



Information for Healthcare Improvement

Introduction

Quality Improvement Organizations (QIOs), under contract with the Centers for Medicare & Medicaid Services (CMS), are expected to provide assistance to healthcare providers that enables them to develop the capacity for, and to achieve the vision of the program, which is that every person receives the right care every time. QIOs shall accomplish this by working with providers, practitioners, Medicare Advantage organizations, beneficiaries, and other stakeholders in support of quality improvement. Assistance will typically involve seeking to promote improvements in organizational culture, systems adoption and use, and redesign of care processes.

FMQAI, formerly Florida Medical Quality Assurance, Inc., Florida's Medicare QIO, is excited to work with the healthcare community to improve care received by Medicare patients in all areas of care delivery.

FMQAI's Physician Practice Team will work with physicians and their office staff to assess how electronic clinical information systems can be used to improve the quality and efficiency of care—with a focus on e-prescribing, e-registry/care management, and deployment of full electronic health record systems (EHRs). FMQAI will assist physicians to select health information technology products, reorganize workflow and care processes to implement EHRs, and undertake quality improvement projects to realize the benefits of EHRs.

Following the steps outlined in this manual will promote the potential for success of your EHR investment and care improvement processes. The road to a successful implementation of EHR is challenging and cumbersome. FMQAI is ready to walk with you along the path to a successful implementation in your practice.

FMQAI is also directed to work toward improving indicators of quality for Diabetes, Cardiovascular Disease and Preventive services. The ultimate outcome of the Physician Practice project is to make it possible for Primary Care Practices to transmit quality data, for the targeted indicators, to a secure data warehouse developed by CMS. This will enable CMS to receive real time, accurate data on which they can build a pay for performance reimbursement program.

The Physician Practice Team Project Coordinators are excited to be participating in this project. This project has the potential to enhance patient outcomes and improve physician satisfaction with their practice and improve provider's quality of life.

We look forward to working with you and your staff to share with you our knowledge and intervention tools to transform your practice into a winning situation for everyone – patients, providers and staff.

FMQAI

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