

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Mail Stop 00-00-00  
Baltimore, Maryland 21244-1850



iQuality Improvement & Innovation Group

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**TO: Nursing Home Leadership**  
**DATE: 5/14/2020**  
**SUBJECT: Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs) will Provide Technical Assistance to Nursing Homes with Previous Infection Control Citations**

Dear [Nursing Home Administrator]:

The Centers for Medicare & Medicaid Services (CMS) is committed to providing quality improvement assistance to help nursing homes create and implement strategic plans and interventions to manage and prevent the spread of COVID-19. CMS has contracted with 12 organizations known as the QIN-QIOs to work with providers, community partners, beneficiaries and caregivers on data-driven quality improvement initiatives designed to improve the quality of care for beneficiaries across the United States.

The QIN-QIOs are reaching out to Nursing Homes across the country to provide virtual technical assistance for homes that have an opportunity for improvement based on an analysis of previous citations for infection control deficiencies using publicly available data found on Nursing Home Compare. This improvement strategy is used in order to offer no-cost technical assistance to the nursing homes that may benefit the most. The QIN-QIOs will connect with individual nursing homes to offer customized tools and strategies to ease the burden on nursing homes as they implement best practices to manage and prevent the spread of diseases such as COVID-19. QIN-QIOs will collaborate with Nursing Home Administrators to provide customized support in the following ways:

- Review a Facility COVID-19 Assessment Tool focusing on infection control and ensure nursing homes are well-versed and understand the requirements in this area
- Customize support to those internal improvement areas where the nursing home needs it the most
- Develop specific metrics for improvement in infection control, frequent evaluation, and tracking data to focus on improvement.

While partnering with the QIN-QIO is voluntary, Nursing Homes will greatly benefit from the QIN-QIOs expertise in quality improvement and infection control by receiving customized tools and resources for implementing best practices without having to develop them completely on their own.

#### **QUALITY IMPROVEMENT ORGANIZATION (QIO) RESOURCES**

QIO resources regarding COVID-19 and infection control strategies can be found at [QIO Program Website](#). This page will continue to be updated as more information is made available. QIOs per state can be found at [Locate Your QIO](#). Both the resources and the individualized technical assistance are provided at no cost to you.

#### **CONTACT INFORMATION**

If you have any questions, please contact Anita Monteiro, Acting Director, iQuality Improvement & Innovation Group, CMS at [anita.monteiro@cms.hhs.gov](mailto:anita.monteiro@cms.hhs.gov)