For more than three decades, Health Services Advisory Group, Inc. (HSAG), has been on a mission to improve the quality of healthcare services for Medicare beneficiaries in order to achieve the best possible patient outcomes.

Since our beginning in 1979, we have advanced to become a multi-state and territory Quality Innovation Network-Quality Improvement Organization (QIN-QIO) serving approximately 25 percent of our nation’s Medicare population.

HSAG has the breadth and depth of experience to drive healthcare improvement nationally.

**HSAG serves nearly 25 percent of our nation’s beneficiaries.**

- Arizona: 1,078,109
- California: 5,518,014
- Florida: 3,845,591
- Ohio: 2,144,347
- U.S. Virgin Islands: 18,777

**12,604,838** total Medicare beneficiaries*

*CMS Denominator File: April 2013–March 2014*
As the QIN-QIO, HSAG:

✔ **Equips** providers with the knowledge and resources needed to improve quality in healthcare.

✔ **Communicates** to spread best practices and accelerate change.

✔ **Convenes** communities of practice to improve patient care.

✔ **Engages** Medicare beneficiaries, family members, and caregivers to have a voice in quality improvement.

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**A Focus on Partnership**

As an independent, trusted partner, HSAG brings together communities across cultural and geographic boundaries to improve healthcare quality. The partnerships between HSAG and healthcare providers, stakeholders, beneficiaries, families, and caregivers are strengthened through virtual and face-to-face techniques, including webinars, teleconferences, on-site technical assistance, and community collaboratives. Partners benefit from peer-to-peer learning in an all-teach, all-learn environment that spreads innovative ways of approaching care and removing barriers by sharing evidence-based practices, knowledge, and tools. It is the strength of these partnerships that ultimately drives significant, rapid, and widespread healthcare quality improvement.

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**Our Specialized Approach**

HSAG engages healthcare providers in data-driven, collaborative projects to accelerate healthcare quality improvement at the local level. HSAG is focused on helping providers make care patient-centered, safer, and more effective by:

- Decreasing cardiac risk factors among at-risk patients.
- Reducing health disparities in diabetes care through self-management education.
- Improving prevention coordination through meaningful use of health information technology.
- Decreasing healthcare-associated infections in hospitals.
- Reducing healthcare-acquired conditions in nursing homes.
- Improving care coordination to reduce avoidable hospital readmissions and admissions.
- Providing quality-reporting technical assistance in preparation for value-based payments.
Quality: It’s Who We Are and What We Do.

We embody quality in all we do: in the services we provide, in the knowledge we share, and in the relationships we build with providers, stakeholders, beneficiaries, families, and caregivers. Quality is our way of doing business and directs all of our actions and work.

Together we can spread positive change to make healthcare better.