

**MHA KEYSTONE CENTER**

# ANNUAL REPORT



**MHA**  
Keystone Center

*A Certified Patient Safety Organization*

2025

# 2024–2025 MHA KEYSTONE CENTER BOARD OF DIRECTORS

- **Dennis Swan (Chair)**  
formerly Sparrow Health System
- **Paula Chermside**  
Aspirus Ironwood Hospital & Clinics, Inc.
- **James Grant, MD**  
Blue Cross Blue Shield of Michigan
- **Mark Janke**  
Patient Representative
- **Jeff Postlewaite, DO**  
University of Michigan West, Michigan  
Osteopathic Association Designate
- **Shannon Striebich**  
Trinity Health

## MISSION

Supporting healthcare providers to achieve excellence in the outcomes desired by the people they serve.

## VISION

Achieving the highest quality healthcare outcomes that meet individual outcomes.

## VALUES

Excellence • Innovation • Compassion • Teamwork

# MESSAGE FROM THE MHA CEO

While the accomplishments of each program year are always distinct, the 2024-25 program year feels especially significant, as it provided numerous opportunities to reconvene to address the most complex challenges in patient care.

In addition to ongoing engagement in safety and quality improvement opportunities like safe tables, active shooter trainings and workplace violence gap analyses, members also prioritized coming together for the reimagined Safety & Quality Symposium. Safety and quality leaders across the state undoubtedly demonstrated an unwavering commitment to shared learning and collaboration to drive meaningful improvements in patient care and experience this program year.

The MHA Keystone Center also strengthened collaboration within the association by bringing MHA Chief Medical Officer Gary Roth, DO, and MHA Chief Nursing Officer Amy Brown, MSN, RN, to the helm. They both bring unique clinical expertise and perspective to ensure our support remains closely tied to the realities of patient care.

Looking forward, even as hospitals face mounting challenges, your strong resolve for quality improvement through shared learning and evidence-based best practices continues to guide our work.

Thank you for your leadership, your engagement and your commitment to keeping Michigan hospitals safe.

Sincerely,



A handwritten signature in blue ink that reads "Brian Peters". The signature is fluid and cursive.

**Brian Peters**  
MHA CEO

# FACILITATING BEHAVIORAL HEALTH EDUCATION

The MHA Keystone Center partnered with the **Community Foundation for Southeast Michigan** and the **Michigan Opioid Partnership** to provide free, peer-to-peer learning opportunities to increase awareness of emergency department medication for opioid use disorder work and decrease opioid-related injury and death in Michigan.

The infographic features a central purple circle with the text "CLINICAL CONSULTANTS OFFERED...". Surrounding this central circle is a thin grey ring. Three colored circles are positioned on this ring: a dark blue circle at the top right, a purple circle at the bottom right, and an orange circle at the bottom left. Each of these three circles is connected to a text label by a thin line. The labels are "ROUND TABLES" (connected to the dark blue circle), "LEARNING COLLABORATIVES" (connected to the purple circle), and "OFFICE HOURS" (connected to the orange circle). The background consists of a large teal circle on the left and a light blue circle on the right, separated by a diagonal line. There are also decorative patterns of small white squares on the right and bottom left.

**CLINICAL  
CONSULTANTS  
OFFERED...**

**ROUND TABLES**

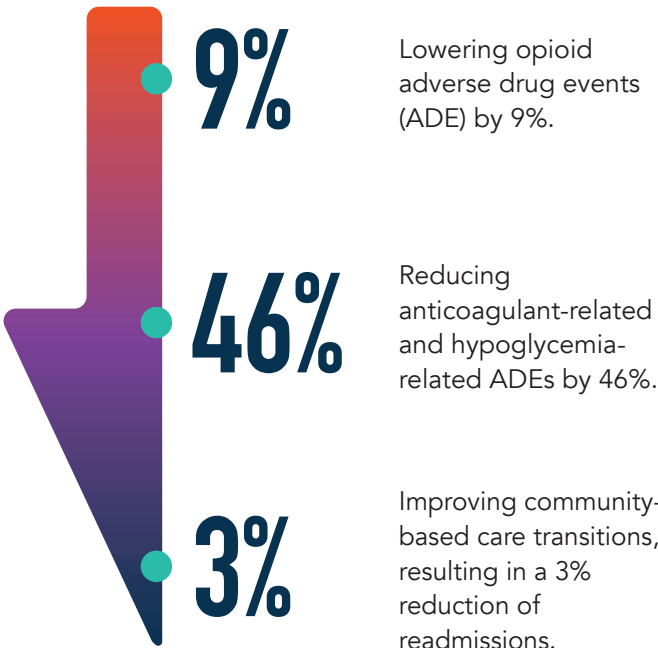
**LEARNING  
COLLABORATIVES**

**OFFICE HOURS**

# IMPROVING CARE FOR MEDICARE BENEFICIARIES

## SUPERIOR HEALTH QUALITY ALLIANCE REPORT HIGHLIGHTS IMPROVEMENTS IN CARE FOR MEDICARE BENEFICIARIES

The Superior Health Quality Alliance – a coalition of eight Midwest healthcare quality improvement organizations, including the MHA Keystone Center – **completed its five-year collaboration with the Centers for Medicare & Medicaid Services (CMS) during the 2024-25 program year.** As the Quality Innovation Network-Quality Improvement Organization for Michigan, Minnesota and Wisconsin, Superior Health reduced all-cause harm in rural, critical access and acute care hospitals serving vulnerable populations by:



The organization’s efforts across all improvement areas and settings of care resulted in:

**268,656**  
harms avoided.

**\$1.02B**  
return on investment.

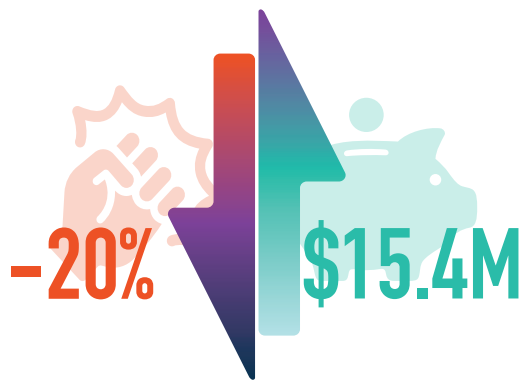
**+20%**  
relative improvement rate in hospital readmissions.

Following the coalition’s recent success, CMS awarded **Superior Health Quality Alliance** a new five-year contract for the 13th Scope of Work, which will include work with hospitals, nursing homes and clinics in **Michigan, Wisconsin, Minnesota, Illinois, Indiana and Ohio.**



# PROTECTING HEALTHCARE WORKERS

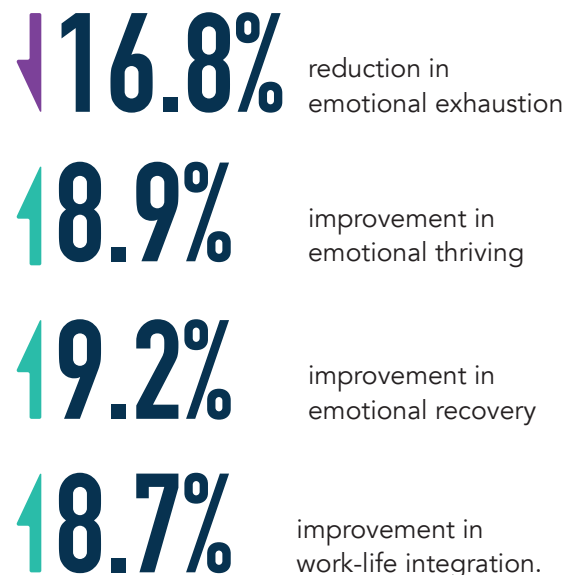
With support from **Blue Cross Blue Shield of Michigan**, the MHA Keystone Center PSO collaborated with MHA Endorsed Business Partner **Tarian** and consultant **Health Care Safety Services** to offer active shooter trainings to **five hospitals** and workplace violence gap analyses to **16 hospitals and 14 clinics, primary care offices, laboratories and urgent cares.**



**MHA members saw a nearly 20% reduction in all workforce harm over a five year period, translating into a cost savings of \$15.4 million.**

The MHA Keystone Center also established a partnership with **Lawrence Technological University**, creating the **Healthcare Violence Reduction Center** to research solutions to healthcare workplace violence. With direction from the MHA Keystone Center, members from critical access hospitals and multi-facility health systems alike have representation on the **Healthcare Violence Reduction Center's** Board.

The MHA Keystone Center also continued its partnership with the **Duke Center for Healthcare Safety and Quality** to offer a third iteration of **WELL-B Essentials**, a workforce well-being curriculum for healthcare workers, which showed:



Due to the meaningful progress made in advancing workplace safety initiatives throughout member hospitals, the MHA Keystone Center was honored at the **Michigan Workplace Safety Conference** with the **Harry L. McKinley Workplace Safety Leadership Award**. This award recognizes organizations that demonstrate unwavering commitment to workforce safety through innovative, collaborative efforts.

# RECONVENING QUALITY AND SAFETY LEADERS

More than 100 healthcare professionals gathered for the return of the **MHA Keystone Center Safety & Quality Symposium**. Attendees included individuals across the continuum of care, including quality, safety and risk professionals, clinicians and healthcare executives.

Keynote speakers included **Gerald B. Hickson, MD, founding director, Vanderbilt Health Center for Patient and Professional Advocacy and current chair of the Institute for Healthcare Improvement**. Hickson spoke on building systems that model respect, while supporting safety and high-quality care.

**Steven Berkowitz, MD, founder and president, SBM Healthcare Consulting**, shared insights on the growing role of artificial intelligence in healthcare, emphasizing the importance of approaching it with both enthusiasm and caution.

MHA Endorsed Business Partner **Tarian** led a threat assessment workshop reviewing behavioral assessment models, techniques for recognizing people of concern, threats through formal and informal communication and how to counter potentially violent actions.



## BREAKOUT SESSIONS, ADDRESSED A RANGE OF TOPICS INCLUDING:



Preparing for  
cyberattack-related  
downtimes



Normalizing help-seeking  
to support workforce  
well-being



Enhancing physical and  
situational security



Strengthening  
caregiver support



Improving access  
to care

# IMPROVING MATERNAL HEALTHCARE

The MHA Keystone Center worked closely with the **Michigan Department of Health & Human Services (MDHHS)** and the **Joint Commission** to assist members with the **Maternal Levels of Care (MLC)** application and verification process. MLC verification is a comprehensive process, developed in collaboration with the **American College of Obstetricians and Gynecologists**, to ensure hospitals meet rigorous standards for the care of pregnant and postpartum patients.

The MHA Keystone Center provided weekly virtual support sessions, on-site visit coordination and regional learning sessions to support Michigan birthing hospitals.

Hospital application and verification expenses were covered by **MDHHS** funding.




**53** Michigan Hospital MLC Applications in 2024

**64** MLC Applications in Michigan to date

53 Michigan hospitals applied for MLC verification in 2024 – the most hospitals to apply from one state. To date, 64 Michigan hospitals have applied. Michigan is leading the way and represents approximately 45% of all MLC hospitals across the US.





**THE MHA KEYSTONE CENTER  
CONTINUED ITS PARTNERSHIP WITH  
THE MICHIGAN ALLIANCE FOR  
INNOVATION ON MATERNAL HEALTH  
(MI AIM) TO REDUCE MATERNAL  
MORBIDITY AND MORTALITY.**






**MI AIM HOSTED 10 REGIONAL TRAINING  
SESSIONS TO SUPPORT MICHIGAN  
BIRTHING HOSPITALS IMPLEMENT  
PATIENT SAFETY BUNDLES AIMED AT  
REDUCING OBSTETRIC HEMORRHAGE,  
SEVERE HYPERTENSION AND  
MATERNAL SEPSIS.**

# THANK YOU PARTNERS

Through the ongoing support of its partners and collaborators, the MHA Keystone Center continues supporting Michigan hospitals to improve quality of care and patient safety.



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