

QIO Program: Moving Forward



- **Improve Health for Populations and Communities.** QIOs are assisting physician practices that want to use their electronic health record system to coordinate preventive services and report related quality measures to CMS. Practices also can participate in a learning network focused on reducing patient risk factors for cardiac disease. QIOs will partner with their local Health Information Technology Regional Extension Center (REC) to promote health IT integration into clinical practice.
- **Integrate Care for Populations and Communities.** QIOs are bringing together hospitals, nursing homes, patient advocacy organizations and other stakeholders in community coalitions. Goals are to build capacity for improving care transitions and to support the coalition's success in obtaining grant funding through Section 3026 of the Affordable Care Act.
- **Deliver Beneficiary and Family Centered Care.** QIO Program improvement initiatives result in safer, more effective patient care, lead to better health for populations and communities, and drive lower health care costs through improvement. QIOs also fulfill CMS' obligation to protect the rights of Medicare beneficiaries by reviewing complaints about quality and appeals about the denial or discontinuation of health care services.

Enhancing Coordination of Behavioral Health Services: Planning Ahead for Future Disasters

HQSI is working with behavioral health experts to help targeted communities affected by Super Storm Sandy develop community-based approaches to future disasters. The project is designed to increase Medicare-covered depression screenings among at-risk beneficiaries residing in the 10 targeted communities and enhance community capacity for coordination of behavioral health services during and after a disaster.

Learn more and become involved

The QIO Program invites all health care providers and health quality stakeholders—including patients and their families—to be a part of its new improvement initiatives. To express an interest, contact your local QIO. A directory is provided in the Program's "Advances in Quality" report. More information also is available at www.cms.gov/qualityimprovementorgs

Healthcare Quality Strategies, Inc. (HQSI): New Jersey's QIO

Serving as New Jersey's QIO since 1984, HQSI works closely with healthcare providers and communities throughout the state to accelerate healthcare quality improvement. Visit our web site at www.hqsi.org to find out how HQSI is leading rapid, large-scale change in health quality in New Jersey. If you'd like to discuss any of the QIO projects currently underway, please contact one of the leaders noted below.

HQSI QIO Project Leaders

Project	Project Leaders	Email
Beneficiary and Family Centered Care	Gail Bondar, MA, BSN, RN	gbondar@njqio.sdps.org
Healthcare-Acquired Infections/ Hospital Quality Reporting	Suzanne Dalton, RN, BS, EdM	sdalton@njqio.sdps.org
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Physician Offices	Carolyn Hoitela, MLS	choitela@njqio.sdps.org
Care Integration	Daina Bunges, MPH	dbunges@njqio.sdps.org
Super Storm Sandy	Suzanne Dalton, RN, BS, EdM	sdalton@njqio.sdps.org
Patient and Family Engagement	Janet Knoth, BS, RN, CHPN	jknoth@njqio.sdps.org