

Improving Healthcare Together

Your Partner in Resident Care

For more than 40 years, Health Quality Innovators (HQI) has partnered with healthcare providers to improve care quality and safety. As the Centers for Medicare & Medicaid Services (CMS)-funded Quality Innovation Network–Quality Improvement Organization (QIN-QIO) for the Southeast region, our seasoned quality improvement consultants partner with your team to strengthen performance, enhance survey readiness and compliance and drive improvements in quality measures and CMS Star Ratings.

We know how hard you work to provide the best care for your residents. We understand the unique hurdles nursing homes face and our support is designed to help you achieve even better outcomes.

Our goal is to boost your quality improvement efforts and drive measurable change in key areas:

- Advancing efforts to help more residents get their flu and pneumonia vaccinations and improve function scores at discharge.
- Improving nursing home stays by reducing healthcare-acquired infections, adverse drug events, falls and pressure injuries.
- Reducing hospital readmissions and avoidable emergency department visits.
- Screening for depression and other behavioral health concerns.
- Bolstering your facility's quality management structure, ensuring workforce resilience and managing supply chain issues effectively.
- Developing and maintaining effective emergency preparedness plans and readiness to execute them with confidence.
- Evaluating your facility's cybersecurity preparedness and strengthening your defenses to ensure your facility is secure and resilient.

Focus Areas



Prevention & Chronic Disease Management



Patient Safety



Behavioral Health



Care Coordination



Quality Management Infrastructure

Southeast
CMS QIN-QIO



Our Commitment: A Collaborative Approach to Quality Improvement

By working with HQI, eligible providers will receive:

-  **Tailored quality improvement support** aligned with their organization's priorities, challenges and data.

-  **Coaching on QI skills, implementation and sustainment** from our quality improvement experts.

-  **Actionable data and analytics** to identify gaps and monitor progress.

-  **Access to on-demand resources** including best practices, tools and expert guidance to help drive better outcomes.

-  **Stronger community connection** through engagement with peer providers, local organizations and public health partners.

Your Commitment

-  **Complete and return** the Provider Service Agreement.

-  **Designate** a primary point of contact.

-  **Maintain regular communication** with HQI.

-  **Implement** identified quality improvement activities.

-  **Share** best practices.

Get Started Today

Once you agree to work with us, you will have access to practical support, expert advice and ongoing guidance customized to your facility's needs.

Click to download
the Provider Service
Agreement.

This material was prepared by Health Quality Innovators (HGI), a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 13SOW/HGI/QIN-QIO-1052-11/24/25

Proven Results in Nursing Home Quality Improvement

HGI helped **over 900 nursing homes** achieve measurable improvements in resident care.

Resident Safety

-  **8.5%** Healthcare-Associated Infections Hospitalizations
-  **8.6%** Adverse Drug Events
-  **20.7%** Opioid Adverse Drug Events
-  **39%** C.diff Hospitalizations

Care Coordination

-  **4.1%** 30-Day Readmissions

Vaccinations

-  **2.2%** Pneumonia Vaccinations
-  **50%** COVID-19 Vaccinations

Sepsis

-  **5.8%** Emergency Department Visits Within 30 Days of Hospital Discharge
-  **12.4%** Readmission Within 30 Days of Hospital Discharge

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HEALTH QUALITY INNOVATORS