



**Quality Improvement
Organizations**

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

SUPERIOR HEALTH
Quality Alliance

Meet Superior Health Quality Alliance: Your QIN-QIO

Empowering patients, families and caregivers to achieve health care quality improvement

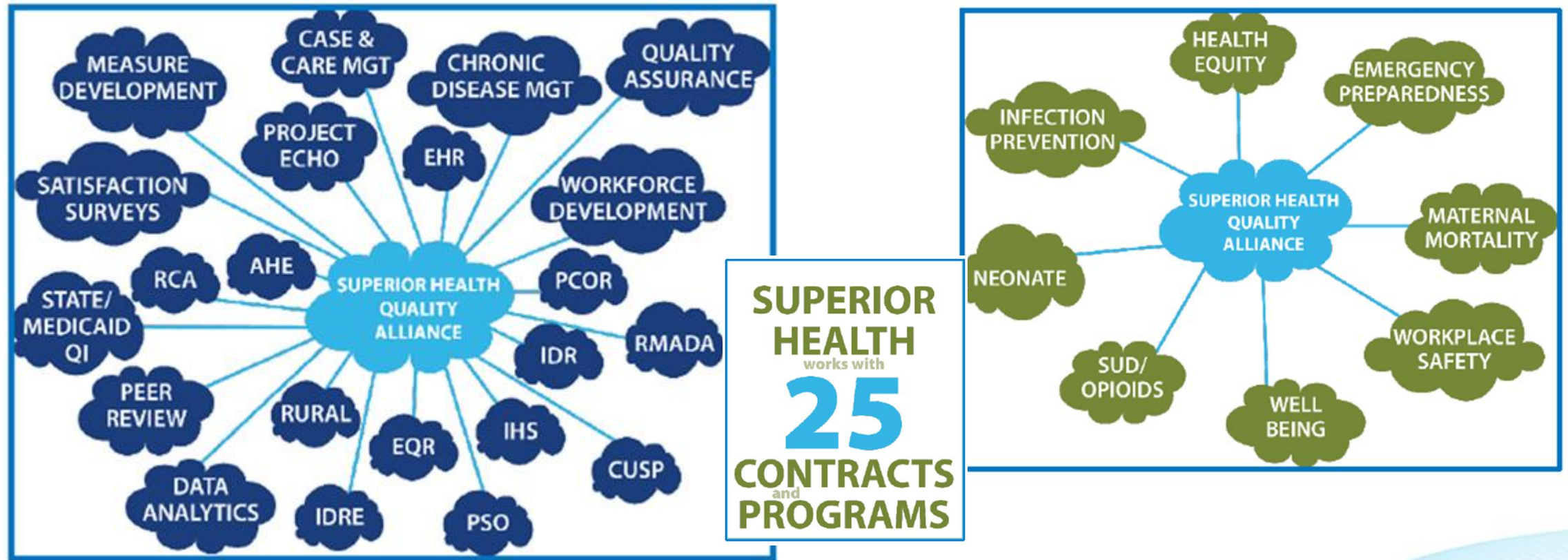
Who is Superior Health Quality Alliance (Superior Health)?

Joint venture comprised of eight member organizations with experience achieving Medicare quality improvement goals and improving outcomes for Medicare beneficiaries.

Strategic partnerships with Qsource and Quality Insights brings together expertise and insights.



Superior Health Expertise and Strengths



History of Quality Innovation Network-Quality Improvement Organization (QIN-QIO) Program

The QIO Program, established in 1982 under the Social Security Act, is a federal initiative to improve the quality of healthcare for Medicare beneficiaries.

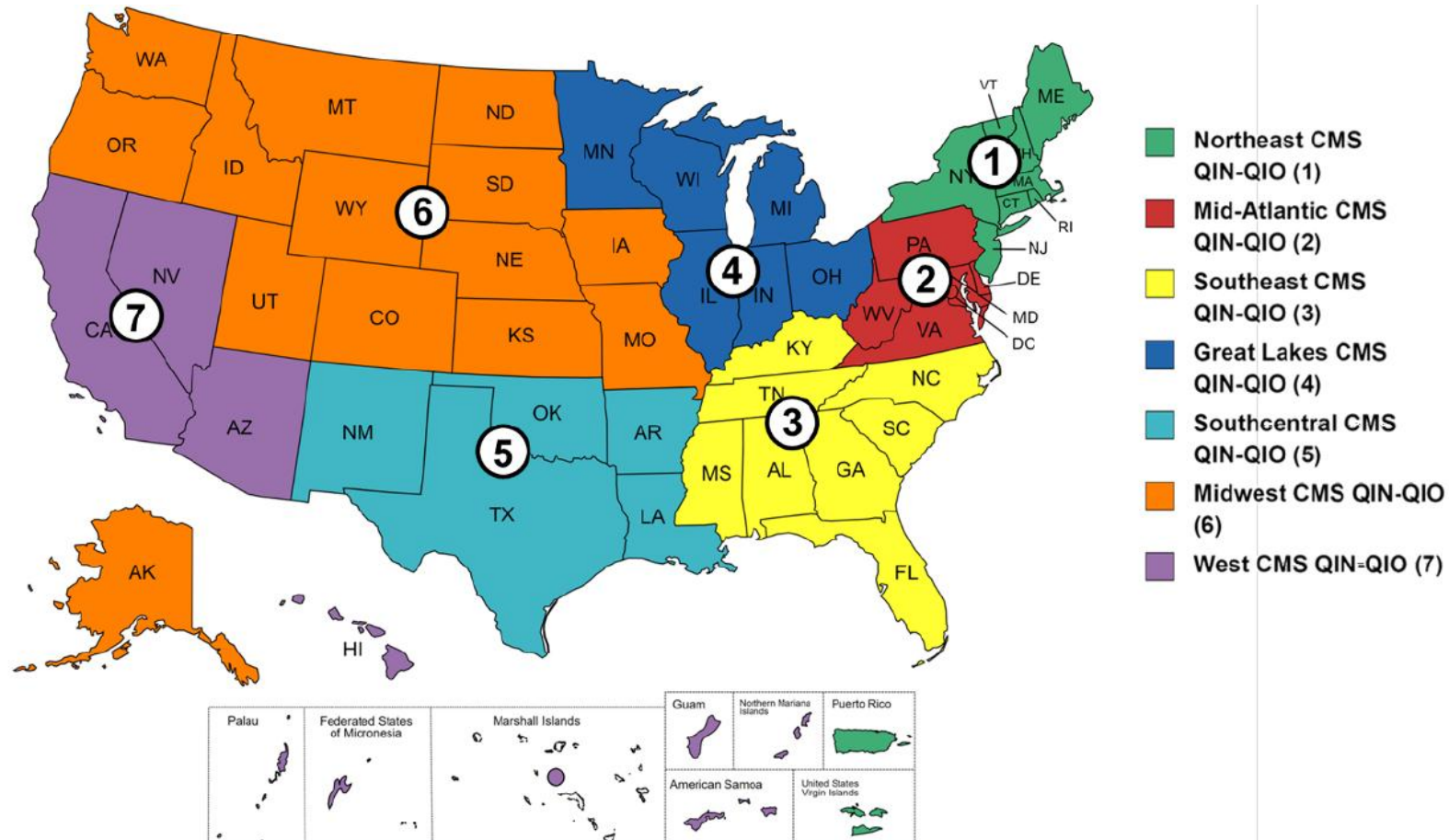
- Using data to track health care quality improvements at the local level.
- Protecting the integrity of the Medicare Trust Fund.
- Serving people with Medicare, health care providers and communities.

The QIN-QIO Program Today: 13th Scope of Work (13SOW)

The Centers for Medicare & Medicaid Services (CMS) launched the 13SOW to support health care quality improvement and the Secretary's Make America Healthy Again (MAHA) initiative.

- One of the largest federally funded quality improvement programs in the country, CMS directs QIOs to collaborate with health care providers nationwide to improve outcomes for Medicare beneficiaries.
- CMS designated Superior Health as the QIN-QIO for the Great Lakes Region (Region 4), which includes Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin.

QIN-QIO Seven Regions



Five Year QIN-QIO Program

- First 12 months
 - State-based landscape assessments, engagement of provider organizations, initial assessments, development of quality action plans.
- Years 1 – 4 of Quality Improvement (QI) Cycle
 - Hands-on QI work, measurement and progress reporting
- Final months of 13SOW
 - Celebrate success and plan for transition as needed

Services and Focus Areas Provided by QIN-QIOs in the 13SOW



Disease Prevention and Chronic Disease Management

- Immunizations
- Type 2 Diabetes
- Hypertension
- Chronic Kidney Disease



Patient Safety

- Infection Prevention and Control
- Adverse Drug Events
- Safety Events



Behavioral Health

- Depression and Suicide Prevention
- Substance Use Disorders
- Chronic Pain



Care Coordination

- Hospital 30-Day Readmissions
- Readmissions to Hospital from Skilled Nursing Facility (SNF)
- Community-Based Emergency Department Utilization



Emergency Preparedness



Workforce Challenges



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13SOW Foundational Aim: Quality Management Infrastructure (QMI)

Emergency Preparedness

- QMI emphasizes emergency preparedness to ensure health care systems respond effectively to public health crises.

Workforce and Governance

- Strategic workforce planning and governance structures enable sustainable and quality health care delivery.

Technology and Innovation

- Integration of technology and innovation reduces burdens and enhances care quality and delivery.

Supply Chain and Safety

- Managing supply chains, drug shortages and cybersecurity strengthens safety and quality in health care systems.

13SOW Clinical Aims

Prevention and Chronic Disease

- Focus on increasing vaccination rates and managing chronic diseases like type 2 diabetes, hypertension and chronic kidney disease.

Patient Safety Initiatives

- Aim to reduce infections, adverse drug events and incidents such as falls and pressure injuries.

Behavioral Health Strategies

- Address depression, suicide prevention, substance use disorders and chronic pain management.

Care Coordination Efforts

- Reduce hospital readmissions and emergency visits by improving care transitions and integrating social services.

Aim Examples: Clinics

- **Influenza Vaccinations:** assist with education and resource development to improve vaccination rates among patients.
- **Depression Screening:** provide tools for auditing, workflows, and education for improving screening rates.
- **Hypertension:** support with starting a self-measured blood pressure program, provide blood pressure competency training, and identify workflow efficiencies to improve measurements.
- **Diabetes:** educate care teams, provide resources, create networking opportunities to share best practices.

Merit-based Incentive Payment System (MIPS) Improvement

- Quality improvement coaching and workflow redesign.
- Data-driven performance support.
- Team training and competencies.
- Patient self-management and beneficiary engagement.
- Multi-sector coordination.

Aim Examples: Hospitals

Prevention and Chronic Disease	Patient Safety	Care Coordination
Assist with education and resource development to improve vaccination rates among staff.	<p>Provide education on the safe use of opioids and discontinuing prescriptions of two or more opioids or an opioid and benzodiazepines at discharge.</p> <p>Provide tools and resources to share with hospital staff on conducting skin assessments and repositioning patients to prevent hospital-acquired pressure injuries.</p>	Connect with local resources and organizations to improve coordination of care between hospitals, long-term care facilities, primary care follow-up, and social services to reduce all-cause hospital readmissions.

13SOW Foundational Aim: Focused QIO Services (FQS)

Rapid Technical Assistance

- FQS delivers fast, time-limited assistance tackling urgent quality and safety health care issues. Includes:
 - Quality improvement sprints
 - 1:1 onsite or virtual assistance
 - Quality process focused (root cause analysis to implementation of Quality Action Plan [QAP])
 - Patient and caregiver complaints involving systemic concerns from Beneficiary and Family Centered Care (BFCC)-QIO (emergency preparedness, CMS assisted situation or self-referrals)

What Can a QIN-QIO Do for You?

- Support improving patient/resident outcomes, compliance with CMS quality measures and operational performance—at no cost.
- Provide training resources, data analysis, health information technology (IT) tools, coaching and structured collaboratives focused on what matters in nursing homes, hospitals and clinics.
- Connect facilities with local, state and national resources and initiatives that will aid in their quality journey.

Examples of Superior Health Resources

- [Superior Health Online Resource Library](#)
- Front Line Forces Training Modules
 - [Change in Condition \(FLF\) - Superior Health Quality Alliance](#)
- Toolkits for Interventions
 - [Change Package Template](#)



Examples of Superior Health Resources

- [Superior Health Online Resource Library](#)
- [Opioid Prescribing and Overdose Prevention Toolkit](#)
- Toolkits for Interventions
 - [Change Package Template](#)



Superior Health Partnerships and Impact

- Collaborate with your Department of Public Health, local health departments and other local/state/tribal agencies.
- Facilitate learning networks and improvement collaboratives.
- Leverage collective work and expertise.
- Engagement and support of participants.

Superior Health Impact

Superior Health has achieved significant milestones:



- 86% reductions in infection control citations among long-term care facilities.



- Avoided more than 270,000 patient harms.
- Reduced hospital readmissions by 21%.
- Delivered more than \$1 billion in measurable value.
- [Superior Health Transforming Health Care Delivery Report](#)

Examples of Impact on CMS Clinic Quality Measures with Superior Health Support

Measure	Improvement
Blood Pressure Control (<140/90 mmHg)	↗ 20% increase
Diabetes HbA1c \geq 9.0	✓ 58% reduction
Screening, diagnosing, and managing chronic kidney disease (CKD) to prevent progression to end-stage renal disease (ESRD)	↗ 24% reduction

“These sessions are helpful to ensure we are addressing the correct actions in our SMBP program and to identify ways we may improve. We have found that motivational interviewing is key to our success as facilitators as well as when we talk to potential participants about the SMBP program.”
— Self-measured Blood Pressure (SMBP) Collaborative participant

Superior Health Hospital Impact

Measure	Improvement
Opioid Adverse Drug Events	▼ 9% reduction
Adverse Drug Events	▼ 46% reduction
All-Cause Readmissions	▼ 3% reduction
Preventable Emergency Department (ED) visits	▼ 721 ED visits prevented

Technical Assistance

- One-on-one meetings with your Quality Improvement Advisor
- Improvement sprints
- Affinity groups
- Library of resources
- Innovative interventions
- Back to Basics training modules
- Quality Action Plan



Award of Excellence Program

Honoring Exceptional Quality Improvement (2026-2029)

This esteemed award recognizes health care providers and organizations for outstanding achievements in quality improvement.

Recipients will be honored at an invitation-only ceremony in 2029 in the following focus areas:

- Behavioral Health Outcomes
- Patient Safety
- Chronic Disease Self-Management
- Quality of Care Transitions
- Long-Term Care Quality
- Health Care Workforce Retention

Award of Excellence Program

- Automatic enrollment upon joining the 13SOW with Superior Health.
- Encourages evidence-based quality improvement aligned with CMS priorities.
- Participants must meet rigorous improvement milestones.
- Organizations will submit detailed descriptions of implemented interventions.
- Evaluations conducted by Superior Health's Department of Data Analytics.

Next Steps: Engage with Superior Health

- Ready to start? Fill out the enrollment form.
 - [Enrollment form](#)
- After submitting the form, a quality improvement advisor will be in touch to talk about next steps.
- Watch for emails from Superior Health.
 - Ensure info@superiorhealthqa.org is on your organizations “safe sender” list. It is helpful to have your IT staff “safe list” the superiorhealthqa.org domain too.



Scan to access
enrollment form.

CMS Resources and References

- [QualityNet](#)
- [CMS Quality Conference](#)
- [Quality Improvement Organizations](#)
- [QIO Program 13SOW](#)
- [Beneficiary and Family Centered Care-Quality Improvement Organizations \(BFCC-QIOs\) BFCC Program](#)

Questions?

info@superiorhealthqa.org





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This material was prepared by the Superior Health Quality Alliance, a Quality Innovation Network-Quality Improvement Organization under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS.

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