



SUPERIOR HEALTH
Quality Alliance

Meet Superior Health Quality Alliance: Indiana's QIN-QIO

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Services and Focus Areas Provided by QIN-QIOs in the 13SOW

The QIO Program has two core contract functions: quality assessment with performance monitoring and health care quality improvement support. Both functions are carried out through **four initiatives**:

- Direct technical assistance and resources
- Advanced data analytics support
- Evidence-based intervention support
- Customized training and education

Focus Areas: Disease prevention, quality and patient safety, chronic conditions management, behavioral health, emergency preparedness, care coordination and workforce challenges.

13 SOW Clinical Aims

Prevention and Chronic Disease

- Focus on increasing vaccination rates and managing chronic diseases like type 2 diabetes, hypertension and chronic kidney disease.

Patient Safety Initiatives

- Aim to reduce infections, adverse drug events and incidents such as falls and pressure injuries.

Behavioral Health Strategies

- Address depression, suicide prevention, substance use disorders and chronic pain management.

Care Coordination Efforts

- Reduce hospital readmissions and emergency visits by improving care transitions and integrating social services.

13SOW Foundational Aim: Focused QIO Services (FQS)

Rapid Technical Assistance

- FQS delivers fast, time-limited assistance tackling urgent quality and safety health care issues. Includes:
 - Quality improvement sprints
 - 1:1 onsite or virtual assistance
 - Quality process focused (root cause analysis to implementation of Quality Action Plan [QAP])
 - Patient and caregiver complaints involving systemic concerns from BFCC-QIO (emergency preparedness, CMS assisted situation or self-referrals)

What Can a QIN-QIO Do for You?

- Support improving patient/resident outcomes, compliance with CMS quality measures and operational performance—at no cost.
- Provide training resources, data analysis, health information technology (IT) tools, coaching and structured collaboratives really focused on what matters in Illinois nursing homes, hospitals and clinics.
- Connect facilities with local, state and national resources and initiatives that will aid in their quality journey.

Examples of Superior Health Resources

- [Superior Health Online Resource Library](#)
- Front Line Forces Training Modules
 - [Change in Condition \(FLF\) - Superior Health Quality Alliance](#)
- Toolkits for Interventions
 - [Change Package Template](#)



Superior Health Partnerships and Impact

- Collaborate with the Indiana Department of Public Health, Local Health Departments and other local/state/tribal agencies.
- Facilitate learning networks and improvement collaboratives.
- Leverage collective work and expertise.
- Engage and support of participants.

Examples of potential impact on CMS Nursing Home Quality Measures with Superior Health Support

Measure	Before Partnership	After Engagement	Improvement
Pressure Ulcers (Long-Stay Residents)	8.5%	5.9%	▼ 31% reduction
Staff Vaccination Rates (Flu/COVID)	72%	93%	▲ +21% improvement
Unplanned Hospital Readmissions	16.2%	12.4%	▼ 23% reduction
Falls with Major Injury	4.8%	3.1%	▼ 35% reduction
CMS Quality Star Rating (Avg.)	2.7	3.5	★ +0.8 Star increase

Technical Assistance

- One-on-one meetings with your Quality Improvement Advisor
- Improvement sprints
- Affinity groups
- Library of resources
- Innovative interventions
- Back to Basics training modules
- Quality Action Plan



Next Steps: Engage with Superior Health

- It's to start, just fill out the enrollment form.
 - [Enrollment form](#)
 - bit.ly/Enroll-With-SuperiorHealth
- After submitting the form, a quality improvement advisor will be in touch to talk about next steps.
- Watch for emails Superior Health regarding enrollment.
 - Ensure info@superiorhealthqa.org is on your organizations “safe sender” list. It is helpful to have your IT staff “safe list” the superiorhealthqa.org domain too.



Scan to access enrollment form.

CMS Resources and References

- [QualityNet](#)
- [CMS Quality Conference](#)
- [Quality Improvement Organizations](#)
- [QIO Program 13 SOW](#)
- [Beneficiary and Family Centered Care-Quality Improvement Organizations \(BFCC-QIOs\) BFCC Program](#)

Questions?

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Quality Improvement Organizations

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