Centers for Medicare & Medicaid Services (CMS)
National Nursing Home Quality Care Collaborative

What: The Medicare Quality Improvement Organizations (QIOs) are teaming with the Centers for Medicare & Medicaid Services (CMS) to improve care for the millions of nursing home residents across the country. The Nursing Home Quality Care Collaborative (NHQCC) brings a full-court press to transform nursing home care quality to every state and territory in our nation.

Specifically, the NHQCC will strive to instill quality and performance improvement practices, eliminate healthcare acquired conditions, and dramatically improve resident satisfaction by focusing on the SYSTEMS that impact quality such as: staffing, operations, communication, leadership, compliance, clinical models, quality of life indicators and specific, clinical outcomes (targeted focus on inappropriate antipsychotics in dementia residents, falls, UTIs, HAIs).

This fast paced, all teach all learn initiative seeks to rapidly spread the practices of high performing nursing homes to every nursing home in the country with the aim of ensuring that every nursing home resident receives the highest quality of care.

The Collaborative Aim: The National Nursing Home Quality Care Collaborative and its partners seek to ensure that every nursing home resident receives the highest quality of care. Specifically, the Collaborative will strive to instill quality and performance improvement practices, eliminate healthcare acquired conditions, and dramatically improve resident satisfaction.

When: QIOs are currently recruiting all nursing homes in their state to participate in this national collaborative that starts in February 2013 and goes through July 2014.

The Change Package: QIOs will share a “change package” with participating nursing homes and help them to select focus areas and implement tests of change. A change package is a menu of strategies, change concepts and specific actionable items that any nursing home can choose from to begin testing for purposes of improving quality of care. The change package is focused on the successful practices of high performing nursing homes. Nursing homes will learn about the specific replicable actions being taken by high performing nursing homes, for example, how to: lead with a sense of purpose, recruit and retain quality staff, connect with residents in a celebration of their life, nourish teamwork and communication, be a continuous learning organization, provide exceptional compassionate clinical care that treats the whole person, and construct solid business practices that support your purpose.

Who: The collaborative takes all comers—we work in an “all teach all learn” environment that says no single expert or idea is right. Whether you are a quality guru or just starting your improvement journey, the collaborative is for you! QIOs in conjunction with their many state partners will lead their own State Nursing Home Quality Care Collaborative. QIOs, nursing homes and Collaborative Partners will participate in a National Virtual Events.

Why: A regulation will be fourth coming that requires every nursing home in the nation to submit a Quality Assurance Performance Improvement (QAPI) plan and these quality improvement techniques will be at the core of the NHQCC. This means that by getting involved NOW that you will learn about QAPI BEFORE the regulation! Additional benefits include free educational sessions on clinical and
operational topics, access to best practices and proven strategies, peer to peer learning and QAPI tools and resources. The Collaborative is broad based and aligns nicely with other topic focused initiatives such as the Partnership to Improve Dementia Care in Nursing Home Residents with Dementia and the Advancing Excellence in America’s Nursing Homes campaign– it provides a forum for the QIOs and partners to work together and align across initiatives. Best of all, your organization will learn how to focus on what is already working in your system.

**How:** To be included in this FANTASTIC opportunity, reach out to your Quality Improvement Organization (QIO) and commit to the collaborative for the next 18 months. We highly encourage you to take advantage of this opportunity before the recruitment deadline of **January 31, 2013.**
To locate your QIO, go to [www.qualitynet.org](http://www.qualitynet.org), click on Quality Improvement and then QIO Directory.