Southcentral
CMS QIN-QIO | Region 5
TMF HEALTH QUALITY INSTITUTE

# Provider Service Agreement

Name of practitioner or facility: _____

Address: _____

City, State, Zip: _____

Primary contact name: _____

Primary contact title: _____

Primary contact email address: _____

Primary contact phone number: _____

Name of practitioner or facility _____ agrees to participate in the Centers for Medicare & Medicaid Services (CMS) Quality Innovation Network-Quality Improvement Organization (QIN-QIO) contract from 2025 to 2030. CMS has contracted with TMF Health Quality Institute to work with health care providers, organizations and facilities in Arkansas, Louisiana, New Mexico, Oklahoma and Texas. This work focuses on assisting health care providers with high-quality, hands-on technical assistance to improve the quality of care and safety goals for Medicare beneficiaries. CMS has assigned TMF to perform this work under a new name as the Southcentral CMS QIN-QIO Region 5.

Participation in the quality improvement efforts with TMF as the Southcentral CMS QIN-QIO Region 5 is confidential and may only be redisclosed in accordance with 42 USC 1320c-9. This includes protection from legal discovery or use in any litigation.

## CMS QIN-QIO Program priority focus areas

- Our goal is to meet health care providers, organizations and facilities where they are with their quality improvement activities and work toward achieving measurable change in the following focus areas:
- Preventing and better managing chronic diseases, including diabetes, hypertension and chronic kidney disease, and increasing preventive services, like immunizations.
- Continuing to improve hospital and nursing home stays with reduced healthcare-acquired infections, adverse drug events and falls.
- Improving behavioral health by better managing chronic pain and screening for depression, suicide and substance use disorders.
- Enhancing care coordination across health care settings by reducing readmissions and avoidable emergency room visits.
- Developing patient and family advisory councils to improve engagement of Medicare beneficiaries and families as active partners in care and quality.
- Supporting health care providers' and practitioners' quality management structure, being attentive to emergency preparedness, cybersecurity, workforce planning and supply chains and shortages.

This work will address one or more of the focus areas listed above. By leveraging evidence-based best practices, interventions, tools and resources, we aim to drive meaningful quality improvement. A comprehensive needs assessment and analysis of data gaps impacting quality metrics will guide a tailored approach, ensuring targeted support for your improvement efforts. This work will address one or more of the focus areas listed above. By leveraging evidence-based best practices, interventions, tools and resources, we aim to drive meaningful quality improvement. A comprehensive needs assessment and analysis of data gaps impacting quality metrics will guide a tailored approach, ensuring targeted support for your improvement efforts.

## Why Participate?

Each participating organization or facility will receive free, individualized technical assistance to improve quality of care and safety. Participation is completely voluntary, and full participation has the potential to help your organization or facility reach specified goals.

CONTINUED

- Receiving free, expert quality improvement technical assistance from the Southcentral CMS QIN-QIO Region 5 to guide you in assessing current systems and processes to identify underlying causes of the performance gaps that affect quality of care.
- Engaging in a comprehensive assessment of your organization's strengths and readiness to participate in topic specific quality improvement projects designed to improve the quality of patient care.
- Supporting your staff as they develop quality improvement processes and reviewing the effectiveness of those processes. Helping your staff routinely submit data to CMS about the outcomes of those new process improvements.
- Receiving one-on-one or group technical assistance that employs evidence-based best practices and quality improvement tools
- Participating in educational sessions and accessing tools and resources designed to support high-quality care and expand quality improvement project skills.
- Receiving assistance to conduct a root cause analysis (RCA) based on the core findings of the comprehensive assessment.
- Reviewing the action plan your team developed to address the RCA findings with related timelines and measurement strategies.
- Learning and becoming proficient in evidence-based interventions aimed at improving quality and safety.
- Receiving individualized data reports to help identify opportunities to improve and see those improvements implemented.

## Your responsibilities include

- Maintaining Medicare Certification
- Committing to fully participate in quality improvement activities with the Southcentral CMS QIN-QIO Region 5
- Working to create an organizational culture that prioritizes safety and quality
- Providing feedback to CMS about your experience with the Southcentral CMS QIN-QIO Region 5, when requested
- Submitting data on a quarterly basis, at a minimum, to CMS to track quality improvement performance
  - ◊ Include data obtained directly from your facility or organization that is not maintained by CMS.
  - ◊ If submitting data to the Merit-based Incentive Payment System (MIPS), submit data quarterly at the practice level to monitor progress on quality improvement. Note: Accountable Care Organization-level data is not an acceptable option since it does not reflect individual practice level changes. Data reported quarterly will not be used for public reporting, pay-for-performance purposes or scoring and does not replace MIPS reporting.

**Together we can make a measurable difference in the quality of health care.**

We pledge to support this effort by our commitment to improving quality of health care in our organization or facility through active participation with the Southcentral CMS QIN-QIO Region 5.

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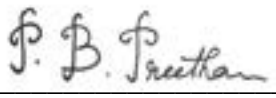
Signature of Designated Quality Improvement Lead or Point of Contact

_____

Point of Contact Title

_____

Printed Name of Designated Quality Improvement Lead or Point of Contact



Acknowledged by the QIN-QIO

_____

Date

_____

Date

This agreement complies with CMS privacy and security requirements, all applicable laws and regulations governing the storage, main-tenance, and transfer of health information, and does not involve any prohibited conflicts of interest.

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QIN–QIO
Quality Innovation Network - Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
iQUALITY IMPROVEMENT & INNOVATION GROUP

**www.SouthcentralQINQIO.org**

This material was prepared by TMF Health Quality Institute, the Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. This material does not necessarily reflect CMS policy. 12SOW-QINQIO-GEN-25-90 05/2025 Revised 1/2026