




# Care Coordination Quickinar Series 13—Super Utilizers, Part Two

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# OBJECTIVES



- Describe case management strategies for super utilizers.
- Explore the strategy implemented by one hospital to address their super utilizer population.
- Discuss and share relevant resources.

# Do You Have Access to the HSAG Quality Improvement Innovation Portal (QIIP)?

## Registration form instructions:

1. Download form.

2. Complete facility information. →

3. Include staff you wish to have access to the data portal. →

4. Email completed form to **QIIP@hsag.com**.

The screenshot shows the registration form for the HSAG QIIP. At the top, there are logos for Quality Improvement Organizations (QIO) and HSAG (Health Services Advisory Group). The title is "HSAG Quality Improvement and Innovation Portal (QIIP) Administrator Form". Below the title is a paragraph explaining the purpose of the QIIP. A red box highlights the instruction: "Return this completed form via email to [qiip@hsag.com](mailto:qiip@hsag.com)".

The QIIP Administrator(s) will have the following rights:

- Access to performance reports and dashboards.
- Add, edit, and remove users within the application.
- Complete assessment forms.
- Attest to the completion of activities.
- Upload/submit data.

**Facility Information**  
Please type your information below, including the facility CMS Certification Number (CCN). Add additional rows to the tables as needed if your organization has more than one facility.

Indicate Facility Type:  Nursing home  Hospital

CCN	Facility Name	City	State

**Administrator(s) Information**  
To designate your HSAG QIIP Administrator(s), please complete the table below. HSAG recommends having at least two staff members assigned to the Administrator role per facility so there is no lapse in Administrator coverage.

CCN(s)	First Name	Last Name	Title	Email Address	Phone Number

You can find additional, detailed QIIP instructions in the QIIP User Guide, available at: <https://www.hsag.com/globalassets/qiipusersguide.pdf>

# Care Coordination Quickinar Series

12. Readmission Data to Drive Change



13. Super Utilizers, Part 2



14. Care Transitions Assessment and Toolkit



15. Strategies to Prevent UTI and Pneumonia-Related Hospitalizations



16. Deeper Dive Into Readmission Data



17. Health Equity/Disparities - Health Area Deprivation Index



18. Health Literacy, Part Two



19. Engaging Patients in Care Coordination Efforts



20. Care Coordination and Telehealth



**REGISTER NOW! More info at:** <https://www.hsag.com/cc-quickinars>



# Our Next Care Coordination Quickinar

**Care Transitions Assessment and Toolkit**  
Tuesday, January 10, 2022 | 11 a.m. PT

**<http://bit.ly/cc-quickinars2>**



# Please Take 5 Seconds and Let Us Know



We want this call to be meaningful to you, so we need your input.

At the end of the webinar, you will be asked **one question** to determine if this call equipped your organization to begin implementing care coordination practices.





# Thank you!

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### Disclaimer

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