

Quality Indicator Survey Operational Support and Analysis

Client: U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services

Overview

The Centers for Medicare & Medicaid Services (CMS) first implemented the Quality Indicator Survey (QIS) in 2007 to determine if Medicare- and Medicaid-certified nursing homes meet federal requirements. Used in 27 states and the District of Columbia, this computer-based survey seeks to—

- Improve consistency and accuracy of quality of care and quality of life problem identification.
- Enable timely and effective feedback on survey processes for surveyors and managers.
- Systematically review reporting requirements and objectively investigate all triggered regulatory areas.
- Provide tools for surveyors.
- Facilitate transition to a paperless survey process.
- Focus survey resources on facilities (and areas within facilities) with the largest number of quality concerns.

In collaboration with the University of Colorado Denver (UC Denver) School of Medicine, Insight provides operational support and analysis for the QIS. Our combined team of QIS experts—

- Trains survey teams from state and regional offices
- Responds to help desk inquiries related to the QIS



- Critically reviews and analyzes proposed regulatory changes for impacts to the QIS

Insight oversees project management for QIS support and collaborates closely with UC Denver and CMS to determine appropriate sampling procedures in nursing homes of varying sizes and identify threshold levels that when exceeded trigger citations alerting CMS to safety and quality-of-life issues. This analysis determines the citation issuance rate, which provides CMS with feedback on nursing home performance in areas of safety and quality of care. The analysis seeks to increase valid citation rates and reduce unnecessary survey investigations.

Products

Training materials for state QIS, memoranda summarizing survey changes, list of frequently asked questions and their answers for publication on QIS website