



# Advancing Quality and Safety: *No-Cost Support from the Centers for Medicare & Medicaid Services (CMS)*

February 3, 2026

# Agenda



CMS' Quality Improvement Program – Overview – 5 mins



Hear from Other Healthcare Leaders – Their Experience Working with the IPRO Team on CMS' Quality Improvement Program - 20 mins



Next Steps - 5 mins

# Four Initiatives for CMS Quality Improvement Organizations (QIOs)

**Beneficiary and Family-Centered Care – Quality Improvement Organizations (BFCC-QIO) - 2**

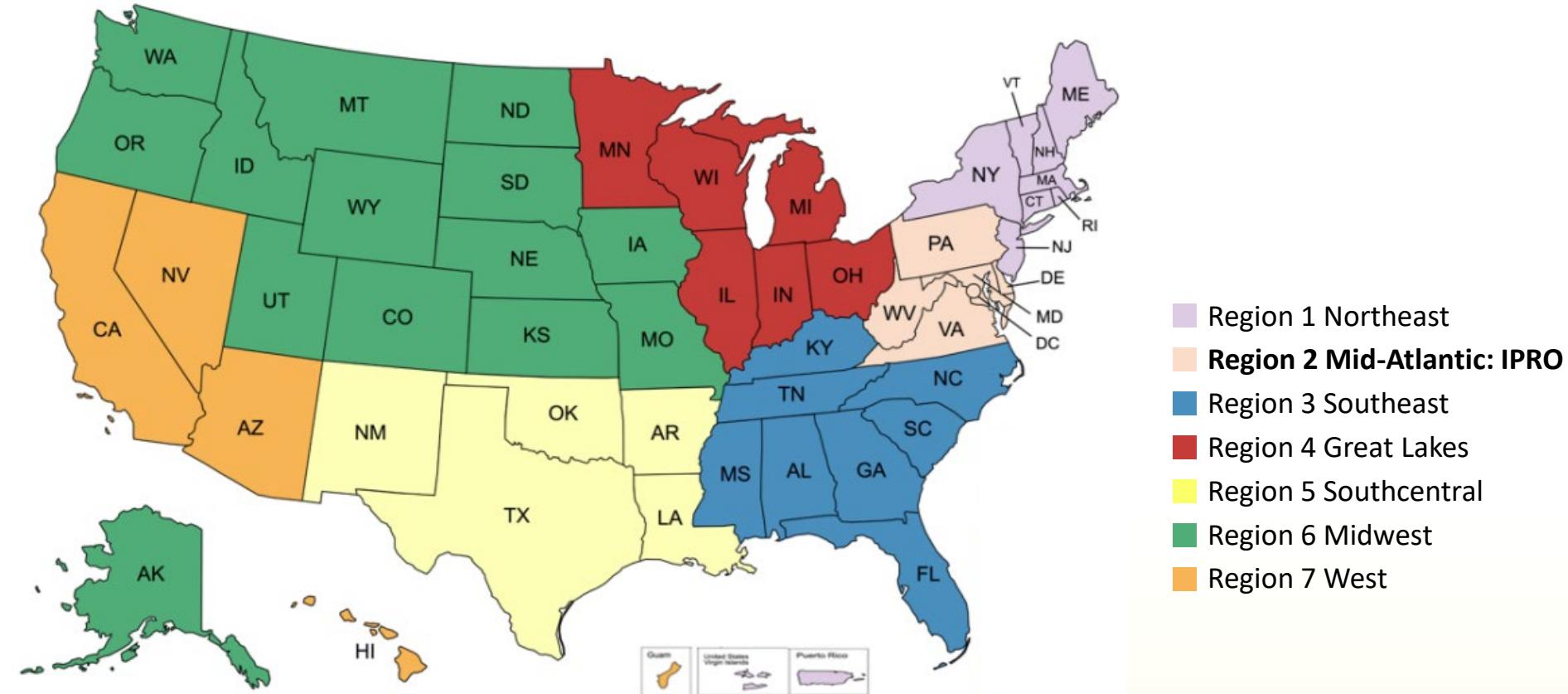
**The American Indian Alaska Native Healthcare Quality Initiative (AIANHQI)**

**End Stage Renal Disease Network (ESRD)**

**Quality Innovation Network – Quality Improvement Organizations (QIN-QIO) - 7**

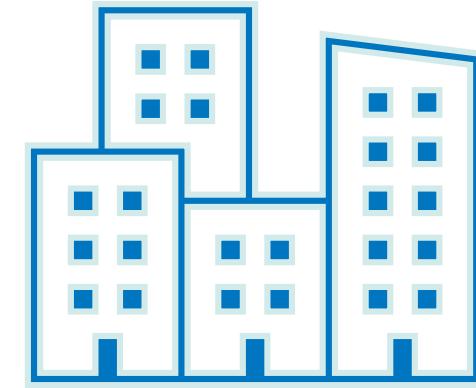
*Commence Health (formerly Livanta) is the BFCC-QIO for the Mid-Atlantic Region.*

# National Coverage – 7 Regions



13th SOW = 13th Statement of Work (SOW)

CMS. QIOs. Available at: [www.cms.gov/medicare/quality/quality-improvement-organizations/current-work](http://www.cms.gov/medicare/quality/quality-improvement-organizations/current-work)

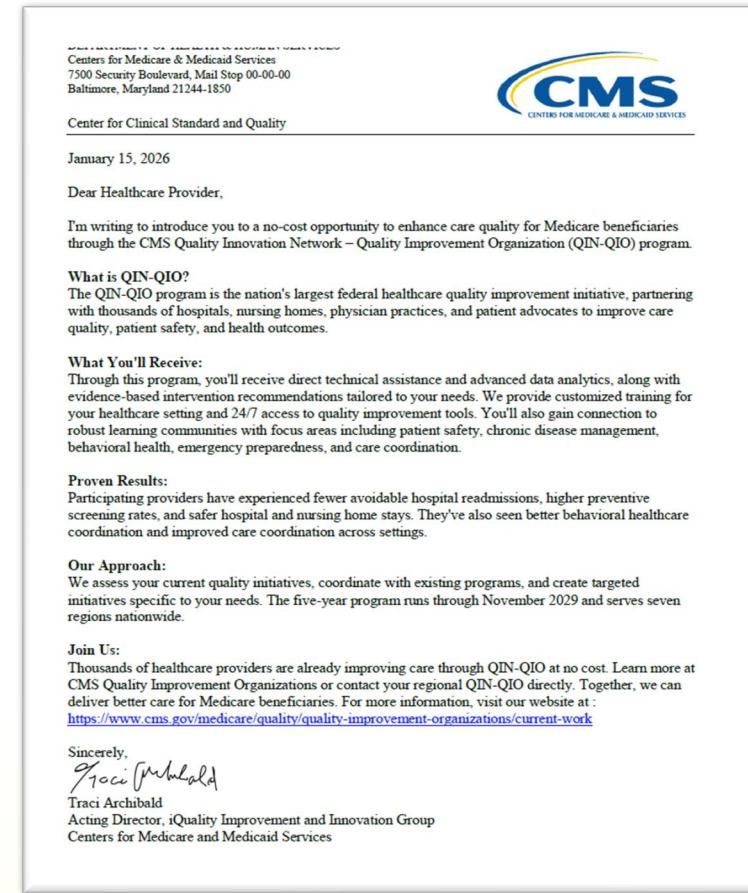


**SELECT** Hospitals, Nursing Homes, and Outpatient Clinical Practices were  
**IDENTIFIED** and are being **ENCOURAGED** by **CMS** to participate in this  
five-year quality improvement effort

# CMS Encourages Providers to Participate

## 2026 - Annual Medicare Participation letter (<https://www.cms.gov/medicare-participation>)

A Message from Traci Archibald,  
Acting Director, iQuality  
Improvement and Innovation  
Group, Centers for Medicare &  
Medicaid Services (CMS) –  
(<https://qi.ipro.org/a-message-from-traci-archibald-acting-director-iquality-improvement-and-innovation-group-centers-for-medicare-medicaid-services-cms/>)



**... and wants to know if an identified provider opts not to participate, including who made the decision, and why.**

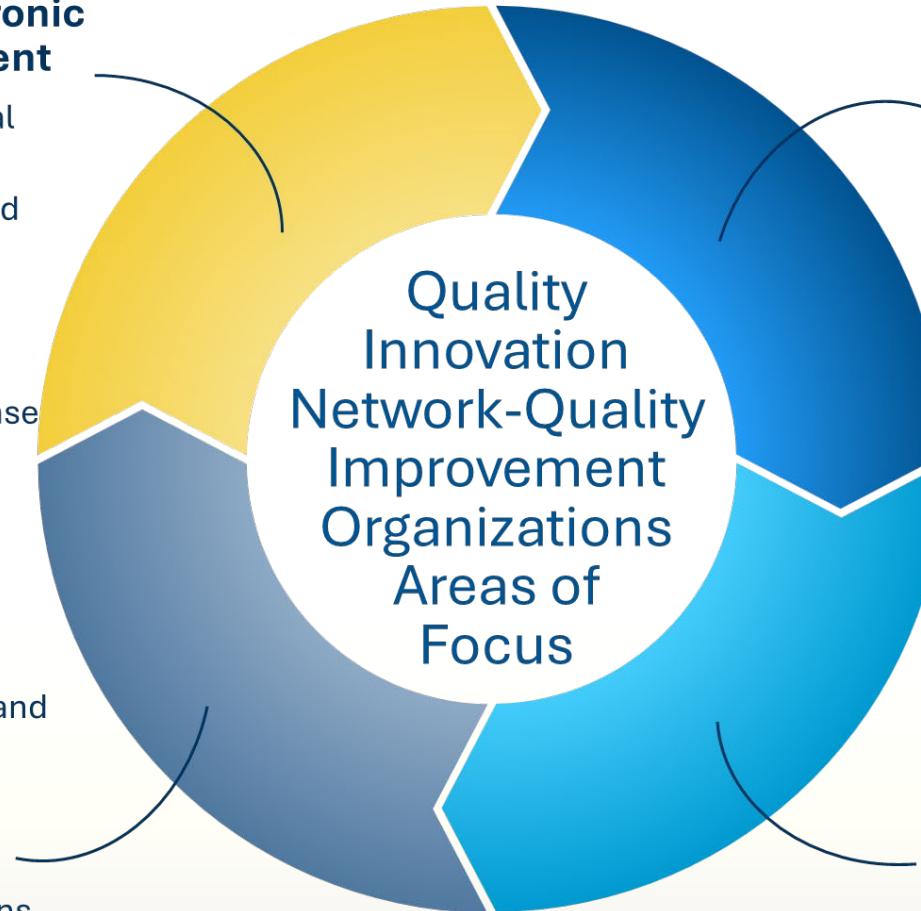
# Areas of Focus

## Prevention and Chronic Disease Management

- Nutrition and Physical Activity Promotion
- Obesity Screening and Treatment
- Diabetes
- Hypertension
- Chronic Kidney Disease
- Behavioral Health

## Quality and Patient Safety

- Infection Prevention and Control
- Adverse Drug Events
- Safety Events
- Hospital Readmissions



## Transparency, Interoperability, and Care Coordination

- Provider optimization of use of EHRs
- Data sharing to coordinate patient care
- Patient access to their records & care options

## Resilient and High Performing Health Care Systems

- Cybersecurity
- Emergency Preparedness
- Supply Chain Management
- Process Improvement
- Facility Accountability

# Hospital- Clinical Areas of Focus



- **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 healthcare personnel influenza vaccination rates.

# Why Participate

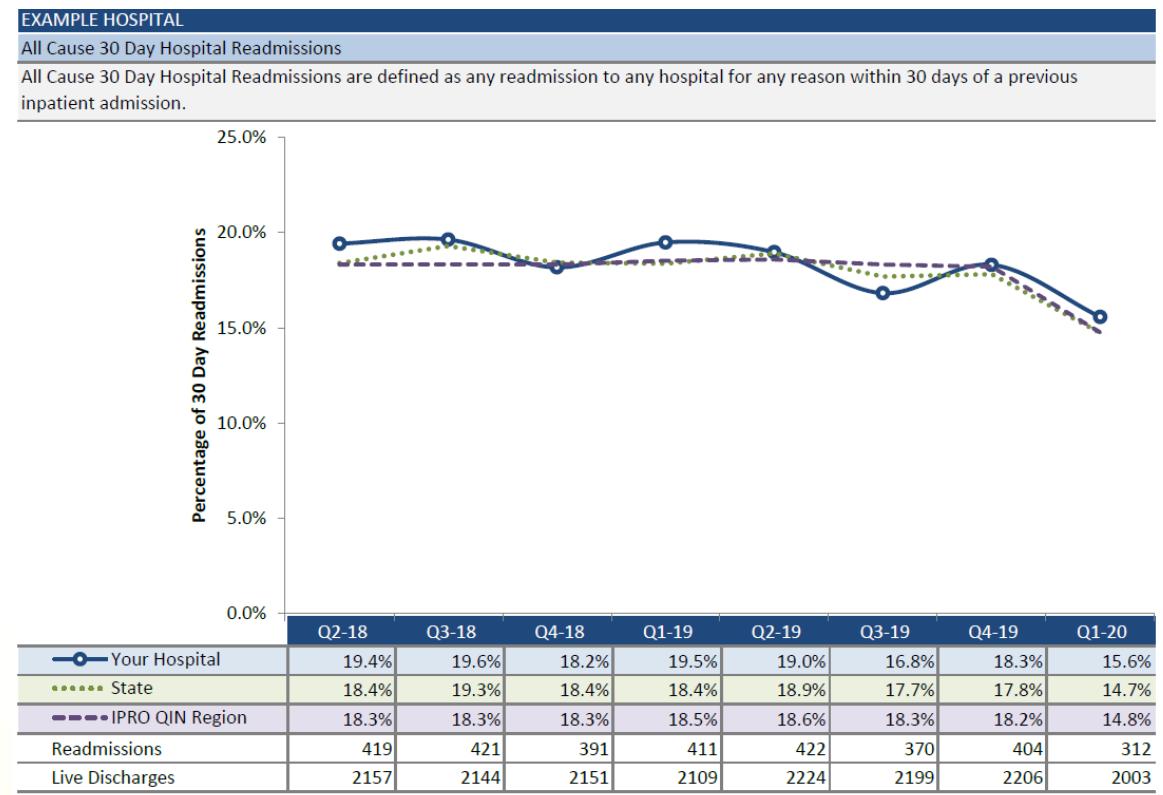
- Use the CMS QIN-QIO Program to augment your quality goals.
- Reduce penalties related to CMS Quality Reporting Programs.
- Receive support to address data needs.
- Showcase your organization's successes.
- Improve quality outcomes and avoid harms.



# Data Driven

Previously, we've provided Quarterly Medicare FFS data reports for enrolled providers that showed:

- Trending over time – all cause and HRRP diagnoses
- Benchmarking with state and region
- Stratified by demographics
- Days to readmission – by discharge setting
- Top diagnosis (index/readmission)



*Sample report provided separately*

# Provider Panel



**Laura Sims, MBA, BSN, RN**  
*Senior Director, Quality and  
Risk, Corporate Compliance  
Officer*  
Heywood Healthcare, MA



**Karen Doyle BSHSA, RN, CPHQ**  
*Director of Quality*  
Berkshire Health Systems, MA

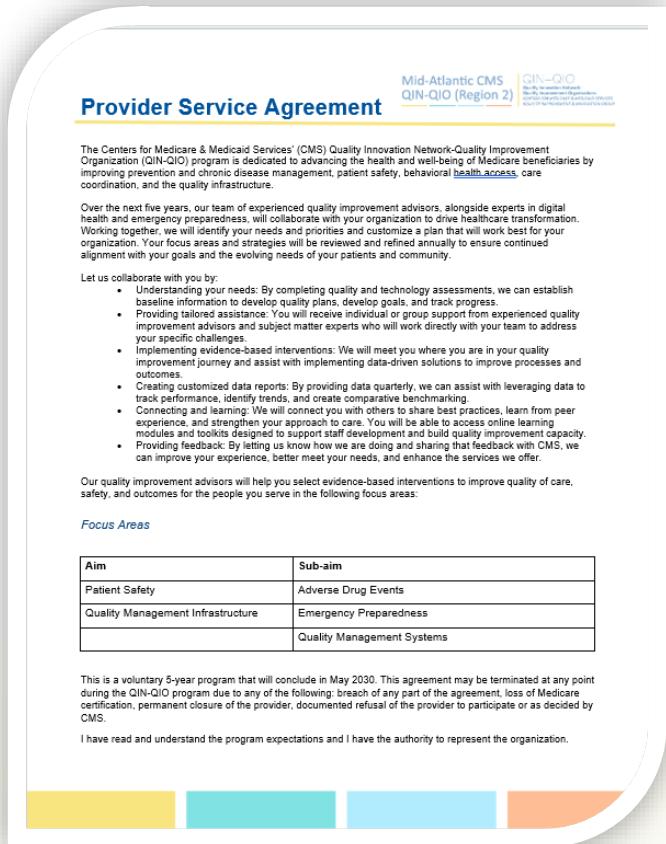


**Nina Laing, RN, BSN, CCM**  
*Director of Case Management  
& Behavioral Health*  
South County Health, RI



**Angela Dubuc, RN, MSN, CPHQ**  
*System Director of Quality*  
Central Maine Healthcare, ME

# Ready for Next Steps – Confirm Your Participation



Following this session, we'll email you our service agreement.

To join, simply reply to the message (which will serve as confirmation) and then we'll get you started.

Once enrolled, you will have full access to our assistance, resources, online education, tracking tools, and current offerings:

- Quality Improvement 101 Training & Coaching
- Hospital Topics in Infection Prevention

# Still Have Questions? Reach Out

Contact your local point of contact or one of us...

- Sara Butterfield – [sbutterfield@ipro.org](mailto:sbutterfield@ipro.org)
- Lynne Chase – [lchase@ipro.org](mailto:lchase@ipro.org)

Learn more about the Mid-Atlantic QIN-QIO: <https://qi.ipro.org/>

