



Quality Improvement Organizations

Sharing Knowledge. Improving Health Care.

CENTERS FOR MEDICARE & MEDICAID SERVICES

SUPERIOR HEALTH Quality Alliance

Great Lakes Region

13th Scope of Work (13SOW) Kick-Off and Provider Assessment

Empowering patients, families, and caregivers to achieve health care quality improvement.

Superior Health Quality Alliance (Superior Health) in the 13SOW

Over the next four years, we will work with clinics, hospitals, and nursing homes at no cost to assess your needs and co-create a personalized quality plan that fits your team's goals, capacity, and timeline. The work we conduct with providers is **quality-focused and non-regulatory**.

Superior Health will utilize publicly reported data surrounding quality initiatives and performance improvement projects to provide robust data analytics and reduce the burden on participants.

Meeting Your Quality Improvement Advisor (QIA)

Your assigned QIA will reach out to schedule a time to meet with facility leadership to:

- Learn about your facility, current processes, programs, and focus areas.
- Discuss quality initiatives and how we can support existing initiatives or develop a new focus.
- Discover your preferred support and learning style and how often we will connect.

Recurring QIA Meetings

Follow-up meeting cadence will be decided between you and your QIA at your initial meeting.

- Meeting cadence will align with your facility goals and measure progress.

You can reach out to your QIA at any time; we are available to answer questions and address concerns.

What the Provider Assessment Is and Why It Matters

Purpose of Provider Assessment

- The assessment gathers key data on leadership, quality infrastructure, and readiness to tailor improvement support effectively.

Importance of Accurate Completion

- Accurate completion of assessments ensures facilities receive customized technical assistance and resources suited to their needs.

Role in Long-Term Planning

- Periodic assessments establish a baseline to measure progress and adapt strategies for ongoing quality improvement (QI).

How Responses Support Your QI Goals

- Provider Assessment responses are analyzed to identify patterns, strengths, and priority areas of improvement.
- Responses help assess facility readiness and align identified needs with tailored improvement activities.
- Assessment results drive personalized quality action plans and ongoing collaboration between teams.
- Reassessments enable tracking progress and adapting strategies as facility needs evolve.

Tips for Gathering Information Before You Begin

Engage Key Stakeholders

- Involve administrators, nursing directors, infection preventionists, and quality staff for gathering accurate information.

Identify Information Sources

- Reference QI plans, performance data, policies, and committee structures in advance to streamline the assessment.

Assign Coordination Role

- Designate one person to coordinate responses to ensure consistency and avoid delays in the assessment process.

Prepare Thoughtful Responses

- Focus on honest, reflective answers rather than perfection to improve data quality and reduce frustration.

In the Meantime...

Always Available

Explore our resources as a refresher for you and your community. Reacquaint yourselves with tools used to conduct a root cause analysis and performance improvement project, or onboard new team members to quality improvement.

Our resources are free and always available to you in the [Resource Library](#) on our website.

If you have any questions or are looking for a specific resource, you can always reach out at info@superiorhealthqa.org

Questions?

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