

## ABOUT US

### THE QIO PROGRAM

Medicare's Quality Improvement Organization (QIO) Program demonstrates the commitment of the Centers for Medicare & Medicaid Services (CMS) to consistent, high-quality care for Medicare beneficiaries nationwide. The program consists of a network of 53 QIOs: one in each of the 50 states, the District of Columbia, Puerto Rico, and the Virgin Islands. QIOs work at the local level with consumers and healthcare providers to improve the effectiveness, efficiency, economy, and quality of services in order to meet the CMS goal of "the right care to every person, every time."

### OHIO KEPRO

As the Medicare QIO in Ohio since 1999, Ohio KePRO works with healthcare providers and stakeholders to improve the health and protect the rights of the state's 1.8 million Medicare beneficiaries. Our focus is on:

- Supporting improved quality of care for Medicare beneficiaries
- Protecting the integrity of the Medicare Trust Fund, and
- Protecting beneficiaries by expeditiously addressing individual complaints.

### OHIO KEPRO'S MISSION

Ohio KePRO is a diversified healthcare information company that emphasizes excellence in customer service. We are committed to continuous quality improvement in health care through the provision of innovative products and services.

Ohio KePRO is part of the KePRO family of companies. KePRO is a leading quality improvement and care management organization offering innovative healthcare solutions for public and commercial clients. Visit [www.kepro.org](http://www.kepro.org) for more information.

### THE 9<sup>TH</sup> SOW

The QIO Program operates in three-year contract cycles, each called a Statement of Work (SOW). We are currently in the 9<sup>th</sup> SOW, which runs from August 2008 through July 2011.

In Ohio, quality improvement efforts focus on the following priorities, or Themes:

- **Beneficiary Protection**  
Under this Theme, we carry out statutorily mandated review activities such as reviewing the quality of care provided to beneficiaries, reviewing beneficiary appeals of certain provider notices, and implementing projects that make system-wide quality of care improvements based on case review activities.
- **Patient Safety**  
These efforts focus on (1) reducing rates of health care-associated Methicillin-resistant *Staphylococcus aureus* (MRSA) infections; (2) reducing rates of pressure ulcers in nursing homes and hospitals; (3) reducing rates of physical restraint use in nursing homes; (4) improving inpatient surgical safety and heart failure treatment in hospitals; (5) improving drug safety; and (6) providing quality improvement technical assistance to nursing homes in need.
- **Prevention**  
We work with primary care physician offices to leverage electronic health record (EHR) systems in ways that will help improve immunization rates for influenza and pneumonia as well as breast cancer and colorectal cancer screenings.

Ohio KePRO also works to help Medicare promote important cross-cutting Themes: Health Disparities, Health Information Technology, and Value-Driven Health Care.

Visit [www.ohiokepro.com](http://www.ohiokepro.com) for more information about our quality improvement projects, partnerships, and other company news.