

Since 1979, Health Services Advisory Group (HSAG) has partnered with healthcare providers, federal and state agencies, community stakeholders, patients, families, and caregivers to deliver healthcare quality-improvement support and services through a variety of channels. Our highly trained experts become an extension of our customers' teams, delivering customized support, technical assistance, training, and tools that improve healthcare delivery throughout the continuum of care.

Quality: It's who we are and what we do.

Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO)

- Cardiac health improvement
- Diabetes health disparities reduction
- Reduction of healthcare-acquired conditions in nursing homes
- Coordination-of-care improvement
- Improvement in antimicrobial stewardship in outpatient settings
- Quality improvement through value-based payment and quality reporting
- Immunization rate improvement
- Improvement in behavioral health outcomes
- Assessments to facilitate transformation in clinical practice
- Improvement in infection control practices in ambulatory surgical centers
- Improvement in acute ischemic stroke outcomes
- Improvement in access to mental health services through telehealth

Audit Services

- NCQA Healthcare Effectiveness Data and Information Set (HEDIS®) Compliance Audits™
- Pay for Performance (P4P) audits
- Information systems assessments/readiness reviews
- Centers for Medicare & Medicaid Services (CMS) data validation
- Health Insurance Marketplace qualified health plan audits

Medicaid External Quality Review Organization (EQRO)

- Performance improvement projects and validation
- Performance measure validation
- Compliance monitoring
- Encounter data validation
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys
- Provider surveys
- Quality-of-life surveys
- Performance measure calculations
- Clinical and non-clinical focused studies
- Technical assistance
- Technical reports
- Network adequacy assessments
- Readiness reviews

National Projects

- Medicare Health Outcomes Survey
- CAHPS Hospital (HCAHPS®) Survey
- CAHPS® Hospice Survey
- Medicare Advantage and Prescription Drug Plan CAHPS® Survey
- CAHPS® for Accountable Care Organizations and Merit-based Incentive Payment System Survey
- Inpatient psychiatric support
- Hospital inpatient value, incentives, and quality reporting outreach and education support
- Outpatient quality reporting outreach education support
- Ambulatory surgical center quality reporting
- Hospital Compare support
- Patient safety organization privacy protection
- National Impact Assessment of CMS Quality Measures
- Inpatient Psychiatric Facility Quality Reporting Program Measure Development
- CMS Quality Measure Development Plan (MDP) for MACRA
- Quality Rating System for Qualified Health Plans Measure Development

End-Stage Renal Disease (ESRD) National Projects and Network Contractor: Networks 7, 13, 15, 17

- National Coordinating Center (NCC)
- National Kidney Community Emergency Response (KCER)
- National outreach, communication, and training
- Quality improvement interventions and strategies
- Data management and analysis
- Grievance investigation and resolution
- Technical assistance
- Patient and family engagement

Other Services

- Partnership for Patients Hospital Innovation Improvement Network (HIIN)
- MACRA: Medicare Quality Payment Program direct technical assistance for Small, Underserved & Rural Practices (QPP-SURS)
- Health Services Research/Validation Studies
- Independent waiver assessments
- Program evaluations
- Cost-effectiveness studies
- Consumer score cards
- Medical case review
- Case management
- Fraud and abuse reviews
- Independent peer reviews
- Quality improvement plan development
- Utilization management
- Worker's compensation reviews
- Healthcare disparity studies



HSAG serves approximately:

12 million 25% of our nation's Medicare population

33 million 46% of our nation's Medicaid population

98 thousand 20% of our nation's dialysis population