Since 1979, Health Services Advisory Group (HSAG) has partnered with healthcare providers, federal and state agencies, community stakeholders, accreditation organizations, patients, families, and caregivers to deliver healthcare quality improvement support and services through a variety of channels. Our highly trained experts become an extension of our customers’ teams, delivering customized support, technical assistance, training, and tools that improve healthcare delivery throughout the continuum of care.

Quality: It’s who we are and what we do.

Medicare Quality Innovation Network—Quality Improvement Organization (QIN-QIO)
- Reduction in opioid misuse
- Improvement in behavioral health outcomes
- Improvement in patient safety
- Prevention and management of heart disease, diabetes, and chronic kidney disease
- Care transition quality improvement
- Nursing home quality improvement
- Improvement in antimicrobial stewardship
- Improvement in infection control practices
- Provider burden reduction
- Patient and family engagement

Medicaid External Quality Review Organization (EQRO)
- Performance improvement projects and validation
- Performance measure validation
- Compliance monitoring
- Encounter data validation
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys
- Provider surveys
- Quality-of-life surveys
- Secret shopper studies
- Performance measure development
- Quality rating systems and consumer scorecards
- Auto-assignment algorithm development
- Provider report cards
- Performance measure calculations
- Clinical and non-clinical focused studies
- Technical assistance
- Technical reports
- Network adequacy assessments
- Readiness reviews
- Incentive payment validation

Audit Services
- NCQA Healthcare Effectiveness Data and Information Set (HEDIS®) Compliance Audits™
- Pay for Performance (P4P) audits
- Information systems assessments/ readiness reviews
- Centers for Medicare & Medicaid Services (CMS) data validation
- Health Insurance Marketplace qualified health plan audits

End-Stage Renal Disease (ESRD)

National Projects
- Medicare Health Outcomes Survey
- CAHPS® Hospital (HCAHPS) Survey
- CAHPS® Hospice Survey
- Medicare Advantage and Prescription Drug Plan CAHPS® Surveys
- CAHPS® for Accountable Care Organizations and Merit-based Incentive Payment System Surveys
- Inpatient psychiatric support
- Hospital inpatient value, incentives, and quality reporting outreach and education support
- Outpatient quality reporting outreach education support
- Ambulatory surgical center quality reporting
- Medicare-Medicaid financial alignment initiative operational support
- Patient safety organization privacy protection and national patient safety database support
- National Impact Assessment of CMS Quality Measures
- CMS Quality Measure Development Plan (MDP) for MACRA
- MACRA Cooperative Agreements Technical Assistance (CATA)
- ESRD Quality Reporting System outreach, communication, and training
- ESRD Quality Incentive Program outreach, communication, and training
- Healthcare quality information system access roles and profile training
- Skilled nursing facility value-based purchasing

HSAG serves approximately:

- 7.5 million 12% of our nation’s Medicare population
- 36 million 45% of our nation’s Medicaid population
- 98 thousand 20% of our nation’s dialysis population

www.hsag.com

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