

## Hospital Quality Improvement (HQIC) Initiative

### Building High-Reliability Hospitals in Rural and Underserved Areas

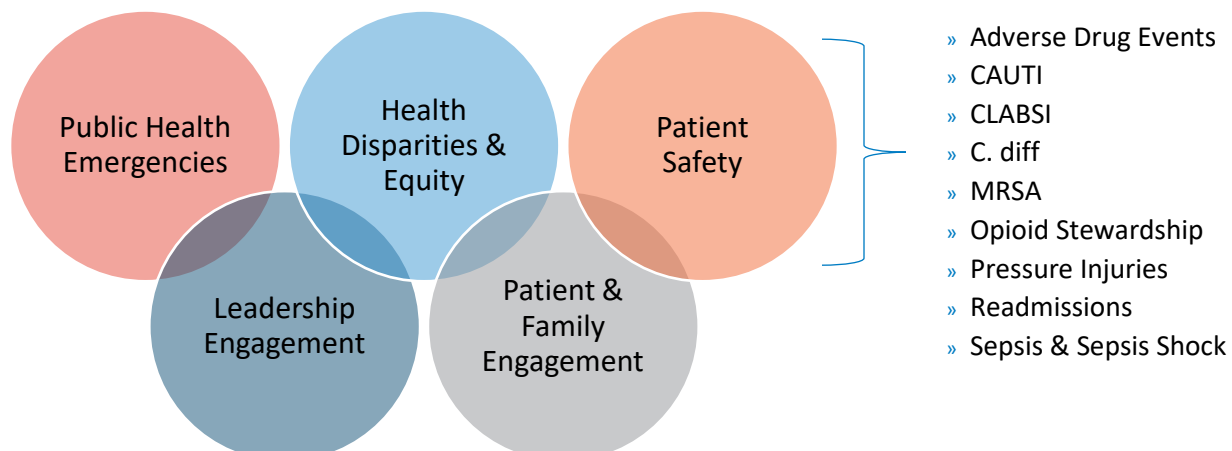
In support of the Network of Quality Improvement and Innovation Contractors 12th scope of work, the Centers for Medicare & Medicaid Services (CMS) and the U.S. Department of Health and Human Services named nine organizations, including TMF Health Quality Institute, as Hospital Quality Improvement Contractors (HQICs) for the CMS Quality Improvement Program. TMF Health Quality Institute (TMF) is working to improve health care quality, access, value and equity for people with Medicare across six states and three US territories.

The TMF HQIC Support team provides targeted quality improvement assistance to small, rural and critical access hospitals, in addition to hospitals servicing vulnerable and underserved populations. The Hospital Quality Improvement Initiative uses innovation to drive results and to implement data-driven quality improvement interventions to assist hospitals in ensuring the safety and quality of health care delivered to all Medicare beneficiaries by helping hospital leaders and clinical teams to:

- ❖ Adopt high-reliability organization (HRO) principles to improve patient safety
- ❖ Reduce opioid misuse and adverse drug events
- ❖ Prevent hospital-acquired infections
- ❖ Improve care coordination to reduce readmissions
- ❖ Prepare for public health emergencies
- ❖ Engage patients and family members to improve outcomes
- ❖ Advance health equity efforts to ensure equitable care.

### HQIC Areas of Focus

The initiative focuses on engaging rural and critical access hospitals, in addition to hospitals serving vulnerable populations. TMF provides quality improvement and technical assistance support to address opportunities in the following focus areas:



## TMF HQIC Approach Strategy

Hospitals are encouraged to participate at their own pace. TMF's overall strategy is to help hospitals become high-reliability organizations (HROs) as a framework for success in preventing harm and ensuring patient safety. TMF works with each hospital partner to develop a specific strategy tailored to meet the needs of your organization – ranging from high-touch support to participation in Learning and Action Networks that connect health care professionals, patients and other stakeholders around evidence-based, action-oriented agendas to achieve rapid, wide-scale health improvements.

## Benefits of Participation

TMF facilitates health care transformation by working with participating hospitals to identify, use and spread evidence-based practices, and through the systematic use of quality improvement science. Hospitals partnering with TMF in the HQIC initiative receive:

### Technical Assistance

- Data Analytics & Benchmarking
- Social Determinants of Health analytics and predictive modeling data to better understand the needs of Medicare beneficiaries serviced by enrolled TMF HQIC hospitals

### HRO Support

- Annual access to the **Safety, Communication, Operational Risk, Resilience/Burnout, Engagement (SCORE)** Survey; an integrated, outcomes-predictive, culture and engagement survey.
- HRO education, tools and resources

### Learning Collaborative

- Access to a community of practice and learning action network of best practices and evidence-based resources and tools
- Opportunity to collaborate with stakeholders committed to quality improvement

## How to Join?

It's not too late to join. To take part in this important quality improvement initiative, please reach out to us at [hqic@tmf.org](mailto:hqic@tmf.org). A TMF quality improvement specialist will reach out to answer any questions, provide additional information and assist in registration.

Your hospital and providers work hard every day to provide safe reliable quality care. TMF invites you to partner with us to work to improve the effectiveness, efficiency, economy and quality of services delivered to the patients you serve.



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