

Medicare in the 9SOW: The next three years

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QIO Program Requirements

- Improve quality of care for beneficiaries
- Protect the Medicare Trust Fund
- Protect beneficiaries



How QIOs Work with Providers

- Work collaboratively with MDs, hospitals, and nursing homes to improve care
- Healthcare quality is measured using clinical indicators



How QIOs Work with Beneficiaries

- Respond to complaints about quality of care
- Respond to appeals
- Aim for systemic improvement



Oregon QIO Contract—9th Scope of Work

- August 1, 2008—July 31, 2011
- Three themes:
 - Beneficiary protection
 - Patient safety
 - Prevention



Beneficiary Protection

- Reviewing the quality of care provided to beneficiaries
- Reviewing beneficiary appeals of certain provider notices
- Reviewing potential anti-dumping cases
- Implementing quality improvement activities as a result of case review activities



Beneficiary Protection Tasks

- Case reviews
- Quality improvement activities (QIAs)
- Alternative dispute resolution (ADR)
- Sanction activities
- Physician acknowledgment monitoring
- Quality data reporting
- Communication (education and information)



Quality Data Reporting

- Training
- Technical assistance
- Process improvement



Patient Safety

- Reducing inpatient surgical complications and improving heart failure care
- Reducing rates of MRSA infections
- Reducing rates of pressure ulcers in hospitals and nursing homes
- Reducing use of physical restraints in nursing homes
- Reducing occurrence of inappropriately prescribed medications and interactions of multiple medications with adverse consequences
- Providing technical assistance to lower-performing nursing homes as identified by CMS



Patient Safety Activities with CAHs

- Participating hospitals
 - Interest
 - Current and past performance
 - Proximity to NHs with higher pressure ulcer rates
- AHRQ Hospital Survey
- TeamSTEPPS training
- ORHQN



Patient Safety Activities (continued)

- AHRQ Patient Safety Culture Survey
 - CAHs in same county as NHs in pressure ulcer activity
 - CAHs participating in SCIP
 - Other CAH hospitals
 - Provide training and consultation to ORHQN



Prevention

- Two cancer screening tasks
 - Breast cancer
 - Colorectal cancer
- Two immunization tasks
 - Influenza
 - Pneumococcal



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