

Quality Improvement Organizations and Consumers

Engaged to Improve Care
Across the Continuum



Agenda



- Discuss the roles of the BFCC-QIO and the QIN-QIO
- Discuss how the two collaborate
- Q&A session

QIO Changes

As of August 1, 2014, there are two Quality Improvement Organizations (QIOs) per state

- Beneficiary and Family Centered Care QIO (BFCC-QIO)
 - Perform medical case review
 - Organized among five geographic areas across the United States
- Quality Innovation Network QIO (QIN-QIO)
 - Offer quality improvement and technical assistance
 - Composed of two to six states
- Contract: August 1, 2014 – July 31, 2019
- One organization can't hold both contracts



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KEPRO: BFCC-QIO



Tara Cooke, MSG
Outreach Specialist

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KEPRO: BFCC-QIO

KEPRO is the BFCC-QIO for the Centers for Medicare & Medicaid Services (CMS) Areas 2, 3, and 4

Area 2	Delaware, District of Columbia, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, and West Virginia
Area 3	Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, New Mexico, North Dakota, Oklahoma, South Dakota, Tennessee, Texas, Utah, and Wyoming
Area 4	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin

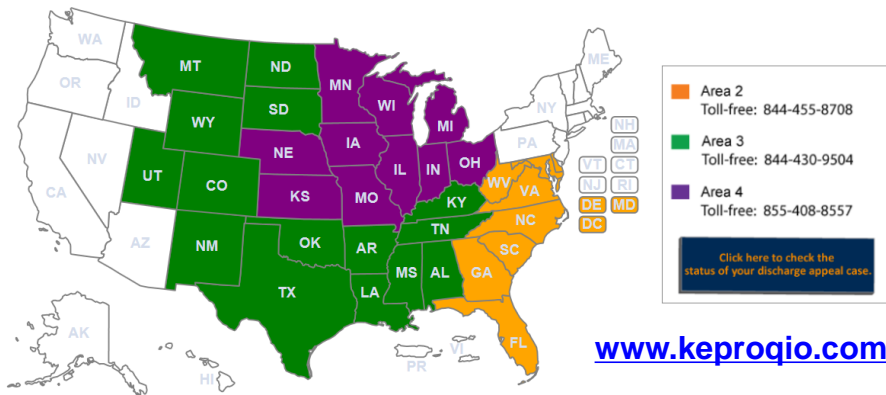


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KEPRO's Phone Numbers and Additional Resources

KEPRO Service Areas

Click on a state below for a contact number and additional resources.



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KEPRO's Services

- Discharge Appeals and Service Terminations
- Beneficiary Complaints
- Immediate Advocacy (IA)
 - KEPRO's services are also available for Medicare Advantage beneficiaries and beneficiaries with Medicare as a secondary



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Appeals

Acute Care

- Important Message from Medicare
- Preadmission/Admission Hospital Issued Notice of Non-coverage (HINN)

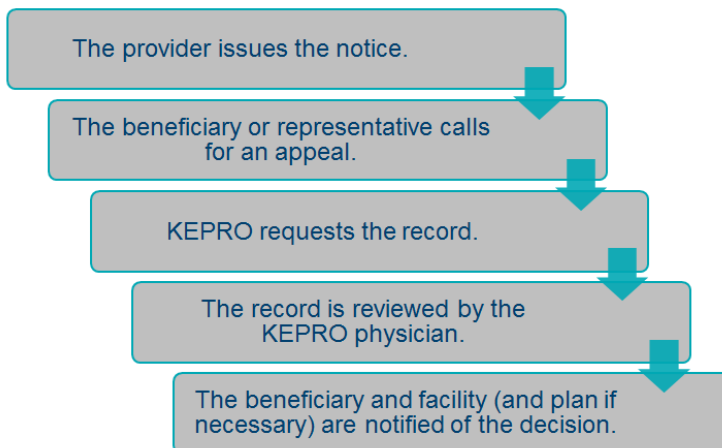
Post-Acute Care

- Notice of Medicare Non-coverage



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Appeals Process Overview



Appeals

- Financial liability
- Time frames
- Observation status
- www.cms.gov/bni
- Appeal status updates

- Area 2
Toll-free: 844-455-8708
- Area 3
Toll-free: 844-430-9504
- Area 4
Toll-free: 855-408-8557

[Click here to check the status of your discharge appeal case.](#)

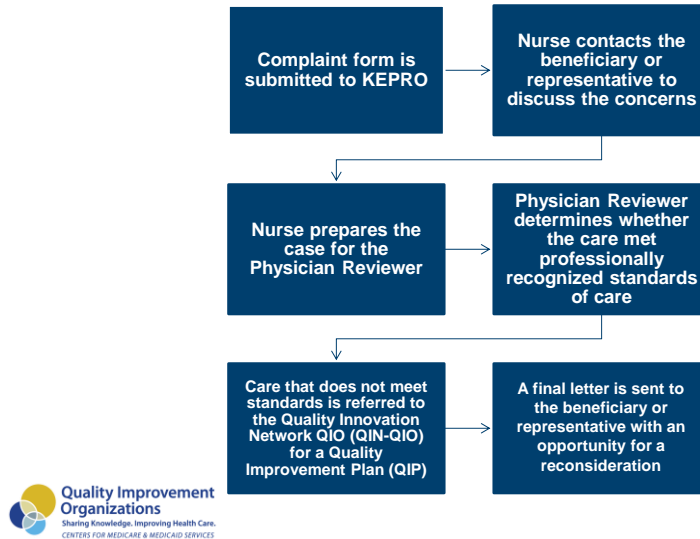
Beneficiary Complaints

- Must be about quality of care (medical record review)
 - Examples include wrong diagnosis and wrong treatment
- Care must have occurred within the last three years and be covered under Medicare
- Important aspects about the process:
 - Encouraged to complete a CMS complaint form
 - Must be filed by a Medicare beneficiary or his or her representative
 - Findings not admissible in a lawsuit

Quality of Care Reviews *Time Frame Changes*

- Providers will now have 14 days (instead of 30) to send in the medical record when a quality of care complaint is filed
- Providers that wish to respond to an inquiry from KEPRO will also have a shortened time frame, which will be noted on the inquiry letter
- After the medical records are received, KEPRO has 30 days to complete the review
- Due to these shortened time frames, we encourage providers to fax medical records to KEPRO rather than sending them via mail
- KEPRO will post an update on our website in regard to the effective date of these changes when provided by CMS

Quality of Care Review *Reconsiderations*



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Immediate Advocacy

Immediate Advocacy is an informal process used by the BFCC-QIO to resolve a complaint quickly. This process begins when the Medicare beneficiary or representative gives verbal consent to proceed with the complaint. Once the beneficiary or representative agrees to the process and gives consent, the BFCC-QIO contacts the provider or practitioner on behalf of the beneficiary.

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IA Success Stories

A Medicare beneficiary contacted the BFCC-QIO with concerns about her health. She had just been discharged from the hospital after a light stroke. She was at home in bed and felt that she needed assistance. She continued to feel some numbness on the left side of her face and was confused about whether home care was ordered and when it would start.

The Intake Specialist then called the hospital and was able to speak with the Case Manager. She stated that the physician's orders were for home health. The beneficiary was independent with her activities of daily living and could walk 300 feet, so she did not need inpatient skilled nursing care. The Intake Specialist explained the beneficiary's concerns.

The Case Manager agreed to contact the Physical Therapist regarding the assessment visit that was scheduled for that day. The Intake Specialist also recommended a Social Work visit, to determine what resources and referrals may be available for the beneficiary. The Intake Specialist then contacted the beneficiary to let her know that the home health agency would be coming to her home that day for an assessment of her needs. The beneficiary was very appreciative of the assistance and the assurance KEPRO provided.



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KEPRO Availability



KEPRO appeals staff work (local time):

- Weekdays: 9 am – 5 pm
- Weekends: 11 am – 3 pm
- Holidays: 11 am – 3 pm

Voicemails may be left during all other hours

Translation services are available



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Collaboration with KEPRO

Newsletters

Joint presentations

Advisory boards

Website



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Summary

- KEPRO provides three services for beneficiaries:
 - Discharge appeals
 - Beneficiary complaints
 - Immediate Advocacy
- KEPRO's services are free for Medicare beneficiaries and their representatives
- More information can be found at www.keproqio.com
- To subscribe to KEPRO's newsletter, visit <http://www.keproqio.com/bene/resources.aspx>



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BFCC-QIO Contact Information

Area	Address	Toll-Free Number
Livanta		
1	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	866-815-5440
5	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	877-588-1123
KEPRO		
2	5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	844-455-8708
3	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	844-430-9504
4	5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	855-408-8557



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Quality Insights Quality Innovation Network

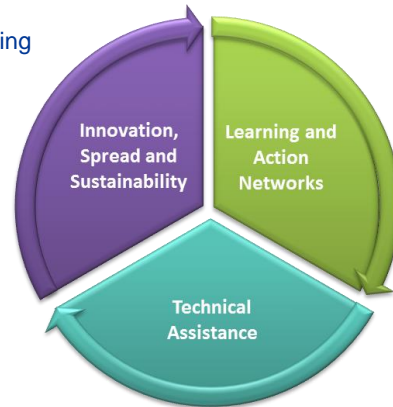


Pamela Meador, RN, BSN-BC
Serving the states of DE, LA, NJ, PA, and WV

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Previous Structure

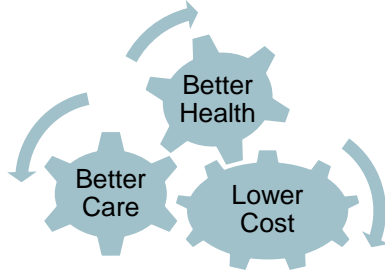
- The QIO Program was administered through 53 state-based QIO contracts with 41 independent organizations
- Focused on three drivers
 - Supporting and convening Learning and Action Networks
 - Providing technical assistance
 - Care improvement through innovation, spread, and sustainability



Current Structure

- New name: Quality Innovation Network Quality Improvement Organizations or QIN-QIOs
- Narrow focus: systematic quality improvement
- Increased flexibility: addressing local needs

QIN-QIO Goals



Foundational Principles:

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

Goals

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



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Four Key Roles of QIN-QIOs

1. Champion local-level, results-oriented change
 - Data-driven
 - Active engagement of patients and other partners
 - Proactive, intentional innovation and spread of best practices that “stick”
2. Facilitate Learning and Action Networks (LANs)
 - Creating an “all-teach, all-learn” environment
 - Placing impetus for improvement at the bedside level
 - e.g., hand washing



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Four Key Roles of QIN-QIOs

3. Teach and advise as technical experts

- Consultation and education
- The management of knowledge so learning is never lost

4. Communicate effectively

- Optimal learning, patient activation, and sustained behavior change



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Resources and Tools

- My Quality Insights
 - Education and materials
 - Quality improvement projects
 - Tracks engagement
 - Fosters collaboration



My Quality Insights
Powered by TOMORROW'S HEALTHCARE™



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Quality Improvement QIN-QIO Learning and Action Networks

The networks serve as the hub for regional quality improvement work for each project, including:

- Project information
- Upcoming events
- Discussion forum
- Resource library
- Provider-focused coaching
- Technical assistance
- Knowledge transfer
- Provider-focused data portal
- Sharing best practices
- Project maps and data
- Videos and podcasts
- Recorded events
- Provider-focused coaching
- Sharing of tools and resources for technical Quality Improvement (QI) assistance with data
- Rapid improvement with testing of change ideas



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Nursing Home Task – Alignment Efforts

- Engage consumers and families in healthcare decisions that enhance good quality care
- Use Quality Assurance and Performance Improvement (QAPI) as the framework for all QI methodology
- Focus on system-wide improvement to decrease healthcare-acquired conditions and improve resident satisfaction
- Create strategic approaches through partnerships in the LAN
- Transform health care through innovation and involvement in Collaboratives I and II
 - Partner with key stakeholders – past and new
 - Participate in Quality Insights and the National Nursing Home Quality Care Collaborative (NNHQCC)



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National Goals

- Recruit nursing homes to attain a score of 6 or lower on the National Nursing Home Composite Quality Measure
- Improve the rate of long-stay mobility
- Reduce the use of antipsychotic medications in dementia patients
- Recruit all nursing homes for NNHQCC participation
- Coordinate high performing nursing homes as peer coaches to mentor lower performing facilities



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Team Strategies to Accomplish Our Goals

Leverage partnerships to increase nursing home participation in the LANs

- State survey agencies
- Nursing home trade associations: profit and non-profit
- Engage and actively utilize stakeholders
- Include residents/families in quality improvement activities

Collaborate with aligned communities of focus

- Reduction of readmissions
- Healthcare-associated infections: MRSA, C. diff, etc.



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Get Involved

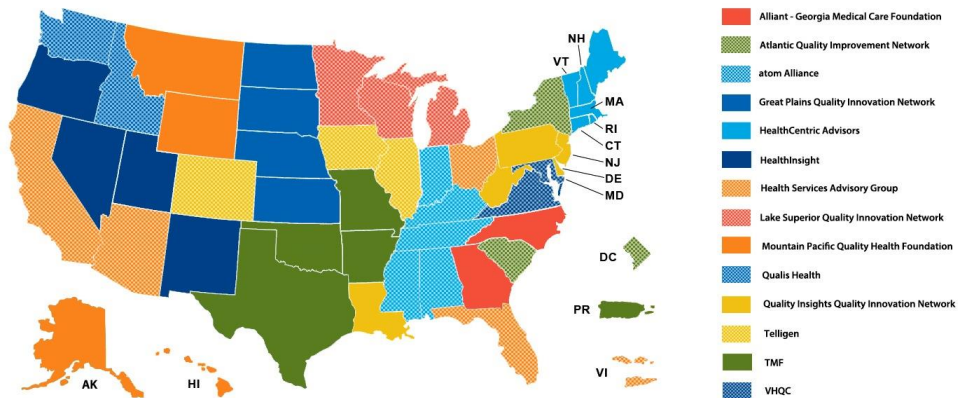
In each of our states, experienced staff, many from the previous Medicare QIOs, will be available to:

- Facilitate your participation in regional QIN activities
- Provide individual consultation on quality projects
- Directly support your ongoing quality initiatives or collaborations



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QIN-QIO Region Map



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QIN-QIO Contact Information

QIN-QIO	States	QIO Subcontractors
Great Plans Quality Innovation Network 1230 O Street Lincoln, NE 68508 217-352-1060	KS, ND, NE, SD	Kansas Foundation for Medical Care (KS) North Dakota Health Care Review (ND) CIMRO of Nebraska (NE) SD Foundation for Medical Care (SD)
TMF 5918 West Courtyard Dr. Austin, TX 78730 512-334-1614	AR, MO, OK, TX, PR	Arkansas Foundation for Medical Care (AR) Primaris (MO)
Lake Superior 2901 Metro Drive Minneapolis, MN 55425 952-854-3306	MN, WI, MI	Stratis (MN) MetaStar (WI) Michigan Peer Review Organization (MI)
Telligen 1776 West Lakes Parkway West Des Moines, IA 515-440-8519	CO, IA, IL	None
HealthInsights 6830 W. Oquendo Rd. Las Vegas, NV 89118 702-385-9933	NM, NV, OR, UT	Acuentra (OR)



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QIN-QIO Contact Information

QIN-QIO	States	QIO Subcontractors
GMCF 1455 Lincoln Parkway Atlanta, GA 30346 678-527-3404	GA NC	None
Atom 3340 Players Club Parkway Memphis, TN 38125 1-800-528-2655	AL, IN, KY, MS, TN	Alabama Quality Assurance Foundation (AL) Mississippi Foundation for Medical Care dba IQH (MS)
Mountain Pacific Quality Health Foundation 3404 Cooney Drive Helena, MT 59602 406-457-5820	AK, HI, MT, WY	None
AQIN 1979 Marcus Avenue Lake Success, NY 11042 516-209-5540	DC, NY, SC	Delmarva (DC) The Carolinas Centers for Medical Excellence (SC)
WVMI dba Quality Insights 3001 Chesterfield Place Charleston, WV 25304 304-346-9864	DE, LA, NJ, PA, WV	Quality Insights of Delaware (DE) eQHealth (LA) Healthcare Quality Strategies (NJ) Quality Insights of Pennsylvania (PA)



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QIN-QIO Contact Information

QIN-QIO	States	QIO Subcontractors
VHQC 9830 Mayland Drive Richmond, VA 23233 804-289-5320	VA, MD	None
Qualis Health 10700 Meridian Ave N. Seattle, WA 98133 206-364-9700	ID, WA	None
Health Services Advisory Group (HSAG) 313 East Camelback road Phoenix, AZ 85016 602-801-6701	AZ, CA, FL, OH, VI	None
Healthcentric Advisors 235 Promenade St. Providence, RI 02908 401-528-3238	CT, MA, ME, NH, RI, VT	Qualidigm (CT, NH, and VT)



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How do the two QIOs work together?



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Contact Information



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For more information, please visit:
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For more information, please visit:
www.keproqio.com

Your feedback on today's
presentation is appreciated:
www.tiny.cc/BFCCoutreach



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Questions and Answers



This material was prepared by Quality Insights, the Medicare Quality Innovation Network-Quality Improvement Organization for West Virginia, Pennsylvania, Delaware, New Jersey, and Louisiana and KEPRO, a Beneficiary and Family Centered Care Quality Improvement Organization, both under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. KEPRO Publication No. A234-218-10/2015.



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