

QIN-QIO, BFCC-QIO & MAC: What these acronyms mean for you

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- TMF Quality Innovation Network Quality-Improvement Organization (QIN-QIO) Chronic Disease Subject Matter Expert
- Helped write the current Competencies for Diabetes Educators and the 2017 National Standards for Diabetes Self-Management Education and Support (DSMES)
- Appointed to the Texas Diabetes
 Council by Governor Greg Abbott
 2108-2023



True or False, pre-test

- The Centers for Medicare & Medicaid Services (CMS) directs Quality Innovation Network-Quality Improvement Organization (QIN-QIO) activities.
- 2. QIN-QIOs lead CMS quality improvement (QI) efforts for a network of states and territories.
- 3. There is one type of a CMS QIO.



Learning objectives

- Translate the acronyms
 - > QIN-QIO
 - > BFCC-QIO
 - > MAC
- Identify the difference between a QIN-QIO and a BFCC-QIO
- List three QIN-QIO projects currently underway in your state



Learning objectives

- Discuss how a QIN-QIO can assist you in your QI efforts
- Recognize your Medicare Administrative Contractor (MAC)



QI principles

- Apply changes in the clinical environment
- Measures should be patient-centered and person-neutral
- Measure the system not the people
- Use a proven framework for the QI process
- Learn from data variants intended or unintended?

Source: Provost, L., Health Catalyst, 2018, A Guide to Applying Quality Improvement to Healthcare: Five Principles, retrieved online at https://www.healthcatalyst.com/insights/quality-improvement-healthcare-5-guiding-principles on 3/24/2024



About the Medicare QIO program

- 1965 Medicare is established to provide inpatient and outpatient services for people over 65
- 1972 Medicare Professional Standards Review Organizations are established to standardize quality of care at the local level
- 1982 Peer Review Organizations (PROs) are given authority to ensure Medicare beneficiaries receive health services available to them



PRO history

- 1996 PROs begin to collect data, measure progress and identify areas for improvement
 - > PROs could focus on more targeted efforts
 - PROs could address specific diseases and improve management of common chronic conditions



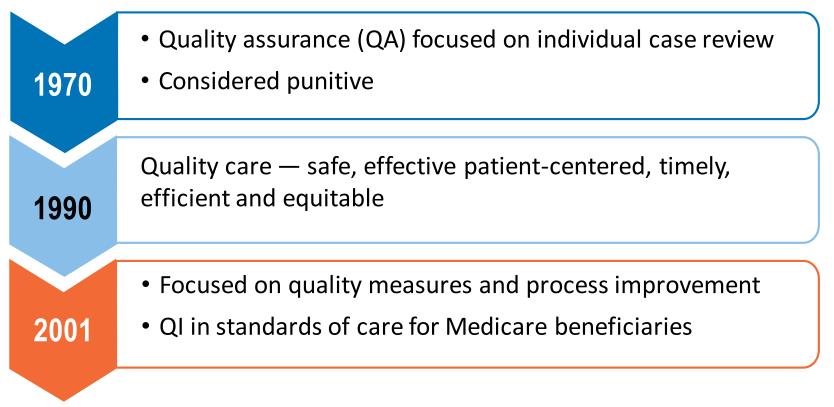
How PROs became QIOs

- 2002 PROs are renamed Quality Improvement Organizations (QIOs)
 - Reflect a multidisciplinary, service-delivery approach to improve quality of care
 - Become the "boots on the ground" resource in communities



The Transition in Focus

An abbreviated timeline





Similar names, different purposes

- The QA process reviews the quality of service provided to Medicare beneficiaries
 - Identifies individuals or licensed health care entities that may provide sub-standard care
 - > Can punish those providing such care
- The QI process reviews compliance with standards and evidence-based practices
 - > Measures and improves care through technical assistance
 - > The outcomes are not punitive



QIO Program growth

- Each state and territory is assigned a QIO. These organizations have been successful in improving care for Medicare beneficiaries
- QIO program successes include:
 - Decreasing the number of pressure ulcers for beneficiaries
 - Helping stem the overprescription of antipsychotic medications
 - Reducing the number of unnecessary hospital readmissions



QIO Program growth

- QIOs drive recognition of successful QI efforts
 - Sharing best practices help other entities achieve success
- QIOs provide technical assistance and tools
 - QIO assistance has resulted in effective communication tools and best practices for providers



CMS QIOs

- 2014 CMS established a new structure for the QIO Program
 - > Case review is separated from QI work
 - > Both focus areas serve all 50 states and our territories



QIO Program today

- 2014 Two QIOs created to maximize efficiencies and split into regions
 - > Quality Innovation Network (QIN)-QIOs
 - 12 regional QIN-QIOs
 - States no longer have an individual QIO
 - Beneficiary and Family Centered Care—Quality States and territories (BFCC)-QIO
 - Two BFCC-QIOs



Two QIOs, two objectives

• QIN-QIO

- > A system focus
- > These organizations work on CMS-assigned priorities

BFCC-QIO

- > An *individual* focus
- These organizations monitor the care individual beneficiaries receive



QIN-QIOs

- Work with providers, community partners, Medicare beneficiaries and caregivers on datadriven QI initiatives
 - > Emphasis is on helping people better manage specific health conditions
- QIN-QIOs can quickly spread best practices for better care
 - Makes accommodations for local conditions and cultural factors

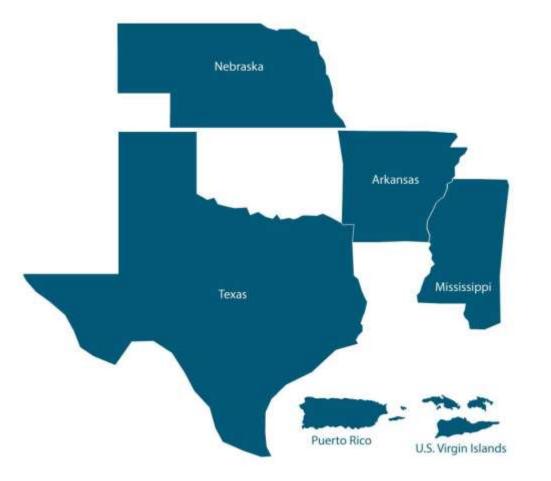


More about QIN-QIOs

- QIN-QIOs work on CMS QI initiatives in 12 regions
- QIN-QIOs collaborate with national and local partners
- QIN-QIOs engage providers and stakeholders to effect large-scale change



TMF QIN-QIO Service Area



- 3,928,911 Medicare beneficiaries impacted
- 48 communities



Current Priority Areas (2019-2024)

- Improve Behavioral Health Outcomes
 - > Focusing on decreasing opioid misuse
- Improve Patient Safety
- Improve Chronic Disease Self-Management
 - Cardiac and vascular health
 - > Diabetes
 - Slowing and preventing end-stage renal disease (ESRD)
- Improve Quality of Care Transitions
- Improve Nursing Home Quality



Visit Locate Your QIN-QIO at https://qioprogram.or g/locate-your-qin-qio to find your state's QIN-QIO.

Quality Innovation Network (QIN) Map





13th Scope of Work (SOW), new regions



Source: CMS, QIO 13th Scope of Work (2024 - 2029), CMS Quality Improvement Program, retrieved online at https://vepimg.b8cdn.com/uploads/vjfnew/8703/content/images/1683061637may-2nd-listeningsession-cms-quality-improvementprogram-pdf1683061637.pdf on 3/27/2024



13th SOW, what's new			
Service Areas Seven QIN-QIOs 	Area Alignment Service areas aligned with respective CMS regions. 		
2024-	2029		
 Partnership for Community Health (PCH), and Hospital Quality Improvement Contractor (HQIC) merge 	Focus Areas • Current focus areas with addition of Behavioral Health, Workplace Violence and Climate Change		



CMS QIN-QIO 13th SOW

- Request for Proposal (RFP) release pending
- QIN-QIOs bid on an entire CMS region, not individual states
- Anticipate a 12th SOW and 13th SOW overlap
- Overlap may happen between July and November 2024
- QIN-QIOs will provide a "warm hand off" for states assigned to a new region and a new QIN-QIO



Your involvement

- Work is data-driven, you will be asked to collect data
- Data from our partners is aggregated before it is sent to CMS
- All QIN-QIO services are free of charge
- Visit Locate Your QIN-QIO at <u>https://qioprogram.org/locate-your-qin-qio</u>to find your state's QIN-QIO



BFCC-QIOs

- Manage all complaints and quality of care reviews to ensure consistency in the review process
- Assist Medicare patients file hospital discharge appeals or other services that are discontinued
- Use the Immediate Advocacy process to address complaints quickly
- Provide health care navigation services



Two BFCC QIOs

Kepro





Current QIN-QIO Work in Nebraska

TMF Quality Innovation Network

- Ardis Reed
- Nanci Newberry
- Kerri Sireno
- Shanay Conway
- Luke McCabe
- Melody Malone
- Carla Smith
- Monika Maxwell

Telligen and Nebraska Hospital Association

Hospital Quality Improvement (HQIC)

- Dana Steiner
- Amber Kaven

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Livanta Beneficiary and Family Centered Care – BFCC-QIO

File concerns and complaints, get help with accessing Medicare benefits

• 1-888-755-5580

Improved Outcomes for Medicare Beneficiaires



Medicare Administrator Contractor (MAC)

- Private health care insurers
- Medicare awards contracts
- MACs process claims for Medicare services
 - > Part A and B,
 - > durable medical equipment (DME) and
 - > fee-for-service (FFS)

Source: CMS, What's a MAC, retrieved online at <u>https://www.cms.gov/medicare/coding-billing/medicare-administrative-contractors-macs/whats-mac</u> on 3/28/2024



Medicare Administrator Contractor (MAC)

- Provider Education Specialists
 - Provide educational presentations to help providers better understand billing requirements
- Nebraska MAC
 - > WPS Government Health Administrators.
 - > Visit <u>wpsgha.com</u> for more information.

Source: CMS, What's a MAC, retrieved online at https://www.cms.gov/medicare/coding-billing/medicare-administrative-contractors-macs/whatsmac on 3/28/2024



How can a QIN-QIO help you?

- Provide free technical assistance for your project
- Assist you in conducting a QI initiative
- Support you in you new role
- Assist with aligning your facility's QI goals and objectives



How can a QIN-QIO help you?

- Review your QI project with fresh eyes
- Provide a constructive review of your QI project
- Assist you in following evidence-based processes

Help you shine!



Health QI Associations

- American Health Quality Association (AHQA)
 - > Visit <u>https://www.ahqa.org/</u>
- Institute for Healthcare Improvement (IHI)
 - > Visit <u>https://www.ihi.org/</u>
- National Association for Healthcare Quality (NAHQ)
 - > Visit <u>https://nahq.org/</u>



True or False, post test

- 1. CMS is the oversight agency that directs QIN-QIO activities and budget.
- 2. QIN-QIOs lead CMS quality improvement efforts for a network of states and territories.
- 3. There is one type of CMS QIO.



Acronyms

ADE	Adverse Drug Event
BFCC	Beneficiary Family Centered Care
BH	Behavioral Health
CKD	Chronic Kidney Disease
CMS	Centers for Medicare & Medicaid Services
DPP	Diabetes Prevention Program
DSMES	Diabetes Self-management Education and Support
ED	Emergency Department
EMCRO	Experimental Medical Care Review Organization
ESRD	End-Stage Renal Disease
HCFA	Health Care Finance Administration
LTC	Long-term Care
MedPac	Medicare Payment Advisory Committee



Acronyms, continued

MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
QIN	Quality Innovation Network
QIO	Quality Improvement Organization
PRO	Professional Review Organization
PSRO	Professional Standards Review Organization
RFP	Request for Proposal



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Questions?

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