

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Mail Stop 00-00-00  
Baltimore, Maryland 21244-1850



Quality Improvement & Innovation Group

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September 16, 2024

Dear Health Facility,

Thank you for your work with CMS' 12<sup>th</sup> Scope of Work Quality Improvement Organization (QIO). During our work together over the last few years and through the pandemic, we have collaboratively improved healthcare quality.

Some key highlights from our work nationally include:

- Rapid response COVID-19 reduction efforts led to 6,700 nursing home residents' lives saved in the first year of the pandemic and continues to reduce COVID-19 infections among nursing home residents. Nursing homes who worked with QIN-QIOs had:
  - 25.2% fewer resident COVID-19 infections
  - 26.4% fewer resident hospitalizations
  - 24.3% fewer resident deaths
- Working with community partners, the emphasis on preventive health led to a 12.5% reduction in hospitalizations and 20% reduction in all-cause readmissions.

CMS selects Quality Improvement Contractors for five-year contract terms to assist healthcare providers with technical assistance and education. The current five-year contract will conclude on November 7, 2024. The next contract (also called the 13<sup>th</sup> Scope of Work) will include quality improvement assistance to nursing homes, clinicians, and hospitals and will begin in the upcoming months. We're excited that the 13<sup>th</sup> SoW contractors will continue the great work and momentum gained during the last five years and will ensure multiple provider types are working together toward common goals to improve patient safety and quality.

In the 13<sup>th</sup> SoW, the early work of the QIO will be to conduct outreach to providers that could use quality improvement assistance. During this time, if you are selected as a partnering provider, you will be contacted with an opportunity to continue to work with CMS' QIOs.

Thank you for your participation in CMS' quality improvement programs and thank you for your commitment to healthcare quality and safety.

If you have any questions about this process, please send your inquiry to: [CMSQINQIOProgram@cms.hhs.gov](mailto:CMSQINQIOProgram@cms.hhs.gov) For information about the QIO program, visit <https://qioprogram.org/tools-resources/cms-qio-program-overview-2024-2029> For information about the 13<sup>th</sup> Scope of Work, please visit: <https://www.cms.gov/medicare/quality/quality-improvement-organizations/future-work>

Sincerely,  
Anita

*Anita Monteiro*

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