

Maximizing Engagement: Community Collaboration for Quality Improvement

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Objectives

1. Provide an update on federal quality improvement contracts that support hospitals and other providers
2. Use context mapping to identify economic, governmental, technology and other trends alongside hospital needs around quality and safety
3. Summarize observations, insights and concerns as the basis for future community-wide prioritization of quality and safety initiatives

CMS Quality Improvement Contract Updates

Sections of the Social Security Act established the QIO Program to: **improve the effectiveness, efficiency, economy, and quality of services delivered to Medicare beneficiaries**

Programs Over the Years

- Partnership for Patients, Hospital Engagement Networks (HENs), Hospital Improvement and Innovation Network (HIIN), Hospital Quality Improvement Contractors (HQIC)
- Quality Innovation Network-Quality Improvement Organization (QIN-QIO)

Program Changes

- April 2023 Program Changes Announced: consolidate hospital QI into QIN-QIO; formation of 7 regions
- Compass Healthcare Collaborative and Comagine Health partnership; proposal to CMS submitted September 2024
- Contract awards made late May 2025 to another QIN-QIO

The Big Idea

In QI initiatives, context at the national, state and community levels matter (a lot)

and

Providers must own the agenda to improve quality and safety in their communities

so

QIN-QIOs and other supports must develop QI initiatives with these realities in mind

Quality and Safety Context Map

Based on the Context Map designed by David Sibbet / Gover Consultants International

TRENDS

TRENDS

**POLITICAL
FACTORS**



**ECONOMIC
CLIMATE**



TECHNOLOGY FACTORS

HOSPITAL NEEDS



UNCERTAINTIES



Quality and Safety Context Map

Based on the Context Map designed by David Sibbet / Gover Consultants International

Instructions: At your table, spend about 20 minutes completing the Context Map

TRENDS

TRENDS

What are the demographic trends that may impact quality and safety for your organization?

POLITICAL FACTORS



Rules & regs
Funding
Local, state, federal

ECONOMIC CLIMATE



Economy
Supply Chain
Costs

Workforce, education, employment?

Populations you serve, cultural factors?

Changes you anticipate? Innovations?



TECHNOLOGY FACTORS

System benefits and limitations
Unmet needs
Planned changes

HOSPITAL NEEDS

Specific needs of your or your organization.



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What could have a big impact, but it isn't clear how or when?

Discussion and Reflection

What **observations, insights or aha's** did this exercise uncover?

Which factors or trends have the biggest potential to **positively** affect your quality and safety goals and initiatives?

Which factors or trends have the biggest risk of **derailing or jeopardizing** your work on quality and safety?

Which of these factors are best addressed **in partnership with other providers** in the community? Where are areas of common goals, synergy, alignment? What could that look like?

How do you hope Compass Healthcare Collaborative and the CMS QIN-QIO in your state **support your needs** in this broader context?

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