

# Improving Healthcare Together

## *Your Partner in Patient 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, maintain survey readiness and compliance, and drive improvements in quality measures and CMS Star Ratings.

Hospital teams operate in a challenging environment. Our role is to help you overcome obstacles and drive stronger outcomes.

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

- Supporting efforts to increase staff flu vaccination rates.
- Reducing hospital harm pressure injuries.
- Decreasing median emergency department visit length for discharged patients.
- Assisting in initiatives to reduce infection-related outcome measures, including CAUTI, CLABSI, MRSA bacteremia, CDI and surgical site infections (SSI).
- Minimizing concurrent opioid prescribing to enhance patient safety.
- Preventing or mitigating quality issues related to drug shortages and supply chain management issues.
- Reducing preventable readmissions.
- Screening for alcohol and other substance abuse or dependence after an emergency department visit.
- Facilitating strategies to reduce PSI-90 scores and improve outcomes.
- Supporting cybersecurity preparedness.

### 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.

## Proven Results in Hospital Quality Improvement

HQI helped **119 hospitals across 22 states and 1 territory** achieve measurable improvements in patient care.

### Patient Care



**65%** Relative improvement rate (RIR) in central-line-associated blood stream infections (CLABSI).



**26%** RIR in 30-day sepsis mortality rates.



**12%** RIR in 30-day readmission rates.



**44%** Reduction in stage 3 or 4 hospital-acquired pressure injuries (HAPI).

### Strategies and Priorities



**80%** of our partner hospitals conduct shift change huddles and bedside shift reports with patients and families.



**Over 90%** of our partner hospitals conduct screenings for social drivers of health (SDOH).



**Over 70%** of our partner hospitals designate workplace violence as a strategic priority.

## 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.



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