


Patient Safety and Quality Improvement:  
A Moral and Financial Imperative




## MACRA and the CMS Quality Payment Program (QPP)

Howard Pitluk, MD, MPH, FACS  
Vice President, Medical Affairs & Chief Medical Officer  
Health Services Advisory Group (HSAG)

Clinical Practice Compliance Conference  
October 15–17, 2017 | Phoenix, AZ

MACRA = Medicare Access and Children's Health Insurance Program [CHIP] Reauthorization Act of 2015  
CMS = Centers for Medicare & Medicaid Services



## Disclosure

I have nothing to report nor are there any real or perceived conflicts of interest, implied or expressed, in the following presentation.

Howard Pitluk, MD, MPH, FACS

Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

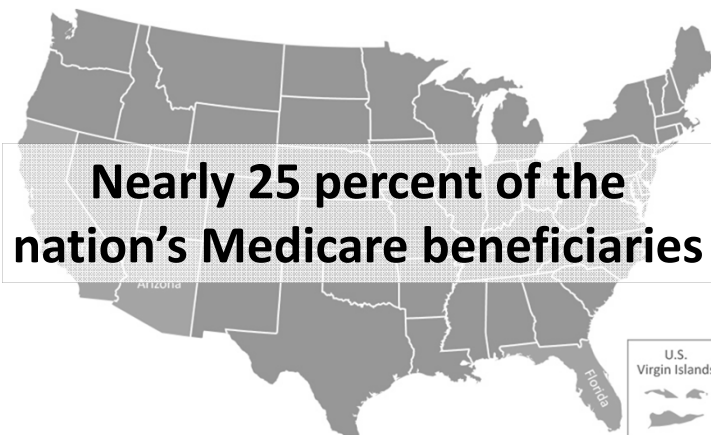
## HSAG: Your Partner in Healthcare Quality

- HSAG is the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands.
- HSAG is and has been committed to improving healthcare quality for more than 35 years.
- QIN-QIOs in every state/territory are united in a network under the Centers for Medicare & Medicaid Services (CMS).
- The Medicare QIO Program is the largest federal program dedicated to improving healthcare quality at the community level.

3



## HSAG's QIN-QIO Territory




**HSAG is the Medicare QIN-QIO for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands.**

4




Patient Safety and Quality Improvement:  
A Moral and Financial Imperative




## What Is MACRA?

MACRA stands for the Medicare Access & CHIP\* Reauthorization Act of 2015, bipartisan legislation signed into law on April 16, 2015.

5      \* Children's Health Insurance Program      

## What Does MACRA Do?

- **Repeals** the Sustainable Growth Rate (SGR) Formula.
- **Changes the way that Medicare pays clinicians** and establishes a new framework to reward clinicians for value over volume.
- **Streamlines** multiple quality reporting programs into one new system: MIPS.
- **Provides** bonus payments for participation in eligible APMs.

6      

## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### What Does Value-Based Payment Mean to CMS?

- Transforming Medicare from a passive payer to an active purchaser of higher quality more efficient healthcare
- Value = Quality/Cost or Health Outcomes Achieved/Dollars Spent
- Tools and initiatives for promoting better quality, while avoiding unnecessary costs
  - Tools: Measurement, payment incentives, public reporting, conditions of participation, coverage policy, and regulatory change
  - Initiatives: Pay for reporting, pay for performance, gain sharing, competitive bidding, bundled payment, coverage decisions, and direct provider support (i.e., electronic health record [EHR] incentives, etc.)
- Five principles:
  - Define the end goal, not just the process for achieving it.
  - All providers' incentives must be aligned (includes hospitals and physicians).
  - The right measures must be developed and implemented in rapid cycle.
  - CMS must actively support quality improvement.
  - The clinical community and patients must be actively engaged.

Source: VanLare JM, Conway PH. Value-Based Purchasing – National Programs to Move from Volume to Value. NEJM July 26, 2012

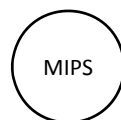
7



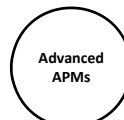
11

### The Quality Payment Program (QPP)

Clinicians have two tracks from which to choose:



OR



**The Merit-based Incentive  
Payment System (MIPS)**

*If you decide to participate in traditional  
Medicare, you may earn a performance-  
based payment adjustment through MIPS.*

**Advanced Alternative Payment  
Models (APMs)**


*If you decide to participate in an Advanced APM,  
you may earn a Medicare incentive payment for  
participating in an innovative payment model.*

8

Source: The Centers for Medicare & Medicaid Services




Patient Safety and Quality Improvement:  
A Moral and Financial Imperative



## Part 1: MIPS Basics

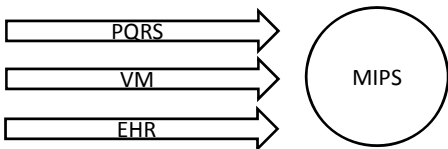
### What Do I Need To Know?

9

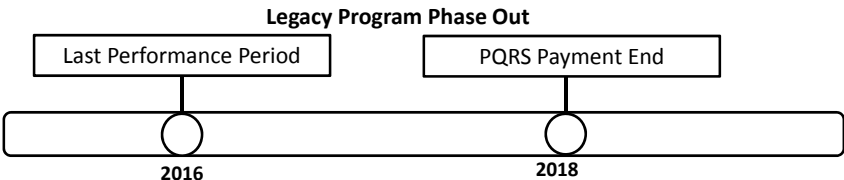


## What Is the MIPS?

- Combines legacy programs into a single, improved reporting program




**Legacy Program Phase Out**



Source: The Centers for Medicare & Medicaid Services

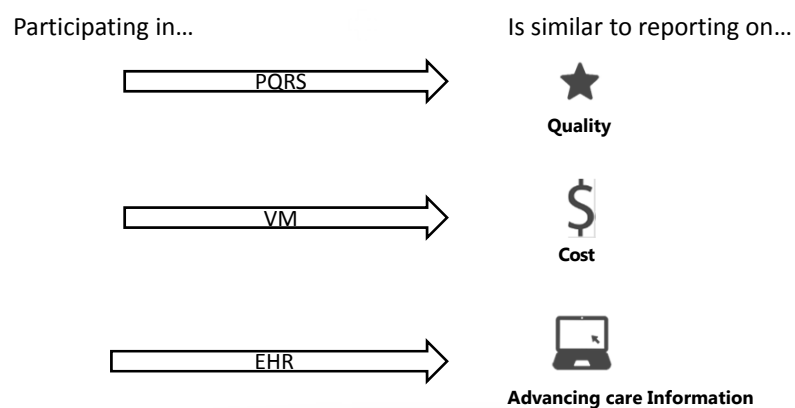
PQRS = Physician Quality Reporting System  
VM = Value-Based Modifier  
EHR = Electronic Health Record



## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### MIPS Visualization

A visualization of how legacy programs streamline into the MIPS performance categories:



11 Source: The Centers for Medicare & Medicaid Services



### What Will Determine My MIPS Score?

The MIPS composite performance **score** will factor in **four weighted categories**:



11 Source: The Centers for Medicare & Medicaid Services



Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## MIPS for First-Time Reporters

You Have Asked: *“What if I do not have any previous reporting experience?”*

CMS has provided options that may reduce participation burden to first time reporters by:

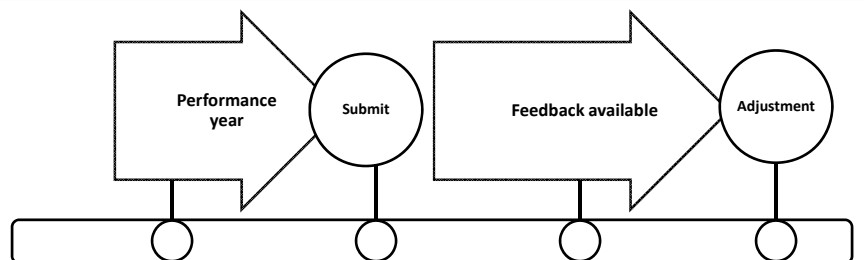
Adjusting the low-volume threshold to exclude more individual clinicians and groups

Allowing clinicians to pick their pace of participation for Transition Year 2017 by lowering the performance threshold to avoid a negative adjustment

13



## When Does MIPS Officially Begin?




- | <b>2017<br/>Performance Year</b>  | <b>March 31, 2018<br/>Data Submission</b>   | <b>Feedback</b>   | <b>January 1, 2019<br/>Payment Adjustment</b>  |
|---|---|---|--|
| <ul style="list-style-type: none"><li>• Performance period opens January 1, 2017</li><li>• Closes December 31, 2017</li><li>• Clinicians care for patients and record data during the year.</li></ul> | <ul style="list-style-type: none"><li>• Deadline for submitting data is March 31, 2018.</li><li>• Clinicians are encouraged to submit data early.</li></ul> | <ul style="list-style-type: none"><li>• CMS provides performance feedback after data is submitted.</li><li>• Clinicians will receive feedback before the start of the payment year.</li></ul> | <ul style="list-style-type: none"><li>• MIPS payment adjustments are prospectively applied to each claim beginning on January 1, 2019.</li></ul> |

14

Source: The Centers for Medicare & Medicaid Services




Patient Safety and Quality Improvement:  
A Moral and Financial Imperative



## MIPS Eligibility

### What Do I Need to Know?

15



## Eligible Clinicians


Clinicians billing more than \$30,000 a year in Medicare Part B allowed charges  
**OR** providing care for more than 100 Medicare patients a year.

**BILLING**  
≥\$30,000      OR      ≥100

**These clinicians include:**

Physicians	Physician Assistants	Nurse Practitioner	Clinical Nurse Specialist	Certified Registered Nurse Anesthetists
------------	----------------------	--------------------	---------------------------	---

16      Source: The Centers for Medicare & Medicaid Services





Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## Determine Your Eligibility

How do I do this?

<https://qpp.cms.gov/participation-lookup>

- Calculate your annual patient count and billing amount for the 2017 transition year.
  - Review your claims for service provided between September 1, 2015 and August 31, 2016, and where CMS processed the claim by November 4, 2016.
  - Did you bill more than \$30,000 OR provide care for more than 100 Medicare patients a year?
    - Yes: You are eligible.
    - No: You are exempt.

## Who Is Exempt From MIPS?

### Clinicians who are:



#### Newly-enrolled in Medicare

- Enrolled in Medicare for the first time during the performance period (exempt until following performance year)



#### Below the low-volume threshold

- Medicare Part B allowed charges less than or equal to \$30,000 a year  
**AND**
- See 100 or fewer Medicare Part B patients a year

#### Advanced APM

#### Significantly participating in Advanced APMs

- Receive 25% of your Medicare payments  
**OR**
- See 20% of your Medicare patients through an Advanced APM

Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## If You Are Exempt

- You may choose to voluntarily submit quality data to CMS to prepare for future participation, but you will not qualify for a payment adjustment based on your 2017 performance.
- This will help you hit the ground running when you are eligible for payment adjustments in future years.

19 Source: The Centers for Medicare & Medicaid Services



## Eligibility for Clinicians in Specific Facilities

- Rural Health Clinics (RHC) and Federally Qualified Health Centers (FQHC)
    - Eligible clinicians billing under the RHC or FQHC payment methodologies are not subject to the MIPS payment adjustment.
- However...*
- Eligible clinicians in a RHC or FQHC billing under the Physician Fee Schedule (PFS) are required to participate in MIPS and are subject to a payment adjustment.

20 Source: The Centers for Medicare & Medicaid Services




Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## Eligibility for Non-Patient Facing Clinicians

- Non-patient facing clinicians are eligible to participate in MIPS as long as they exceed the low-volume threshold, are not newly enrolled, and are not a Qualifying APM Participant (QP) or Partial QP that elects not to report data to MIPS.
- The non-patient facing MIPS-eligible clinician threshold for individual MIPS-eligible clinicians is  $\leq 100$  patient facing encounters in a designated period.
- A group is non-patient facing if  $> 75$  percent of National Provider identifiers (NPIs) billing under the group's Taxpayer Identification Number (TIN) during a performance period are labeled as non-patient facing.
- There are more flexible reporting requirements for non-patient facing clinicians.

21 Source: The Centers for Medicare & Medicaid Services



## MIPS Participation

### What Do I Need to Know?

22

The logo for the Health Services Advisory Group (HSAG) is located in the bottom right corner of the slide. It features the acronym "HSAG" in a bold, sans-serif font, with the full name "HEALTH SERVICES ADVISORY GROUP" in a smaller font underneath.

## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Pick Your Pace for Participation for the Transition Year

#### Participate in an Advanced APM



- Some practices may choose to participate in an Advanced Alternative Payment Model in 2017

#### MIPS

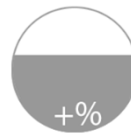
##### Test Pace



##### Submit Something:

- Submit some data after January 1, 2017
- Neutral payment adjustment

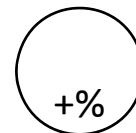
##### Partial Year



##### Submit a Partial Year:

- Report for 90-day period after January 1, 2017
- Neutral or positive payment adjustment

##### Full Year



##### Submit a Full Year:

- Fully participate starting January 2017
- Positive payment adjustment

**Note:** Clinicians do not need to tell CMS which option they intend to pursue.

**Not participating in the QPP for the Transition Year will result in a negative 4 percent payment adjustment.**

23 Source: The Centers for Medicare & Medicaid Services



### MIPS: Choosing to Test for 2017



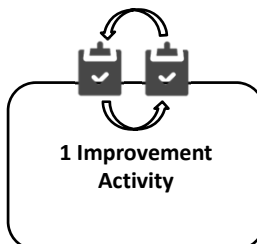
#### Submit Something

- Submit a minimum of 2017 data to Medicare
- Avoid a downward adjustment
- Gain familiarity with the program

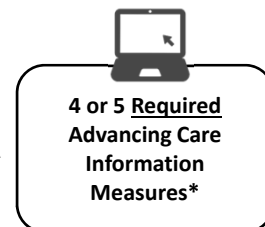
#### Minimum Amount of Data



OR



OR



Source: The Centers for Medicare & Medicaid Services

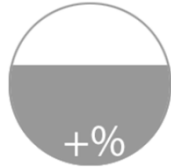
24

\* Depending on certified electronic health record technology (CEHRT) edition



Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

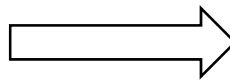
## MIPS: Partial Participation for 2017



**Submit a  
Partial Year**

- Submit 90 days of 2017 data to Medicare
- May earn a positive payment adjustment

**“So what?”** — If you are not ready on January 1, you can start anytime between January 1 and October 2.



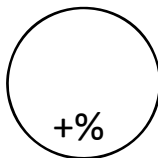
Need to send  
performance data  
by **March 31, 2018**



25 Source: The Centers for Medicare & Medicaid Services



## MIPS: Full Participation for 2017



**Submit a Full Year**

- Submit a full year of 2017 data to Medicare
- May earn a positive payment adjustment
- Best way to earn largest payment adjustment is to submit data on all MIPS performance categories

**Key takeaway:**

Positive adjustments are based on the performance data on the performance information submitted, not the **amount** of information or **length of time submitted**.

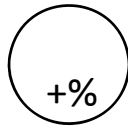
26 Source: The Centers for Medicare & Medicaid Services



Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## Bonus Payments and Reporting Periods

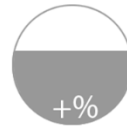
MIPS payment adjustment is based on data submitted.  
Clinicians should pick what's best for their practice.



### Submit a Full Year

#### Full year participation

- Is the best way to get the maximum adjustment
- Gives you the most measures to choose from
- Prepares you the most for the future of the program



### Submit a Partial Year




#### Partial participation (report for 90 days)

- You can still achieve the maximum adjustment

27

Source: The Centers for Medicare & Medicaid Services






## MIPS Reporting and Submission Methods

### What Do I Need to Know?

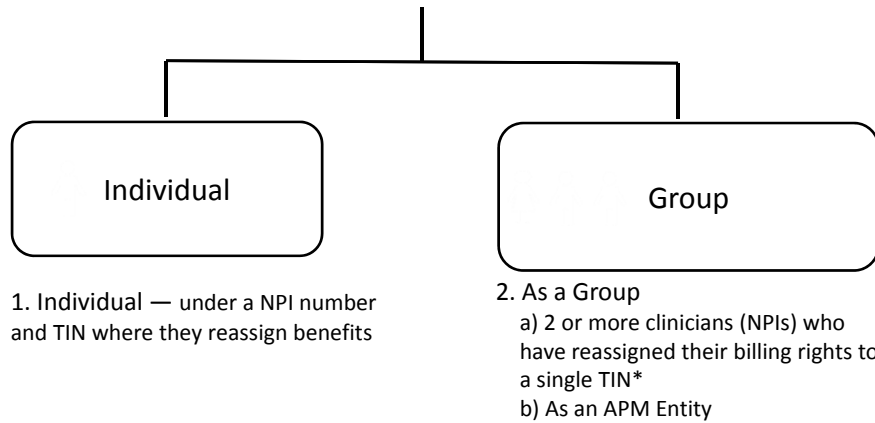
28



## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Individual vs. Group Reporting

#### Options



\* If clinicians participate as a group, they are assessed as a group across all four MIPS performance categories.

29



### Submission Methods

		Individual	Group
★	Quality	<ul style="list-style-type: none"> <li>• Qualified Clinical Data Registry (QCDR)</li> <li>• Qualified Registry</li> <li>• EHR</li> <li>• Claims</li> </ul>	<ul style="list-style-type: none"> <li>• QCDR</li> <li>• Qualified Registry</li> <li>• EHR</li> <li>• Administrative Claims</li> <li>• CMS Web Interface</li> <li>• CAHPS for MIPS Survey</li> </ul>
✓	Improvement Activities	<ul style="list-style-type: none"> <li>• QCDR</li> <li>• Qualified Registry</li> <li>• EHR</li> <li>• Attestation</li> </ul>	<ul style="list-style-type: none"> <li>• QCDR</li> <li>• Qualified Registry</li> <li>• EHR</li> <li>• CMS Web Interface</li> <li>• Attestation</li> </ul>
💻	Advancing Care Information	<ul style="list-style-type: none"> <li>• QCDR</li> <li>• Qualified Registry</li> <li>• EHR</li> <li>• Attestation</li> </ul>	<ul style="list-style-type: none"> <li>• QCDR</li> <li>• Qualified Registry</li> <li>• EHR</li> <li>• Attestation</li> <li>• CMS Web Interface</li> </ul>

CAHPS = Consumer Assessment of Healthcare Providers and Systems

30

Source: The Centers for Medicare & Medicaid Services



30

## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Submission Methods: Helpful Information

Submission Mechanism	How Does It Work?
Qualified Clinical Data Registry(QCDR)	A QCDR is a CMS-approved entity that collects medical and/or clinical data for the purpose of patient and disease tracking to foster improvement in the quality of care provided to patients. Each QCDR typically provides tailored instructions on data submission for eligible clinicians. e.g. ASIPP'S National Interventional Pain Management (NIPM) QCDR
Qualified Registry	A Qualified Registry collects clinical data from an eligible clinician or group of eligible clinicians and submits it to CMS on their behalf.
Electronic Health Record(EHR)	Eligible clinicians submit data directly through the use of an EHR system that is considered certified EHR technology (CEHRT). Alternatively, clinicians may work with a qualified EHR data submission vendor (DSV) who submits on behalf of the clinician or group.
Attestation	Eligible clinicians prove (attest) that they have completed measures or activities.
CMS WebInterface	A secure internet-based application available to pre-registered groups of clinicians. CMS loads the Web Interface with the group's patients. The group then completes data for the pre-populated patients.
Claims	Clinicians select measures and begin reporting through the routine billing processes.

31 Source: The Centers for Medicare & Medicaid Services



## MIPS Scoring What Do I Need to Know?

32





Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## MIPS Scoring for Quality (60 Percent of Final Score in Transition Year)



**Select 6 of the approximately 300** available quality measures (minimum of 90 days)

- Or a specialty set
- Or CMS Web Interface measures

**Quick Tip:**

Easier for a clinician who participates longer to meet case volume criteria needed to receive more than 3 points.

**Clinicians receive 3 to 10 points** on each quality measure based on performance against benchmarks.

**Failure to submit performance data** for a measure = 0 points.

**Bonus points are available**

- 2 points for submitting an additional outcome measure
- 1 point for submitting an additional high-priority measure
- 1 point for using CEHRT to submit measures electronically end-to-end

## Choose Your Measures/Activities

How do I do this?

- Go to [qpp.cms.gov](http://qpp.cms.gov).
- Click on the Explore Measures at the top of the page.
- Select the performance category of interest.  
Quality Measures   Advancing Care Information   Improvement Activities
- Review the individual Quality and Advancing Care Information measures as well as Improvement Activities.

Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## MIPS Performance Category: Cost



- No reporting requirement; 0 percent of final score in 2017
- Clinicians assessed on Medicare claims data
- CMS will still provide feedback on how you performed in this category in 2017, but it will not affect your 2019 payments.

**Keep in mind:**

Uses measures previously used in the Physician Value-Based Modifier program or reported in the Quality and Resource Use Report (QRUR)

Only the scoring is different

35

Source: The Centers for Medicare & Medicaid Services



## MIPS Performance Category: Improvement Activities



- 15 percent of Final Score in 2017
- Attest to participation in activities that improve clinical practice
  - Examples: Shared decision making, patient safety, coordinating care, increasing access
- *Clinicians choose* from 90+ activities under 9 subcategories:

1. Expanded Practice Access

2. Population Management

3. Care Coordination

4. Beneficiary Engagement

5. Patient Safety and Practice Assessment

6. Participation in an APM

7. Achieving Health Equity

8. Integrating Behavioral and Mental Health

9. Emergency Preparedness and Response

36

Source: The Centers for Medicare & Medicaid Services



## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Basic QPP Rules for Improvement Activities Submissions

- Rewards practice improvement activities
- Choose from over 90 activities that suit practice's scope.
- Full credit for PCMH\* accreditation; partial credit for APM participation
- Activities are weighted; earn up to 40 points.

#### Sample Practice Improvement Activities

- ✓ Implementation of at least one additional recommended activity from the Quality Innovation Network-Quality Improvement Organization after technical assistance has been provided related to improving care coordination.
- ✓ Implementing programs that improve quality & outcomes (e.g., telehealth, population health management)
- ✓ Collaborating with key partners to improve community health
- ✓ Participating in CMS' TCPJ\*\* initiative

\*Patient-Centered Medical Home  
\*\* Transforming Clinical Practice Initiative

Source: The Centers for Medicare & Medicaid Services



### MIPS Scoring for Improvement Activities (15 Percent of Final Score in Transition Year)



#### Total points = 40

##### Activity Weights

- Medium = 10 points
- High = 20 points

##### Alternate Activity Weights\*

- Medium = 20 points
- High = 40 points

\*For clinicians in small, rural, and underserved practices or with non-patient facing clinician groups

Full credit for clinicians in a patient-centered medical home, Medical Home Model, or similar specialty practice

38 Source: The Centers for Medicare & Medicaid Services



## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Improvement Activity: Requirements for the Transition Year

**Submit Something**

- Test Means:**
  - Attesting to 1 Improvement Activity
  - Activity can be high or medium weight
  - In most cases, to attest you need to indicate that you have done the activity for 90 days.

For a full list of measures, please visit  
**QPP.CMS.GOV**

**Submit a Partial Year**

**Submit a Full Year**

- Partial and Full Means:**
  - Attesting to 1 of the following combinations:
    - 2 high-weighted activities
    - 1 high-weighted activity and 2 medium-weighted activities
    - At least 4 medium-weighted activities
  - Clinicians with special considerations
    - 1 high-weighted activity
    - 2 medium-weighted activities

39    Source: The Centers for Medicare & Medicaid Services

### MIPS Performance Category: Advancing Care Information (ACI)

- 25 percent of the Final Score in 2017**
- Promotes patient engagement and the electronic exchange of information using certified EHR technology
- Ends and replaces the Medicare EHR Incentive Program (also known as Medicare Meaningful Use)
- Greater flexibility in choosing measures
- In 2017, there are **2 measure sets for reporting based on EHR** edition:


Advancing Care Information  
Objectives and Measures

2017 Advancing Care  
Information Transition  
Objectives and Measures

40    Source: The Centers for Medicare & Medicaid Services


Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

### ACI: Requirements for the Transition Year

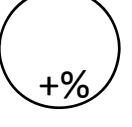


**Submit Something**

- **Test Means:**
  - Submitting 4 or 5 base score measures
    - Depends on use of 2014 or 2015 Edition
  - Reporting all required measures in the base score to earn any credit in the Advancing Care Information performance category




**Submit a Partial Year**



**Submit a Full Year**

- **Partial and Full Means:**
  - Submitting more than the base score in the Transition Year

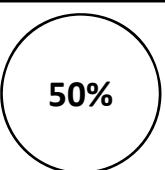
For a full list of measures, please visit [QPP.CMS.GOV](http://QPP.CMS.GOV).

41 Source: The Centers for Medicare & Medicaid Services 

### MIPS Performance Category: ACI (25 Percent of Final Score in Transition Year)

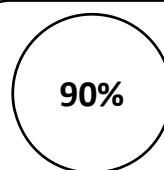
- **Earn up to 155 percent maximum score**, which will be capped at 100 percent.

**ACI category score includes:**



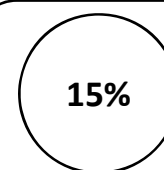
**50%**

**Required Base score (50%)**



**90%**


**Performance score (up to 90%)**



**15%**

**Bonus score (up to 15%)**

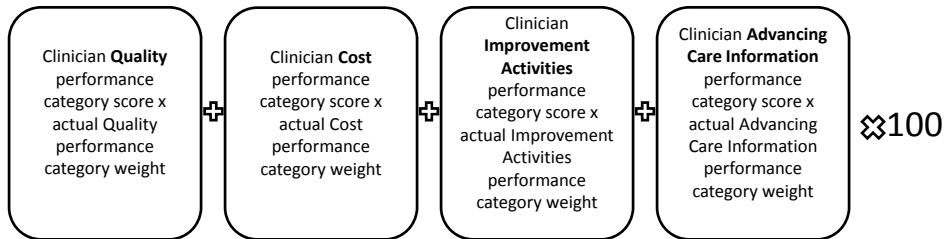
**Keep in mind:** You need to fulfill the Base score or you will get a zero in the Advancing Care Information Performance Category.

42 Source: The Centers for Medicare & Medicaid Services 

## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Calculating the Final Score Under MIPS

**Final Score =**



43 Source: The Centers for Medicare & Medicaid Services




### Transition Year 2017

Final Score	Payment Adjustment
≥70 points	<ul style="list-style-type: none"> <li>Positive adjustment</li> <li>Eligible for exceptional performance bonus—minimum of additional 0.5%</li> </ul>
4–69 points	<ul style="list-style-type: none"> <li>Positive adjustment</li> <li>Not eligible for exceptional performance bonus</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Neutral payment adjustment</li> </ul>
0 points	<ul style="list-style-type: none"> <li>Negative payment adjustment of -4%</li> <li>0 points = does not participate</li> </ul>

44 Source: The Centers for Medicare & Medicaid Services




## Patient Safety and Quality Improvement: A Moral and Financial Imperative



# Summary

45



## Preparing and Participating in MIPS: A Checklist

- Determine your eligibility and understand the requirements.
- Choose whether you want to submit data as an individual or as a part of a group.
- Choose your submission method and verify its capabilities.
- Verify your EHR vendor or registry's capabilities before your chosen reporting period.
- Prepare to participate by reviewing practice readiness, ability to report, and the Pick Your Pace options.
- Choose your measures. Visit [qpp.cms.gov](http://qpp.cms.gov) for valuable resources on measure selection and remember to review your current billing codes and Quality Resource Use Report to help identify measures that best suit your practice.
- Verify the information you need to report successfully.
- Care for your patients and record the data.
- Submit your data by March 2018.

Patient Safety and Quality Improvement:  
A Moral and Financial Imperative

## Choose a Submission Method and Verify Its Capabilities

How do I do this?

- Review the available submission options for 2017.
  - Speak with your specialty society about your options.
  - Consider using a Technical Assistance program (TCPI, QIN-QIOs, QPP-SURS) for decision support.
  - Visit [qpp.cms.gov](http://qpp.cms.gov) for information on submission options.
- Choose a submission option.
  - For Qualified Registries, QCDRs, and CAHPS for MIPS Survey:
    - Check that each of the submission options are approved by CMS.
  - For EHR reporting:
    - Check that your EHR is certified by the Office of the National Coordinator for Health Information Technology.

TCPI = Transforming Clinical Practice Initiative;  
QPP-SURS = Quality Payment Program-Small, Underserved & Rural Support

47 Source: The Centers for Medicare & Medicaid Services



## No-Cost QPP Support

- Visit <https://www.hsag.com/QPP>
- Call 1.844.472.4227
- Email [HSAGQPPsupport@hsag.com](mailto:HSAGQPPsupport@hsag.com)



48





## Patient Safety and Quality Improvement: A Moral and Financial Imperative

### Technical Assistance for Clinicians

CMS has free resources and organizations on the ground to provide help to clinicians who are eligible for the QPP:

**PRIMARY CARE & SPECIALIST PHYSICIANS**  
Transforming Clinical Practice Initiative

- Supports more than 140,000 clinician practices through active, collaborative and peer-based learning networks over 4 years.
- Practice Transformation Networks (PTNs) and Support Alignment Networks (SANs)** are located in all 50 states to provide comprehensive technical assistance, as well as tools, data, and resources to improve quality of care and reduce costs.
- The goal is to help practices transform over time and move toward Advanced Alternative Payment Models.
- Contact [TCPLISG@TruvenHealth.com](mailto:TCPLISG@TruvenHealth.com) for extra assistance.

*Locate the PTNs and SANs in your state*

**SMALL & SOLO PRACTICES**  
Small, Underserved, and Rural Support (SURS)

- Provides outreach, guidance, and direct technical assistance to clinicians in **solo or small practices (15 or fewer)**, particularly those in rural and underserved areas, to promote successful health IT adoption, optimization, and delivery system reform activities.
- Assistance will be tailored to the needs of the clinicians.
- There are 11 SURS organizations providing assistance to small practices in all 50 states, the District of Columbia, Puerto Rico, and the Virgin Islands.
- For more information or for assistance getting connected, contact [QPPSURS@IMPACT.COM](mailto:QPPSURS@IMPACT.COM).

**LARGE PRACTICES**  
Quality Innovation Networks-  
Quality Improvement Organizations (QIN-QIO)

- Supports clinicians in **large practices (more than 15 clinicians)** in meeting Merit-Based Incentive Payment System requirements through customized technical assistance.
- Includes one-on-one assistance when needed.
- There are 14 QIN-QIOs that serve all 50 states, the District of Columbia, Guam, Puerto Rico, and Virgin Islands.

*Locate the QIN-QIO that serves your state*

**TECHNICAL SUPPORT**  
All Eligible Clinicians Are Supported By:

- Quality Payment Program Website: [qpp.cms.gov](http://qpp.cms.gov)  
Serves as a starting point for information on the Quality Payment Program.
- Quality Payment Program Service Center  
Assists with all Quality Payment Program questions.  
1-866-288-8292 TTY: 1-877-715-6222 [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)
- Center for Medicare & Medicaid Innovation (CMMI) Learning Systems  
Helps clinicians share best practices for success, and move through stages of transformation to successful participation in APMs. More information about the Learning Systems is available through your model's support inbox.

49 Source: The Centers for Medicare & Medicaid Services



### Thank You

Howard Pitluk, MD, MPH, FACS  
HSAG Vice President for Medical Affairs, Chief Medical Officer  
602.801.6950 | [hpitluk@hsag.com](mailto:hpitluk@hsag.com)

50



## Patient Safety and Quality Improvement: A Moral and Financial Imperative



*HSAG is an open, objective, and collaborative partner working across organizational, cultural, and geographic boundaries to share knowledge and resources with all stakeholders.*



**Quality Improvement  
Organizations**  
Sharing Knowledge, Improving Health Care,  
CENTERS FOR MEDICARE & MEDICAID SERVICES



This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Arizona, California, 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. AZ-11SOW-D.1-10032017-01