Since 1979, Health Services Advisory Group (HSAG) has partnered with healthcare providers, federal and state agencies, patients, families, and caregivers to deliver healthcare quality improvement (QI) support and services; HSAG is more than a partner. Our highly trained experts become an extension of your team, delivering customized support, training, and tools that improve healthcare delivery. Our services are performed at no cost to you.

Quality: It is who we are and what we do.

As a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Medicare, HSAG works with critical access hospitals (CAHs) and acute care hospitals to establish quality improvement (QI) processes that are designed to achieve optimal results.

Coordination of QI Initiatives

- Improve healthcare personnel influenza vaccination rates.
- Streamline processes to improve emergency department (ED) throughput times.
- Improve clinical outcomes for hospital patients in the inpatient and outpatient settings.
- Encourage patient engagement and enhance the patient experience.

Maximize Financial Incentives

- Leverage QI initiatives that improve your Inpatient and Outpatient Quality Reporting (OQR) measure scores and boost your Hospital Compare ratings.

Opportunities to Share Best Practices

- Access Learning and Action Networks (LANs) that foster “all teach, all learn” sharing environments.
- Engage and share best practices via webinars and teleconferences.

Assistance with Hospital Quality Reporting

- Get tips for data abstraction and data submission.
- Call on HSAG for quality measure assistance.

Data Analytic Support

- Obtain facility-specific reports to pinpoint areas for improvement.
- Receive expert analysis to identify trends and opportunities.

For more information about how to partner, please contact:

**Critical Access Hospital:**
Sophia Cherry, RPh, MPH, HSAG Quality Improvement Specialist
813.865.3197 | scherry@hsag.com

**Hospital Quality Reporting:**
Tami Gendreau, MSN, RN, Informatics, Associate Director
813.865.3315 | tgendreau@hsag.com
Cassie Jo Watson, RN, MSN, PhD, Quality Improvement Specialist
813.865.3453 | cjwatson@hsag.com

This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication No: QN-11SOW-D.1-06182018-01