



AGENDA

Meet the SD Flex Coordinator

Michelle Hoffman, Rural Hospital Program Coordinator, SD Office of Rural Health

MBQIP Measures Simplified

Robyn Carlson, RHIA, CPHQ, Quality Reporting Specialist, Stratis Health; **Loretta Bryan, BSN, RN, CPHQ**, Clinical Improvement Consultant, SDAHO; **Michelle Hofer, BSN, RN, CPHQ**, Clinical Improvement Consultant, SDAHO

Quality Improvement: A Practical Guide

Lindsey Karlson, Director of Programs and Training, Community Healthcare Association of the Dakotas (CHAD)

Networking Opportunity



MBQIP: QUALITY MEASURES WORKSHOP

quality data and measures simplified

April 19, 2023
9:00am - 4:00pm

Hilton Garden Inn South, Sioux Falls
Hotel room block available until March 28

IMPORTANT INFO

Through the Flex grant, SD CAHs can be reimbursed for one (1) employee's registration fee, one (1) night's hotel stay and mileage (round trip) for this educational event.

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 \$136,374 with 0% percentage financed with non-governmental 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.

REGISTRATION

Registration is \$75 per person
Register by March 28
Lunch and snacks provided

REGISTER





MBQIP: QUALITY MEASURES WORKSHOP



**Michelle Hoffman, Rural
Hospital Program Coordinator,
SD Office of Rural Health**

Michelle Hoffman joined South Dakota's Office of Rural Health (ORH) as the Rural Hospital Program Coordinator in March 2018. Hoffman oversees the Medicare Rural Hospital Flexibility Grant Program (Flex), which includes the Medicare Beneficiary Quality Improvement Project (MBQIP) initiative.

Michelle Hoffman acts as a link between the Federal Office of Rural Health Policy, National Rural Health Resource Center, the Flex Monitoring Team and the South Dakota critical access hospitals. She worked in higher education for 16 years at Black Hills State University in Spearfish and has eight year's experience with the Wyoming Office of Rural Health. Hoffman received a Bachelor's of Science degree in business administration from Black Hills State University.

Hoffman has been part of many national organizations including: State Offices of Rural Health Board member and member, State Offices of Rural Health Educational Exchange Committee member and Technical Assistance and Services Center Advisory Committee Member for Flex Grant.



**Robyn Carlson, RHIA, CPHQ,
Quality Reporting Specialist,
Stratis Health**

Over her 20 years as quality reporting specialist at Stratis Health, Robyn has earned a reputation as the "go-to" resource for questions regarding quality measure specifications, medical record abstraction, and data submission, both among the hospitals she has supported in Minnesota as well as nationally among critical access hospitals and state Flex programs. As a Rural Quality Improvement Technical Assistance (RQITA) team member, she has developed the MBQIP Quality Reporting Guide and several abstraction training videos to help those new to abstraction and reporting. She also leads Abstraction for Accuracy, an inter-rater reliability and education process to help CAHs improve data collection processes and abstraction accuracy. Robyn worked with the University of Minnesota Rural Research Center to develop a detailed data collection guide for the Emergency Department Transfer Communications Measure. Robyn has a degree in health information management from the College of St. Scholastica, Duluth, MN and is a certified professional in health care quality (CPHQ).



**Lindsey Karlson,
Director of Program
and Training,
Community Healthcare
Association of the Dakotas
(CHAD)**

Lindsey Karlson serves as the Director of Programs and Training for Community Healthcare Association of the Dakotas (CHAD). In her role at CHAD, Lindsey is responsible for developing strategy and initiatives, facilitating and managing clinically related networks, supporting quality improvement, clinical measurement, and serving as the clinical partner with the Great Plains Health Data Network. Prior to joining CHAD, Lindsey spent eight years working for Horizon Health Care, the largest Federally Qualified Health Center (FQHC) in South Dakota. There, she first served as director of the Prairie Health Information Technology (HIT) Network, a collaboration of three FQHCs in South Dakota focused on IT support and HIT adoption. Under her leadership, the Prairie HIT Network secured rural health network funds to develop and implement the "IT's a HIT! Training Program" to build HIT expertise among rural health care staff. Lindsey transitioned to the role of director of quality improvement at Horizon in 2016. In that role, she developed and led Horizon's quality program, including attaining patient-centered medical home (PCMH) recognition at nine clinic sites. For more than 15 years, Lindsey has been an advocate for rural places and what they need to thrive. She began her career working to support economic development within rural communities and leverages that experience to continue supporting rural health care services. Lindsey holds a bachelor's degree from Augustana University in economics and sociology. She is a graduate of the Institute for Healthcare Improvement (IHI) Improvement Coach program. She lives on a farm near Madison, SD, with her family.