

# Hospitals Are at the Heart of America's Health

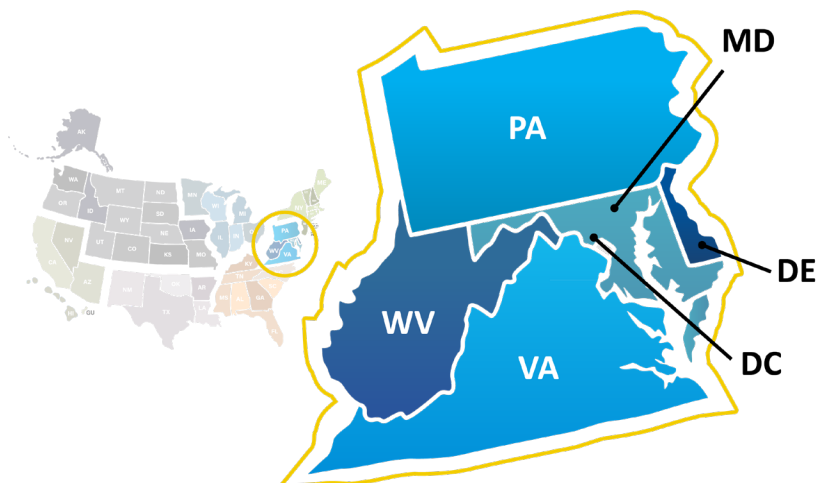
Hospitals serve as the backbone of healthcare in communities across the United States. In 2022, over 34 million people were admitted to U.S. hospitals<sup>1</sup>, underscoring the essential role hospitals play in delivering acute, preventative, and emergency care. Today's healthcare landscape is evolving rapidly, bringing with it a new wave of complex challenges. Workforce shortages, rising costs, emerging diseases, and disaster and emergency events place hospitals under increasing pressure to deliver high-quality, patient-centered care. Maintaining excellence in this environment demands expert support, data-driven strategies, adoption of new technologies, and strong partnerships.

If invited to participate in CMS's 13th Statement of Work (SOW) initiative to improve Medicare beneficiaries' healthcare outcomes, your organization can receive no-cost, hands-on support from experienced quality improvement advisors who will work directly with your team to:

- Collaborate with interdisciplinary care teams
- Utilize proven, evidence-based practices
- Enhance patient-centered care, satisfaction, and clinical outcomes
- Support high standards of quality and safety

**Join us.** Let the Mid-Atlantic CMS QIN-QIO (Region 2) help advance your organizational goals with customized collaborative support with subject matter experts designed to enhance quality improvement capacity, decrease provider burden, and drive measurable, sustainable improvements in care.

<sup>1</sup><https://www.aha.org/statistics/fast-facts-us-hospitals>



**The Centers for Medicare & Medicaid Services (CMS)** has launched the 13th Statement of Work (SOW) under the Quality Innovation Network–Quality Improvement Organization (QIN-QIO) program. IPRO, along with collaborators Healthcentric Advisors and Qlarant, was selected to lead the Mid-Atlantic CMS QIN-QIO (Region 2). Collectively this group will serve hospitals, nursing homes, and outpatient clinical providers across Delaware, Maryland, Pennsylvania, Virginia, West Virginia, and the District of Columbia on key aims for the next five years (2025-2030).

## Organizational Benefits

Our partnership is designed to help your team make measurable progress in key areas:

- **Optimize Patient Safety:** Improve infection prevention and control (e.g., CLABSI, CAUTI, CDI, MRSA, SSI), improve PSI-90 score, decrease adverse drug events, and reduce safety events (e.g., pressure injury, falls, emergency visit time).
- **Reduce Readmissions & Emergency Department Visits:** Improve care coordination to minimize avoidable hospital utilization.
- **Improve Behavioral Health Care:** Equip your team with tools to manage pain, and screen for depression, suicide risk, and substance use.
- **Promote Preventive Care:** Increase vaccination rates (healthcare personnel influenza and COVID-19).

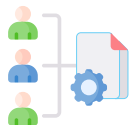
**In addition to the priority aims, we'll support organizational readiness.**



Quality Management Systems



Emergency Preparedness



Workforce Planning



Supply Chain



Drug Shortages



Cybersecurity

When you agree to participate, a quality improvement advisor will be assigned to your facility to provide technical assistance tailored to your specific needs.

**To get started, email**  
**[QIN-QIOR2@ipro.org](mailto:QIN-QIOR2@ipro.org)**

## Let's Collaborate

Gain access to essential tools and expert support to strengthen your quality improvement efforts.

- **Customized Data Dashboards:** Leverage hospital-specific data to track performance, identify trends and create comparative benchmarking at the facility, state, and region levels which will guide targeted quality improvement strategies.
- **Evidence-Based Interventions:** As active partners, our goal is to meet you where you are in your quality improvement journey. We will assist with implementing data-driven solutions to improve process and clinical outcomes.
- **Tailored Assistance:** Receive individual or group support from experienced quality improvement advisors and subject matter experts who will work directly with your team to address your specific challenges.
- **Collaborative Learning:** Connect with other hospitals to share best practices, learn from peer experience, and strengthen your hospital's approach to patient-centered care. Access online learning modules and toolkits designed to support staff development and build quality improvement capacity.

***"The QIO team was very helpful when the reporting process changed in NHSN and I could not wrap my head around it!"***

— from an NHSN User

***"Our hospitals never hesitate to look to the QIO for support as they are always responsive and respectful, with a wealth of knowledge and resources."***

— from a Rural Flex Coordinator