

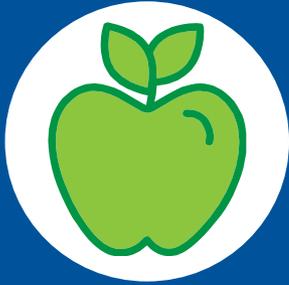
# Future Development of the QIO Program: Getting Your Feedback

Special Open Door Forum by  
Centers for Medicare & Medicaid Services  
Center for Clinical Standards & Quality

January 24, 2013 | Baltimore, MD



# How Does CMS Approach Clinical Quality?



**Better  
Health**



**Better  
Care**



**Lower  
Cost**



# CMS Quality Strategy

## Foundational Principles:

- Enable innovation
- Foster learning organizations
- Eliminate disparities
- Strengthen infrastructure and data systems

**Make care safer**

**Strengthen person and family engagement**

**Promote effective communication and coordination of care**

**Promote effective prevention and treatment**

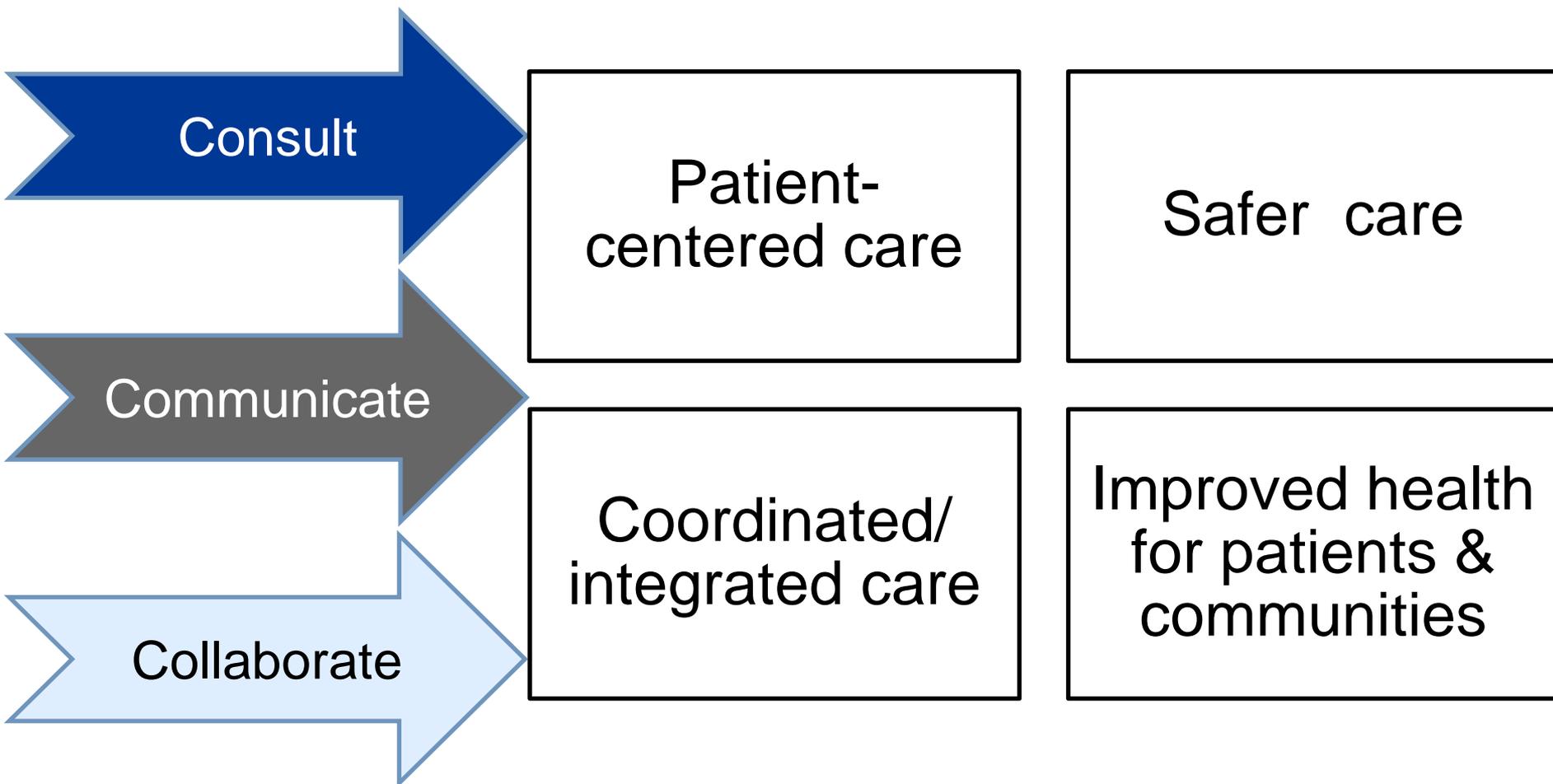
**Promote best practices for healthy living**

**Make care affordable**

# CMS Engages QIOs to . . .

- Work at grassroots in all 50 states and DC, USVI, and PR.
- Be our change agents and conveners for widespread, significant improvements in health quality.
- Offer knowledge and resources for improving health quality, efficiency and value that can benefit all patients/residents/clients.
- Base their work on clinical evidence and generates extensive, reliable data about clinical performance.
- Serve as independent, objective and collaborative partners because we believe improving health quality is an urgent priority that will take everyone's best efforts.

# QIOs in the Present



# QIOs in the Future?

“...The problem is not that they [those involved in patient care] are not working hard enough; it is that the system **does not adequately support them** in their work.”

– Institute of Medicine report, *Best Care at Lower Cost: The Path to Continuously Learning Health Care in America*



BEST CARE AT LOWER COST

The Path to Continuously Learning  
Health Care in America

INSTITUTE OF MEDICINE  
OF THE NATIONAL ACADEMIES

Image: <http://www.iom.edu/bestcare>

# So What Does The Culture of Learning Look Like?

## Science and Informatics

- Real-time access to knowledge
- Digital capture of care experience

## Patient-Clinician Interaction

- Engaged, empowered patients

## Leadership

- Collaboration, teamwork, and adaptability
- Growth through continuous feedback and refinement

## Incentives

- Aligned and rewarding for value
- Full transparency

# Purpose of Today's Session

CMS envisions QIOs in the future as:

- Maximizing learning and collaboration in improving care as we partner at local, state, and regional levels
- Delivering program value to beneficiaries, patients, and taxpayers
- Supporting the spread of effective new practices and models of care
- Helping to achieve the goals of the National Quality Strategy (<http://www.ahrq.gov/workingforquality>)

***But we want your input on innovative ways that QIOs, as our partners, can be that support system our care providers need as The Culture of Learning emerges.***

# What We've Already Heard:

## What could QIOs do to promote The Culture of Learning?

- Facilitate the organization of local communities and build momentum for change within the community
- Support the development learning communities and include patients and families as key participants
- Measure and review often, while responding quickly to data
- Use principles of idealized design, constantly question and test assumptions
- Conduct and apply operations research principles, reduce waste using Lean techniques
- Expand numerical literacy, health system economics, and systems mapping information

# QUESTION 1

Based on the IOM definition of The Culture of Learning, what more can QIOs be doing to facilitate it (beyond what you see in slide 9)?

## QUESTION 2

How can QIOs use data to best facilitate The Culture of Learning?  
Where does that data come from? How do we get it?

# QUESTION 3

How do QIOs facilitate patient-centered care and use patient-centered measures to track progress?

# QUESTION 4

What best practices on systems transformation and learning culture can we learn/adapt from other industries?

# QUESTION 5

How can QIOs better help you accomplish your organization's and your constituents' learning and quality improvement goals?

# QUESTION 6

What else should CMS know as we shape the new direction of the QIO Program?

# Your Comments

- If you have additional comments (or think of new comments after the call ends), please send them to:  
[OCSQBox@cms.hhs.gov](mailto:OCSQBox@cms.hhs.gov)
- To consider them, we must receive your comments by 5:00 p.m. Eastern on **Friday, February 8**
- CMS will use your comments to help us develop the language we will use to engage entities as QIOs going forward.

*At this time, we cannot answer questions about the QIO contracts themselves or the contracting process.*