

# Outpatient Clinical Practices Are **Vital** to Community Health

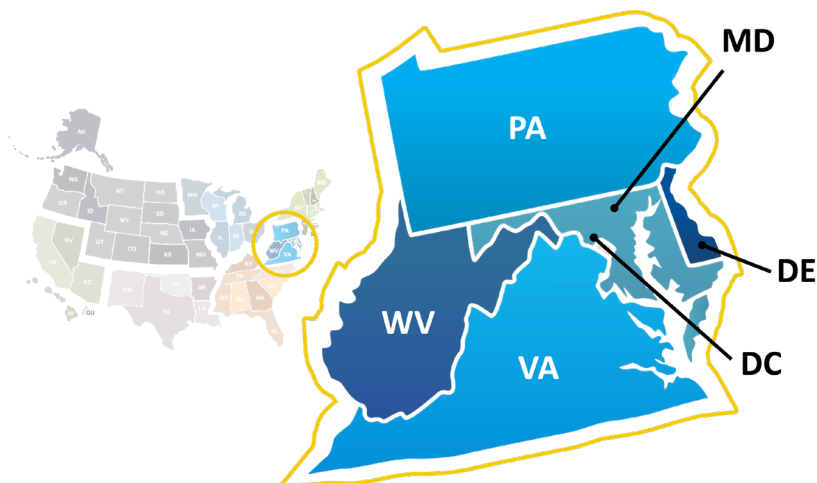
Outpatient clinical practices, including physician offices, group practices, and community clinics, are essential for the care of millions of Americans. Preventative screenings and chronic disease management are vital to keep patients healthy and reduce avoidable hospitalizations.

Workforce shortages, rising costs, emerging diseases, and disaster and emergency events place outpatient clinical practices 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:

- Implement proven, evidence-based clinical and operational best practices
- Enhance patient and family engagement and satisfaction
- Improve clinical and process 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 assistance designed to drive measurable, lasting improvements in care.



**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 support is designed to help you deliver better care, strengthen operations, and improve patient outcomes. Focus areas include:

- **Prevention and Chronic Disease Management:** Promoting disease prevention (optimizing adult immunization status) and chronic condition management for the following: hypertension, type 2 diabetes, and chronic kidney disease (kidney health evaluation and nephrologist referral).
- **Behavioral Health and Chronic Pain Management:** Improving access to and the quality of behavioral health care (e.g., depression and suicide prevention, substance use disorders, chronic pain).
- **Patient Safety:** Reducing adverse drug events and improving risk assessments and plans of care for falls.
- **Care Coordination:** Reducing hospital readmissions and emergency department visits.

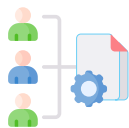
**In addition to the priority aims, we'll support quality management infrastructure.**



Quality Management Systems



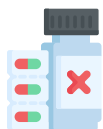
Emergency Preparedness



Workforce Planning



Supply Chain



Drug Shortages



Cybersecurity

When you agree to participate, a quality improvement advisor will be assigned to your facility to provide 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 outpatient clinical practice-specific data to track performance, identify trends and create comparative benchmarking data at the practice, state, and region levels to 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 clinical outpatient practices to share best practices, learn from peer experience, and strengthen your practice's approach to patient-centered care. You'll have access to online learning modules and toolkits designed to support staff development and build quality improvement capacity.

*"Stigma and lack of understanding remain barriers to parity in mental health and substance use disorder care. With the QIO's support, we have been able to develop clear messaging and care models to help close these longstanding gaps."*

— from Edwin C. Chapman, MD

*"I had been so busy with my patients, employees, and tasks that quality reporting hadn't even been a blip on my radar. Near the end of the year, I realized that I needed to file or be penalized. The QIO was able to guide me through the process... a lifesaver."*

— from a physician in small outpatient practice