 survey
- For more information on the CAH Quality Inventory and Assessment including assessment questions go to: [CAH Quality Inventory & Assessment Resources – Flex Monitoring Team \(https://www.flexmonitoring.org/tool/cah-quality-inventory-assessment-resources\)](https://www.flexmonitoring.org/tool/cah-quality-inventory-assessment-resources)
- All survey responses were self-reported by individuals who work at the Critical Access Hospital
- Who contributed to the assessment?

Graph: Percent of CAHs that had specified staff contribute to survey:

- 65% of CAHs that responded to the survey had Quality staff contribute responses,
- 59% of CAHs that responded to the survey had CEO/Administrator contribute responses,
- 72% of CAHs that responded to the survey had Chief Nursing Officer contribute responses,
- 42% of CAHs that responded to the survey had Financial Team Members contribute responses,
- 17% of CAHs that responded to the survey had IT staff contribute responses,
- 39% of CAHs that responded to the survey had Infection Prevention Staff contribute responses, and
- 21% of CAHs that responded to the survey had Other staff not listed contribute responses.

Limitations

- Data is self-reported
- Different individuals may have completed the surveys in 2023 and 2024, which may contribute to differences in responses instead of changes at the CAH level year-over-year
- 5 CAHs did not respond to the survey, so all results are based on the 71 CAHs that completed the survey

CAH Information

Pie chart: System Affiliation

- 31 CAHs are not owned or managed (dark blue)
- 10 CAHs are not owned, but are managed by another hospital/system (green)
- 30 CAHs are owned by another hospital/system (light blue)
- 5 CAHs did not provide a response (red)

Bar graph: EHR Vendor

- 1 CAH reported Cerner as their EHR vendor
- 53 CAHs reported Epic as their EHR vendor
- 1 CAH reported MEDHOST as their EHR vendor
- 15 CAHs reported Meditech as their EHR vendor
- 1 CAH reported having another EHR vendor that wasn't listed
- 5 CAHs did not provide a response

Bar graph: Number of CAHS and EHR use.

- 70 CAHs report using their EHR for manual data abstraction
- 66 CAHs report using their EHR for creation of pre-defined reports
- 69 CAHs report using their EHR for creation of manually developed reports
- 38 CAHs report using their EHR to automatically upload data to quality platform

Bar graph: HCAHPS vendors

- 1 CAH reported using Custom Survey Solutions, Inc as their HCAHP vendor
- 1 CAH reported using Informed Decisions, Inc for their HCAHP vendor
- 8 CAHs reported using Minnesota rural Health Cooperative for the HCAHP vendor
- 19 CAHs reported using NRC Health for their HCAHP vendor
- 37 CAHs reported using Press Ganey Associates for their HCAHP vendor
- 1 CAH reported using PRC – Professional Research Consultants for their HCAHP vendor
- 3 CAHs reported using another HCAHP vendor that wasn't listed
- 1 CAH reported not participating in HCAHPS
- 5 CAHs did not provide a response

Service Lines

Bar graph: Hospital Outpatient Services

- 66 CAHs reported having cardiac rehabilitation
- 71 CAHs reported having emergency medicine
- 71 CAHs reported having infusion services
- 70 CAHs reported having occupational therapy
- 65 CAHs reported having outpatient surgery
- 70 CAHs reported having physical therapy
- 40 CAHs reported having pulmonary rehabilitation
- 71 CAHs reported having radiology
- 62 CAHs reported having speech therapy
- 59 CAHs reported having wound care

Bar graph: Hospital Inpatient Services

- 35 CAHs reported having inpatient hospice
- 50 CAHs reported having inpatient surgery
- 16 CAHs reported having an intensive care unit
- 30 CAHs reported having labor and delivery
- 69 CAHs reported having swing beds

Bar graph: Behavioral Health Services

- 6 CAHs reported having adult psychiatric inpatient services
- 12 CAHs reported having medication assisted treatment (MAT)
- 1 CAH reported having pediatric psychiatric inpatient services
- 29 CAHs reported having counseling services
- 27 CAHs reported having a psychiatric nurse practitioner
- 13 CAHs reported having a psychiatrist
- 1 CAH reported having inpatient/residential SUD services
- 17 CAHs reported having outpatient SUD services

Bar Graph: Specialty Care

- 46 CAHs reported having cardiology
- 22 CAHs reported having dermatology
- 32 CAHs reported having ear, nose and throat
- 28 CAHs reported having gastroenterology
- 24 CAHs reported having infectious disease
- 24 CAHs reported having neurology
- 39 CAHs reported having OBGYN services
- 39 CAHs reported having oncology/cancer care
- 55 CAHs reported having orthopedics
- 42 CAHs reported having pain management
- 27 CAHs reported having pediatrics
- 21 CAHs reported having pulmonology
- 50 CAHs reported having sleep medicine

Bar Graph: Other services (offered at CAHs)

- 43 CAHs reported having ambulance services
- 16 CAHs reported having assisted living
- 5 CAHs reported having dialysis services
- 27 CAHs reported having home health
- 19 CAHs reported having in-home hospice care
- 71 CAHs reported having laboratory services
- 27 CAHs reported having nursing home/skilled nursing facility
- 19 CAHs reported having outpatient pharmacy
- 22 CAHs reported having palliative care
- 28 CAHs reported having primary care clinic
- 48 CAHs reported having respite care
- 44 CAHs reported having a rural health clinic
- 28 CAHs reported having urgent care

CAH Facility Data Summary – Infrastructure

- CAHs self-reported if they met each of the 8 elements
 - Leadership, responsibility and accountability
 - Quality embedded within the organization's strategic plan
 - Workforce engagement and ownership
 - Culture of continuous improvement through system
 - Culture of continuous improvement through behavior
 - Engagement of Patients, Partners, and community
 - Collecting Meaningful and accurate data
 - Using data to improve quality
- Each element has 3-4 criteria that CAHs had to report they met or did not meet

Pie Chart: Elements Met

- 34 CAHs met all 8 elements
- 15 CAHs met 7 elements
- 10 CAHs met 6 elements
- 4 CAHs met 5 elements
- 4 CAHs met 4 elements
- 2 CAHs met 3 elements
- 2 CAHs met elements
- 5 CAHs did not provide a response

Bar Graph: Number of CAHs that Reported Meeting Each Element in 2023-2024

This slide shows a bar chart comparing the number of Minnesota and national CAHs that reported meeting each element in 2023 and 2024. More CAHs reported meeting each of the elements in 2024 than in 2023.

2023 Minnesota results

- 87% of CAHs in Minnesota met the Leadership Responsibility and Accountability element
- 61% of CAHs in Minnesota met the Quality, Embedded within the Organization's Strategic Plan element
- 58% of CAHs in Minnesota met the Workforce Engagement and Ownership element
- 90% of CAHs in Minnesota met the Culture of Continuous Improvement Through Systems element
- 82% of CAHs in Minnesota met the Culture of Continuous Improvement Through Behavior element
- 51% of CAHs in Minnesota met the Engagement of Patients, Partners, and Community element
- 78% of CAHs in Minnesota met the Collecting Meaningful and Accurate Data element
- 73% of CAHs in Minnesota met the Using Data to Improve Quality element

2024 Minnesota results

- 89% of CAHs in Minnesota met the Leadership Responsibility and Accountability element
- 63% of CAHs in Minnesota met the Quality, Embedded within the Organization's Strategic Plan element
- 71% of CAHs in Minnesota met the Workforce Engagement and Ownership element
- 92% of CAHs in Minnesota met the Culture of Continuous Improvement Through Systems element
- 83% of CAHs in Minnesota met the Culture of Continuous Improvement Through Behavior element
- 66% of CAHs in Minnesota met the Engagement of Patients, Partners, and Community element
- 86% of CAHs in Minnesota met the Collecting Meaningful and Accurate Data element
- 78% of CAHs in Minnesota met the Using Data to Improve Quality element

2023 National Results

- 85% of CAHs nationally met the Leadership Responsibility and Accountability element
- 52% of CAHs nationally met the Quality, Embedded within the Organization's Strategic Plan element
- 55% of CAHs nationally met the Workforce Engagement and Ownership element
- 82% of CAHs nationally met the Culture of Continuous Improvement Through Systems element
- 75% of CAHs nationally met the Culture of Continuous Improvement Through Behavior element
- 46% of CAHs nationally met the Engagement of Patients, Partners, and Community element
- 70% of CAHs nationally met the Collecting Meaningful and Accurate Data element
- 56% of CAHs nationally met the Using Data to Improve Quality element

2024 National Results

- 91% of CAHs nationally met the Leadership Responsibility and Accountability element
- 57% of CAHs nationally met the Quality, Embedded within the Organization's Strategic Plan element
- 67% of CAHs nationally met the Workforce Engagement and Ownership element
- 88% of CAHs nationally met the Culture of Continuous Improvement Through Systems element
- 83% of CAHs nationally met the Culture of Continuous Improvement Through Behavior element
- 56% of CAHs nationally met the Engagement of Patients, Partners, and Community element
- 81% of CAHs nationally met the Collecting Meaningful and Accurate Data element
- 65% of CAHs nationally met the Using Data to Improve Quality element

Leadership, Responsibility, and Accountability

Page 19 slide contains a table of the number of CAHs that reported meeting the leadership, responsibility and accountability element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 67 CAHs reported meeting the leadership, responsibility and accountability element.
- In 2024, 68 CAHs reported meeting the leadership, responsibility and accountability element, which was an increase of 2% of CAHs reporting meeting this element.

Element Criteria

- In 2023, 96% of CAHs reported meeting the criteria the **hospital engages in and supports quality improvement**. In 2024, 96% of CAHs reported meeting the same criteria.
- In 2023, 99% of CAHs reported meeting the **criteria organizational resources are adequately allocated to support QI**. In 2024, 100% of CAHs reported meeting the same criteria.
- In 2023, 100% of CAHs reported meeting the criteria **executive leadership oversees design and functionality of the QI program**. In 2024, 100% of CAHs reported meeting the same criteria.

Quality Embedded withing the Organization’s Strategic Plan

Page 20 slide contains a table of the number of CAHs that reported meeting the quality embedded within the organization’s strategic plan element and the percent of CAHs that met each of the element’s criteria in 2023 and 2024.

- In 2023, 47 CAHs reported meeting the quality embedded within the organization’s strategic plan element.
- In 2024, 48 CAHs reported meeting the quality embedded within the organization’s strategic plan element, which was an increase of 2% of CAHs reporting meeting this element.

Element Criteria

- In 2023, 90% of CAHs reported meeting the **quality leaders participate in organizational strategic planning** criteria. In 2024, 76% of CAHs reported meeting the same criteria.
- In 2023, 90% of CAHs reported meeting the **quality is a core component of the organization’s strategic plan** criteria. In 2024, 89% of CAHs reported meeting the same criteria.
- In 2023, 75% of CAHs reported meeting the **quality is reflected in all core components of the organization’s strategic plan** criteria. In 2024, 80% of CAHs reported meeting the same criteria.

Workforce Engagement and Ownership

Page 21 slide contains a table of the number of CAHs that reported meeting the workforce engagement and ownership element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 45 CAHs reported meeting the workforce engagement and ownership element.
- In 2024, 54 CAHs reported meeting the workforce engagement and ownership element, which was an increase of 13% of CAHs reporting meeting this element.

Element Criteria

- In 2023, 82% of CAHs reported meeting **the organization has formal onboarding and orientation that embed quality as a priority** criteria. In 2024, 90% of CAHs reported meeting the same criteria.
- In 2023, 89% of CAHs reported meeting **the organization has regular and ongoing professional development opportunities for staff related to quality** criteria. In 2024, 90% of CAHs reported meeting the same criteria.
- In 2023, 90% of CAHs reported meeting the **quality improvement is incorporated into standard work** criteria. In 2024, 96% of CAHs reported meeting the same criteria.

Culture of Continuous Improvement Through Systems

This slide contains a table of the number of CAHs that reported meeting the culture of continuous improvement through systems element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 69 CAHs reported meeting the culture of continuous improvement through systems element.
- In 2024, 70 CAHs reported meeting the culture of continuous improvement through systems element, which was an increase of 2% of CAHs reporting meeting this element.

Element Criteria

- In 2023, 100% of CAHs reported meeting **the organization uses standardized methods for improving processes** criteria. In 2024, 100% of CAHs reported meeting the same criteria.
- In 2023, 97% of CAHs reported meeting the **leadership incorporates expectations for QI into job descriptions and department and committee charters** criteria. In 2024, 99% of CAHs reported meeting the same criteria.
- In 2023, 100% of CAHs reported meeting **the organization has processes in place for continuous reporting and monitoring of QI data**. In 2024, 100% of CAHs reported meeting the same criteria.

Culture of Continuous Improvement Through Behavior

Page 23 slide contains a table of the number of CAHs that reported meeting the culture of continuous improvement through behavior element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 63 CAHs reported meeting the culture of continuous improvement through behavior element.
- In 2024, 63 CAHs reported meeting the culture of continuous improvement through behavior element, which was a 0% change year over year.

Element Criteria

- In 2023, 100% of CAHs reported meeting **the organization monitors adherence to best practices such as evidence-based protocols/order sets in all areas** criteria. In 2024, 99% of CAHs reported meeting the same criteria.
- In 2023, 100% of CAHs reported meeting **the organization intentionally develops strong peer relationships with internal and external partners including those at the local, state and federal levels**. In 2024, 100% of CAHs reported meeting the same criteria.
- In 2023, 90% of CAHs reported meeting the **employees demonstrate initiative to achieve goals and strive for excellence** criteria. In 2024, 89% of CAHs reported meeting the same criteria.
- In 2023, 99% of CAHs reported meeting the **managers and leaders regularly evaluate behaviors to ensure they align with organizational values** criteria. In 2024, 100% of CAHs reported meeting the same criteria.

Engagement of Patients, Partners, and Community

Page 24 slide contains a table of the number of CAHs that reported meeting the engagement of patients, partners and community element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 39 CAHs reported meeting the engagement of patients, partners and community element.
- In 2024, 50 CAHs reported meeting the engagement of patients, partners and community element, which was 14% increase year over year.

Element Criteria

- In 2023, 85% of CAHs reported meeting the **organization collects feedback from patients/families beyond patient experience surveys** criteria. In 2024, 92% of CAHs reported meeting the same criteria.
- In 2023, 99% of CAHs reported meeting the **organization collaborates with other care providers using closed-loop referrals processes to ensure quality of care** criteria. In 2024, 99% of CAHs reported meeting the same criteria.
- In 2023, 85% of CAHs reported meeting the **organization uses a variety of mechanisms to share quality data with patients, families, and the community** criteria. In 2024, 85% of CAHs reported meeting the same criteria.
- In 2023, 75% of CAHs reported meeting the **leaders synthesize and develop action plans in response to patient, family, and community feedback** criteria. In 2024, 85% of CAHs reported meeting the same criteria.

Collecting Meaningful and Accurate Data

Page 25 slide contains a table of the number of CAHs that reported meeting the collecting meaningful and accurate data element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 60 CAHs reported meeting the collecting meaningful and accurate data element.
- In 2024, 65 CAHs reported meeting the collecting meaningful and accurate data element, which was an 8% increase of CAHs reported meeting this element year over year.

Element Criteria

- In 2023, 89% of CAHs reported meeting **the organization has a multidisciplinary process for identifying key quality metrics** criteria. In 2024, 93% of CAHs reported meeting the same criteria.
- In 2023, 100% of CAHs reported meeting the **leaders identify risks and opportunities based on analysis of key performance metrics** criteria. In 2024, 100% of CAHs reported meeting the same criteria.
- In 2023, 97% of CAHs reported meeting the **organization leverages health information technology (HIT) to support complete and accurate data collection** criteria. In 2024, 100% of CAHs reported meeting the same criteria.
- In 2023, 97% of CAHs reported meeting the **organization collects and documents demographic and health related social needs (HRSN) data** criteria. In 2024, 99% of CAHs reported meeting the same criteria.

Using Data to Improve Quality

Page 26 slide contains a table of the number of CAHs that reported meeting the using data to improve quality element and the percent of CAHs that met each of the element's criteria in 2023 and 2024.

- In 2023, 56 CAHs reported meeting the using data to improve quality element.
- In 2024, 59 CAHs reported meeting the using data to improve quality element, which was a 5% increase in CAHs reported meeting this element year over year.

Element Criteria

- In 2023, 100% of CAHs reported meeting the **organization shares data transparently both internally and externally** criteria. In 2024, 99% of CAHs reported meeting the same criteria.
- In 2023, 86% of CAHs reported meeting the **the organization incorporates external data sources to inform QI efforts** criteria. In 2024, 89% of CAHs reported meeting the same criteria.
- In 2023, 89% of CAHs reported meeting the **leaders act on and clearly communicate the data results from quality initiatives** criteria. In 2024, 92% of CAHs reported meeting the same criteria.
- In 2023, 99% of CAHs reported meeting the **organization uses benchmarking to identify where quality can be improved** criteria. In 2024, 100% of CAHs reported meeting the same criteria.

Quality Initiatives and Collaborative Models

Bar graph: Quality Initiatives and Collaborative Models.

- 56 CAHs reported participating in QIN-QIO
- 55 CAHs reported participating in the promoting interoperability program
- 15 CAHs reported participating in Get with the Guidelines

Bar Graph: Payment and Demonstration Models

- 30 CAHs reported participating in Medicare Accountable Care Organization (ACO)
- 19 CAHs reported participating in Medicare Advantage Accountable Care Organization (ACO)
- 17 CAHs reported participating in Medicaid Accountable Care Organization (ACO)
- 16 CAHs reported participating in Commercial Insurance Accountable Care Organization (ACO)
- 15 CAHs reported participating in Patient-Centered Medical-Home (PCMHP)
- 11 CAHs reported participating in Other Value-Based Care Models

MN 2024 CAH QIA RESULTS DATA SUMMARY

Minnesota Department of Health
Office of Rural Health and Primary Care
health.flex@state.mn.us
www.health.state.mn.us

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To obtain this information in a different format, call: 651-201-3838.