

## CMS Quality Improvement Organization (QIO) 12<sup>th</sup> Statement of Work

### Creating Healthier Communities

The Carolinas Center for Medical Excellence will provide expert healthcare quality improvement (QI) services to support QI programs and partner with providers and stakeholders to align efforts with the Department of Health and Human Services (HHS) to increase healthcare quality, improve performance, and reduce burden.

#### Join the Effort to Improve Health Care in the Carolinas!

Providers, stakeholders, patients, and caregivers are invited to participate in statewide quality improvement community coalitions. Together we will identify opportunities for improvement, develop measurement methodologies and data collection strategies, and implement interventions. CCME and the communities will work together to address three cross cutting priorities:

- **Vulnerable populations and disparities** – reduce disparities in health status and mental health status
- **Rural health** – address the needs and barriers of populations in geographically rural areas
- **Person and family engagement** – ensure patients, families, and caregivers are actively involved in quality improvement and their care

#### Five Priority Areas

QIOs will utilize innovation, broad quality improvement initiatives, and data-drive methodologies to achieve five broad aims.

- 1. Improve Behavioral Health Outcomes, focusing on Decreased Opioid Misuse**
  - Improve access to behavioral care
  - Improve behavioral health outcomes
  - Decrease opioid-related adverse events including deaths
- 2. Increase Patient Safety**
  - Reduce all cause harm in community-based facilities and long-term care settings
  - Reduce adverse drug events
- 3. Increase Chronic Disease Self-Management**
  - Prevent 1 million cardiovascular events
  - Support beneficiaries to quit smoking
  - Prevent beneficiaries from developing diabetes
  - Improve diabetes management
  - Screen, diagnose and manage individuals with chronic kidney disease
- 4. Increase Quality of Care Transitions**
  - Reduce hospital admissions
  - Reduce hospital readmissions
  - Improve community-based care coordination
- 5. Improve Nursing Home Quality**

- Improve the mean total quality score for all nursing homes
- Reduce adverse drug events
- Reduce healthcare-related infections

## How We Work Together

CCME and You, working together in partnership, can transform the way that healthcare is delivered, managed and improved with an increased focus on empowering patients to manage their health more effectively. Together we can develop and spread innovative solutions, integrating real-time feedback and analytical support to implement improvement processes quickly, decrease fragmentation in care coordination while increasing data transparency.

We can achieve the five broad aims together through collaboration across the care continuum to:

- Promote efficient and accurate transfer of discharge information from acute to long-term and post-acute providers, including development and uptake of integrated real-time health information sharing
- Promote interoperability of information systems between providers
- Track community-based utilization measures across recruited communities and states
- Identify and utilize ADE data across providers and communities
- Facilitate efficiencies in healthcare workflow which improve care coordination and healthcare safety, especially in availability of medication reconciliation and integration of appropriate evidence-based clinical decision support tools addressing antibiotic stewardship core elements and improvement of pain management and reduction of opioid related harms

## Benefits of Participation

- Improved quality outcomes and patient/family satisfaction
- Access to tools and resources
- Technical assistance
- Peer discussion groups and Learning collaboratives
- Data analysis
- Access to quality improvement and subject matter experts
- CME credits provided for certain activities
- Learning and Action Networks and learning sessions

## Contact Us

Karen Southard, RN, MHA, CPHQ  
 Program Director  
 919-461-5663  
[ksouthard@thecarolinascener.org](mailto:ksouthard@thecarolinascener.org)