



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 14-26-ALL

DATE: May 16, 2014

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Announcement of Phase One of the Improved Quality Improvement Program

Memorandum Summary

The Centers for Medicare & Medicaid Services (CMS) announces the first step in restructuring the Quality Improvement Organization (QIO) Program

On May 9, 2014 CMS announced the first phase of the restructuring of the QIO contracts. CMS awarded two contracts for QIO contractors for Beneficiary and Family-Centered Care (BFCC). The BFCC contractors will support case review and monitoring activities separate from traditional quality improvement activities. CMS will announce further changes to the QIO program this summer.

The press release is located at <http://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2014-Press-releases-items/2014-05-09.html>.

Effective Date: Immediately. This policy should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/
Thomas E. Hamilton

cc: Survey and Certification Regional Office Management