The QIN-QIO Program: A New Approach to Leading Quality Improvement

Kim McCoy, MPH, MS
Minnesota QIN QIO Program Director

Gayla Middlestead, RN, BSN
State Program Director

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Objectives

• Provide an overview of the new QIN-QIO program
• Identify opportunities to strengthen the collaborative relationship between QIN-QIOs and FLEX programs
Stratis Health

- Independent non-profit organization whose mission is to lead collaboration and innovation in health care quality and safety, and serve as a trusted expert in facilitating improvement for people and communities
Actively engaged in the Minnesota health care community, and a partner and collaborator in improvement efforts across the continuum of care in Minnesota and nationally

Strategic priorities:
- Health Information Technology
- Rural Health
- Health Equity
- Long-term/post-acute care
New Medicare QIO Infrastructure
Major QIO Program Changes

• CMS released Requests for Proposals (RFPs) in December 2013 with major changes to QIO program
• Core components of QIO program separated, and two separate QIO RFPs released:
  – Beneficiary Family Centered Care RFP – the longstanding “case review” role of QIOs
  – Quality Innovation Network (QIN-QIO) RFP – the collaborative quality improvement role of QIOs
• Move from 3-year to 5-year program cycles (2014-2019)
Quality Innovation Network (QIN)-QIO

- CMS approach to regionalizing QIN-QIO program = required minimum of 3 and maximum of 6 states in QIN-QIO proposal
- New contract structure: IDIQ contracts (Indefinite Delivery Indefinite Quantity)
  - A common federal agency contracting vehicle, but not used previously with QIOs
  - Pre-screens and selects contractors and then puts specific work in Task Order RFPs to them (often competitively)
  - QIN-QIO Task Order 001 – the core QIO work – was included in the December RFP
• QIN-QIO contracts awarded in July 2014
• 14 QIN-QIOs selected to serve 50 states and 3 territories
  - A variety of legal/structural arrangements
• Lake Superior Quality Innovation Network includes MN, WI, MI
• TMF includes TX, OK, AR, MO, and PR
The TMF QIN-QIO

- TMF Health Quality Institute has been designated the QIN-QIO by CMS for Arkansas, Missouri, Oklahoma, Puerto Rico and Texas.
- TMF has built a strong quality improvement team throughout the multi-state region, partnering with longtime, successful quality improvement entities, Arkansas Foundation for Medical Care (AFMC), Primaris in Missouri and the Quality Improvement Professional Research Organization (QIPRO) in Puerto Rico to form the TMF QIN-QIO.
QIN-QIO Map

*Indiana, Puerto Rico and Virgin Islands awards have not yet been determined.
Medicare QIN-QIO Program
QIN-QIO Program

• Quality Innovation Network (QIN) QIOs are responsible for working with providers and the community on multiple, data-driven quality initiatives to improve patient safety, reduce harm, and improve clinical care at their local and regional levels.
Quality Innovation Network (QIN) Quality Improvement Organization (QIO) Program

Four key roles of the QIO permeate all QIN work:

- **Champion local-level, results-oriented change**
  - Data driven
  - Active engagement of patients and other partners
  - Proactive, intentional innovation and spread of best practices that stick

- **Facilitate learning and action networks**
  - Creating an “all teach, all learn” environment
  - Placing impetus for improvement at the bedside level (e.g., hand washing)

- **Teach and advise as technical experts**
  - Consultation and education
  - The management of knowledge so learning is never lost

- **Communicate effectively**
  - Optimal learning, patient activation and sustained behavior change
Focus Area #1: Healthy People, Healthy Communities

Prevention and treatment of chronic disease:
• Improving cardiac health and reducing cardiac healthcare disparities
• Reducing disparities in diabetes care
• Improving prevention coordination through HIT
Focus Area #2: Better Healthcare for Communities

Patient Safety:

- Reducing HAIs in Hospitals
- Reducing HACs in Nursing Homes
- Improving care coordination and reducing adverse drug events
Focus Area #3: Better Care at Lower Cost

Make Care More Affordable:
- QI through physician value-based modifier and feedback programs
- QI through hospital value-based purchasing
Focus Area #4: Other Technical Assistance

Quality Improvement Initiatives

• Projects emerging from referrals from BFCC and other CMS contractors
Relevance for Rural

• Option to work with CAHs to improve EHR adoption, workflow processes reporting of clinical quality measures and further meaningful use to support practice transformation

• Option to work with CAHs to improve clinical outcomes of HbA1c, lipids, blood pressure and weight control for beneficiaries living in rural areas

• A minimum of 10% of beneficiaries included in coordination of care communities must reside in rural areas
• Interested in Special Innovation Projects that address quality and value in rural areas
• Improve performance of quality, patient experience of care, cost and efficiency, and outcomes measures included in the CMS value-based payment and quality reporting programs
  - CAH improvement on inpatient or outpatient measures as targeted by the QIN QIO (on hold)
Overall Approach

• Leverage strengths of partners to maximize impact and efficiency
• Integrate work across focus areas and 3-state region
• Foster community ownership and sustainability
• Broad reach to achieve improvement for Medicare beneficiaries in Minnesota
Implications for QIN QIO Partners

• Rural emphasis, but evaluation drives a suburban/urban focus
• Evaluation still based on state (not regional) performance
• Increased emphasis on partnerships with non-clinical entities
• 5-year time frame to enable community ownership and sustainability
• Enough flexibility in the contract to allow for tailored approaches across the country
Hospital Reporting

- QIN-QIOs no longer able to provide technical assistance with reporting

Outpatient Support:
- Hospital Outpatient Quality Reporting Program Support Contractor at 866-800-8756
- Online Q&A - https://cms-ocsq.custhelp.com/

Inpatient Support:
- Hospital Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor at 844-472-4477 or 866-800-8765
- Online Q&A - https://cms-ip.custhelp.com
Stratis Health and FLEX: A Longstanding Partnership

Annual contract in support of rural MN needs and priorities:

1. MBQIP
2. Quality improvement capacity and skills
3. Community health needs assessment and improvement
Task 1: MBQIP

• Increase CAH measurement capability through the MBQIP and MN SQRMS
  - Identify an MBQIP measure and set a target goal for improvement
  - Increase the validity and reliability of measures submitted by CAHs for the inpatient and outpatient programs and reported on Hospital Compare
  - Provide TA for the 2014 data submission requirement for the ED Transfer Communication and CPOE measures for phase three of MBQIP
Task 2: Quality Improvement

- Using the IHI Open School Curriculum, provide a structured, networking, learning opportunity for up to 50 CAH QI staff from multiple facilities to complete courses toward an IHI Quality Improvement Certificate.

- Continuing Education hours are also available for CAH staff who participate.
Task 3: Community Capacity Development

• Work with up to eight communities per year
• Facilitate collaborative community health assessment
• Provide assistance with data analysis
• Foster community-driven improvement
Opportunities for Collaboration

• Support and complement the QIO focus areas
• Strengthen CAH/rural capacity to measure performance and make improvement
• Bring to light policy and practice challenges related to the QIO work
• Introduce innovative approaches to improving quality and safety in rural areas
Connect with QIN-QIOs

- No standard approach to working with QIN-QIOs
- Contact the QIN-QIO for your state to initiate a conversation about how to collaborate
  - Start with who you know
  - QIN-QIO Directory
- Align with other initiatives in your state/region
- Be ready to suggest innovative approaches
Questions?

Kim McCoy
State QIN QIO Program Director
Stratis Health
952-853-8563
kmccoy@stratishealth.org

Gayla Middlestead
State Program Director
TMF Health Quality Institute
405-315-7981
gayla.middlestead2@hcqis.org
Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.