

Health Quality Innovators at a Glance

Health Quality Innovators (HQI) is analytical, methodical and creative. We understand complex government health care programs, excel at implementing change on the front lines, and shine new light on improvement challenges. As an independent, nonprofit consulting organization since 1984, we offer clients practical solutions backed by objectivity and expertise.



Health Care Quality Improvement

HQI equips healthcare professionals in every setting of care with the tools, training and technical assistance they need to address a wide range of quality priorities, from reducing readmissions to preventing infections. We do this by convening providers, patients, families and other stakeholders in collaborative learning networks to share knowledge and take action. We also analyze data, offer improvement resources, deliver training and provide quality coaching.

We conduct much of this work as the Maryland and Virginia Quality Innovation Network-Quality Improvement Organization (QIN-QIO) and as the regional “boots on the ground” for two major Hospital Improvement Innovation Networks. These initiatives are aligned with national health quality goals, and allow us to deliver federally sponsored services that address nursing home quality, diabetes self-management, cardiac preventive health, care transitions, adverse drug events, healthcare acquired infections, and antibiotic stewardship.

Our quality improvement leadership extends beyond local and regional efforts. We continue to shape the

way providers think and talk about improvement as a partner in Centers for Medicare & Medicaid Services’ (CMS) QIO Program Collaboration Center for Integrated Communications.



Physician Practice Transformation

Physicians and other office-based health care professionals count on HQI to help them stay ahead of rapidly changing clinical standards and payment models. Our services include practice facilitation, a capability we built through work with more than 200 primary care practices in an Agency for Healthcare Research and Quality initiative to implement evidence-based care.

As a CMS Practice Transformation Network (PTN) covering the Mid-Atlantic, HQI also provides transformation services to qualifying providers at no charge. We offer assistance developing internal improvement capacity, maximizing electronic health record use, risk-stratifying patient panels for population health management, implementing reimbursable services that include transitional care management, and establishing medical neighborhoods for referring patients to best-value specialists. We also work directly with practices, health systems and independent practice associations.

As leader of a Center for Medicare and Medicaid Innovation Accountable Health Community in Richmond, Virginia, HQI has convened providers and social service organizations to address unmet health-related social needs. We offer processes, policies and workflows to screen patients for social determinants of health during a clinical encounter.



Value-Based Payment

CMS is shifting Medicare payment from volume to value. The HQI team is uniquely qualified to prepare eligible clinicians for success with the Quality Payment Program (QPP), which encompasses the Merit-Based Incentive Payment System (MIPS) and advanced Alternative Payment Models (APMs).

As a QIN-QIO, HQI is able to advise groups of 16 or more eligible clinicians at no charge. Our services to large practices include timely, accurate information about QPP options, requirements and deadlines; strategies for selecting meaningful, attainable PQRS measures; help interpreting CMS performance reports and pinpointing the most productive areas for action; and focused consultation on specific improvement needs.

Years of highly similar work as a QIO and Regional Extension Center means we can assist providers in each of the four areas that comprise the MIPS payment score: reporting quality data, using electronic health records, managing the total cost of care, and participating in improvement activities. As a Practice Transformation Network, HQI also is readying medical groups for APM participation.



EHR Optimization

HQI helps physician practices get the most from their electronic health records (EHRs), through services that align technology with care delivery and ensure compliance with federal regulations. We offer readiness assessments for EHR adoption or upgrade, system selection guidance, workflow redesign, best practice gap analysis, privacy and security risk mitigation, and contingency planning.

HQI's EHR optimization services are an outgrowth of our successful Regional Extension Center, which helped more than 3,000 providers receive thousands of dollars in Medicare and Medicaid incentive payments.



Trusted Expertise

HQI's experienced team includes former hospital executives, nursing home administrators and practice managers, as well as nurses, behavioral health clinicians, health information managers, health communicators, pharmacists and physicians.

In addition to their professional degrees, most hold additional credentials, including Certified Professional in Health Quality, Six Sigma Black Belt, PCMH Certified Content Expert, and Project Management Professional. HQI team members who work with physician practices offer a collective knowledge of more than 20 ambulatory EHR systems.

Contact us today to learn how HQI can:

1. Supplement and accelerate the improvement and transformation work you are doing as a health care provider, by identifying areas where our federally funded initiatives can support you
2. Add value to improvement initiatives you are conducting as a health care association or public health agency, by aligning our federally funded work with your efforts
3. Help your organization develop new improvement programs and address unique performance challenges, by providing you with customized consulting services