



HEALTHCARE QUALITY IMPROVEMENT



TRANSFORMATIONAL SERVICES



PATIENT SAFETY INTERVENTIONS

## Focused on leading the way to better health for all.

### OUR SERVICES

- Home care and Hospice consulting
  - SMARTAUDIT® - web-based compliance tool
  - accreditation and survey preparation
  - state and federal quality audit support
  - plans of correction
  - start-up assistance
- Long-term care consulting
  - nursing home ACO readiness support & assessment
  - pressure ulcer prevention
  - antipsychotic medication use reduction
  - physical restraint use reduction
  - TeamSTEPPS®
- Medical practice transformation including:
  - Meaningful Use
  - Patient-Centered Medical Home (PCMH)
  - Patient-Centered Specialty Care (PCSC)
  - implementation of electronic health record (EHR) systems
- Patient safety
  - State-designated Patient Safety Organization in Connecticut
- Care transitions
- Utilization review/case management
- Data analysis and evaluation
  - research analytics
- Training & education
  - evidence-based interventions for healthcare providers
  - patient-self management
  - virtual and face-to-face
- Community building
  - Neutral convener/facilitator

[www.qualidigm.org](http://www.qualidigm.org)

### CORPORATE PROFILE

Founded:	1983
Status:	501(c)(3) non-profit
Duns Number:	122201189
Cage Code:	3L8X3
Net Promoter Score:	79*
NAICS Codes:	541511, 541614, 54161, 541690, 541720, 541990

\*as of November 2016

*For over 30 years, Qualidigm has been training hospitals, physicians, nursing home and home care providers to improve the quality, effectiveness and efficiency of the care they provide to their patients.*

*Our professional staff work closely with healthcare providers to adopt proven quality improvement, workflow redesign, culture change, teamwork and communication methods to help reduce errors and provide safer patient care.*

## Who We Are

Qualidigm is a mission-driven healthcare consulting company that provides innovative and scientifically-based solutions to transform care and improve care delivery and patient outcomes. With over 200 peer-reviewed articles published, Qualidigm is recognized among the healthcare provider network as a facilitator and leader in performing peer-reviewed research, providing evidence-based education, and implementing learning sessions that foster collaboration and accelerate change.

Our professional staff has expertise in clinical medicine, quality improvement, patient safety, public health, patient-centered medical home (PCMH), care coordination, utilization review, data evaluation and analysis and patient/provider education. The staff includes Registered Nurses, Physicians, Social Workers, and many other staff with advanced degrees, e.g., PhDs, MAs, and MBAs.

Qualidigm is part of a team that is serving as the Medicare Quality Innovation-Network Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services for New England. Previously, Qualidigm served as the Medicare QIO for the State of Connecticut charged with protecting the rights of Medicare beneficiaries and improving the safety and quality of care they receive.

We serve a diverse group of healthcare stakeholders in government, industry, and clinical practice including academic institutions, national and international healthcare consulting firms, local and national foundations, healthcare providers in all settings, payers and purchasers.

## Learn More About Qualidigm

For more information on how Qualidigm can assist you in improving care delivery and patient outcomes, please visit our website [www.qualidigm.org](http://www.qualidigm.org) or contact us at 860.632.2008.

### Address:

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### KEY CLIENTS

- Abt Associates
- Agency for Healthcare Research and Quality (AHRQ)
- Centers for Disease Control and Prevention
- Centers for Medicare & Medicaid Services
- Connecticut Dept. of Public Health
- Connecticut Office of the Healthcare Advocate
- Connecticut State Medical Society
- Rhode Island Department of Human Services
- Econometrica
- eHealthConnecticut
- HRET
- Medline Industries, Inc.
- Quinnipiac University
- RAND Corporation
- Rhode Island Dept. of Corrections
- RTI International
- University of Massachusetts

### CMS Contractor Performance Assessment Report (CPARS)

	<u>2013-2014</u>		<u>2016-2017</u>
<b>Quality:</b>	Very Good	<b>Quality:</b>	Exceptional
<b>Schedule:</b>	Very Good	<b>Schedule:</b>	Exceptional
<b>Cost Control:</b>	Very Good	<b>Cost Control:</b>	Exceptional

**CMS Contracting Officer Comment:** *“Given what I know today about contractor’s ability to perform in accordance with this contract or order’s most significant requirements, I would recommend them for similar requirements in the future.”*

## Our Mission

**Improving the quality, safety and cost-effectiveness of healthcare through transformational change.**