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- **Seen as an honest, valid, and credible broker:**
  - Releasable findings
  - Sharing information freely
  - Responsive
  - Timely
  - Equitable
  - Justifiable
  - Focused on the Mission: Patient Health and Safety

# Where we're headed

- **Focus on Health and Safety**
- **Data Monitoring**
- **QIO 13<sup>th</sup> Scope of Work**
- **State Survey Agency/AO Oversight**

# How to be more effective...



- **2567 Redesign**
- **Root Cause Analysis instead of POC**
- **Immediate Jeopardy**
- **AO Validation Surveys**



# What can you do?



- **Active Quality Monitoring**
- **Complaints come from all sources**
- **Payer source agnostic**
- **Self-report**
- **Don't wait for us**
- **Update policies and procedures**



**1. Avoid a Survey**

**2. Think SYSTEMICALLY and not bit by bit**

**3. Ask questions. Don't wait.**

# What else can you do?

- **Difference between Accrediting Organization standards and Medicare CoPs**
- **Learn SOM**

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS1201984>

**QSO Memos:** <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Policy-and-Memos-to-States-and-Regions>

- **Ask questions...**



# Transparency...

- **More Effective Use of Data**
- **Quality Oversight Reporting System (QCOR)**

[https://qcor.cms.gov/index\\_new.jsp](https://qcor.cms.gov/index_new.jsp)

- **Provider and Surveyor Training (QSEP and QIFs)**

<https://qsep.cms.gov/welcome.aspx>