

# CMS 8th SOW Overview

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May 17, 2005

# Statutory Mission of the QIO Program (Section 1862(g) of the Act)

*Improve the effectiveness, efficiency,  
economy, and quality of services  
delivered to Medicare beneficiaries.*

# Vision of the QIO Program

*“The right care for every person, every time.”*

# Specific Tasks

- Task 1: Assisting providers in developing the capacity for and achieving excellence.
- Task 2: Reserved.
- Task 3: Protecting beneficiaries and the Medicare Program.

# Five Dimensions of Performance

1. Promote improvements in clinical performance measure results.
2. Improvements in clinical performance measurement and reporting.
3. Systems adoption and use.
4. Effective redesign of care processes.
5. Changes in organizational culture.

# Task 1: Assisting Providers in Developing the Capacity for and Achieving Excellence

- 1a. Nursing Home
- 1b. Home Health
- 1c1. Hospital
- 1c2. Critical Access Hospital (CAH)/Rural  
Hospital
- 1d1. Physician Practice
- 1d2. Physician Practice: Underserved  
Populations
- 1d3. Physician Practice/Pharmacy: Part D Benefit

# Goal of Task 1

Improve quality of care with respect to preventing clinical disorders and directing the treatment of clinical disorders.

# Objectives of Task 1

- Invite all Medicare Advantage (MA) organizations in the state/jurisdiction to work with the QIO on Task 1.
- Work with organizations that share a common goal to improve care.
- Facilitate collaborative work with providers, MA organizations, health plans, practitioners, and other QIOs.
- Leverage partnerships.

# How Task 1 Works

- Identified Participant Groups (IPG) specific to each subtask will be formed.
- Providers must formally request QIO assistance to be included in an IPG.
- CMS may establish a maximum number of providers permitted in each IPG.

# Task 1a—Nursing Home

- Clinical Performance Measure Results
  - High risk pressure ulcers
  - Physical restraints
  - Management of depressive symptoms
  - Optional measure: management of pain in chronic (long stay) residents
- Process Improvement
  - Skin inspection and pressure ulcer risk assessment
  - Depression screening and treatment
  - Evaluation and alternatives for the use of physical restraints
  - Immunizations for flu and pneumococcal
  - Pain assessment and treatment
- Organizational Change
  - Set and report targets for clinical performance measures
- Culture Change
  - Resident and staff satisfaction
  - CNA turnover

# Task 1b—Home Health

- Clinical Performance Measure Results
  - Publicly reported OASIS quality measures
  - Acute care hospitalization
- Systems Improvement
  - Telehealth
- Process Improvement
  - Immunizations for flu and pneumococcal
- Organizational Change
  - Culture change

# Task 1c1—Hospital

- Clinical Performance Measure Results
  - AMI
  - Heart Failure
  - Pneumonia
  - Surgical Care Improvement Project (SCIP) measures
- Clinical Performance Measurement Reporting
  - Reporting on the full set of quality measures beyond the 10
  - Submission of complete, valid and, timely data
- Process Improvement
  - Surgical Care Improvement Project (SCIP)
- Systems Improvement
  - Use of Computerized Physician Order Entry (CPOE) barcoding or telehealth

# Task 1c2—CAH / Rural Hospital

- Clinical Performance Measure Results
  - Reporting of CAH measures set (12 measures)
  - Quality improvement activities on one or more measures
- Systems Improvement
  - Use of CPOE, barcoding, or telehealth
- Organizational Change
  - Staff safety climate survey
  - Patient safety checklist
  - Safety Culture interventions

# Task 1d1—Physician Practice

- Clinical Performance Measure Results
  - Claims based clinical measures
  - Doctors Office Quality (DOQ) for coronary artery disease (CAD) and diabetes
- Clinical Performance Measurement Reporting
  - Ability to export data to the QIO Data warehouse for CAD, diabetes, HF, HTN, and preventive care
- Process Improvement
  - DOQ measures for CAD, diabetes, HF, HTN and preventive care
- Systems Improvement
  - Production and use of information from:
    - E-prescribing
    - E-lab
    - E-prescribing and registry
    - Registries or e-care management
    - Fully integrated Electronic Health Record (HER)

# Task 1d2—Physician Practice:Underserved Populations

- Clinical Performance Measure Results
  - Claims based clinical measures
- Clinical Performance Measurement Reporting
  - Ability to export data to the QIO Data warehouse for CAD, diabetes, HF, HTN, and preventive care
- Systems Improvement
  - Promotion of Culturally & Linguistically Appropriate Services (CLAS) standards
- Process Improvement
  - Cultural competency education
- Organizational Culture
  - Cultural competency measure improvement

# Task 1d3—Physician Practice/Pharmacy: Part D Benefit

- Focus is on improving safety in the delivery of prescription drugs
  - Implementation of quality improvement projects focused on improved prescribing
  - Work with dispensing pharmacists to implement policies, procedures, and quality checks
  - Partner with prescription drug plans (PDPs) and MA PDPs to affect prescribing by physicians and improve delivery of services at the pharmacy level

# Task 1d3—Physician Practice/Pharmacy: Part D Benefit (continued)

- Clinical Performance Measure Results
  - Set of quality measures that CMS will develop and review through a consensus process
  - Consumer Assessment of Health Plan Surveys (CAHPS) – Medication Management Services outcome measures

# Task 1d3—Physician Practice/Pharmacy: Part D Benefit (continued)

QIOs will offer assistance to:

- All Medicare providers and practitioners
- MA organizations offering MA plans under Part C
- Organizations offering PDPs under Part D

# Task 1d3—Physician Practice/Pharmacy: Part D Benefit

## ■ General Requirements

- Provide resources of staff and data, including Part D integrated with Part A and B data
- Work with identified participant physician practices and/or pharmacies
- Coordinate outreach and improvement work with other QIOs
- Respond to and track beneficiary written complaints regarding quality of care
- Conduct Quality Improvement Projects

# Task 1d3—Physician Practice/Pharmacy: Part D Benefit (continued)

- Quality Improvement Project Options
  - Improve prescribing using Part D data
  - Improving patient self-management through medication therapy management services (MTMS)
  - Improving disease-specific therapy using integrated Part A, B, and D data
  - QIO directed project

# Task 3: Improving Beneficiary Safety and Medicare Beneficiary Protection Activities

- A. Task 3: Beneficiary Complaint Response Program
- B. Hospital Payment Monitoring Review Program
- C. All other Beneficiary Protection Activities

# 8th SOW QIO MA Organizations Collaboration Opportunities

- Any Task 1 initiative
- Any MA organization incentive programs that are coordinated with QIO quality initiatives
- Pay-for-Performance Programs

# Questions?

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