



# Quality Solutions Group

Building Collaborative Relationships.  
Addressing Quality of Care Challenges.



# Solutions to Your Health Care Quality

## What Is NCQA?

NCQA—the National Committee for Quality Assurance—is a nonprofit organization founded in 1990 to improve health care through measurement, transparency and accountability.

NCQA:

- **Drives** Americans to health care supported by evidence.
- **Evaluates** how well health plans and doctors provide scientifically recommended care.
- **Highlights** health care companies and providers that make care better.

NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance improvement tool in health care. More than 172 million people are enrolled in health plans that report HEDIS results.

NCQA developed the first and foremost patient-centered medical home (PCMH) program. The PCMH model organizes primary care practices to combine teamwork and information technology, transforming care into “what patients want it to be,” while lowering costs and improving patient outcomes and experience.

NCQA is one of the quality movement's founding—and leading—institutions. It is also generally credited with helping make continuous improvement part of health care's DNA.

## Why QSG?

Today's value-based health care environment challenges organizations to effectively and accurately measure, evaluate and improve performance across multiple areas. As the contractual services arm of NCQA, the QSG—Quality Solutions Group—helps public-sector and private health care leaders meet multidimensional challenges. Through QSG, your organization can access the skills of NCQA, an organization respected for sustained leadership in measuring and improving health care quality. We have a track record of leveraging NCQA's know-how to meet an array of client needs.

QSG was established to respond to organizations' demand for tailor-made assistance. To meet this need, QSG brings together NCQA experts and seasoned professionals with the right mix of skills and expertise to support initiatives in a variety of areas:

- **Performance measure development and implementation**, including electronic Clinical Quality Measures.
- **Patient-centered medical home, practice transformation and electronic health records.**
- **Benchmarking, comparative analysis and identification** of high performers and best practices.
- **Innovative approaches to measuring and evaluating** vulnerable populations using patient-reported outcomes.

NCQA has unmatched experience in health care quality assessment.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# Challenges

## QSG: Putting NCQA Expertise to Work for You

When you work with QSG, you have access to NCQA's experience in performance measurement, program development and operations.

QSG:

- **Develops and adapts performance measures** for diverse settings using varied data sources, including electronic clinical data.
- **Promotes the effective use of performance measurement** and translates data into actionable information (e.g. customized performance reports).
- **Leverages**, on your organization's behalf, NCQA's proven evaluation methods, Web-based data submission systems and extensive data management capabilities.
- **Designs and conducts learning programs** that offer critical support to your initiatives. We can help increase participation by designing programs that offer continuing education credits.
- **Analyzes quality data** to identify high-performing organizations—and how they got way.

## QSG Services at a Glance

Improve Outcomes, Reduce Costs of Care



Create

- Develop valid, reliable, feasible quality measures.
- Design, operate performance assessment programs.
- Build systems that reward performance and improvement.



Know

- Organize data collection protocols, systems and tools.
- Analyze large data sets for statistical benchmarking and comparison.
- Operate verification and oversight programs.



Change

- Identify and communicate best practices.
- Develop standards for practice transformation.
- Organize and lead learning collaboratives.



Report

- Conduct and interpret health care research.
- Collect data and display insights.
- Summarize performance in customized, actionable ways.



Train

- Train and provide technical assistance.
- Plan and deliver education seminars for CE credits.
- Deliver cost-effective instruction online.



# Select Clients

Federal Agencies	State Agencies	Foundations & Others
<ul style="list-style-type: none"> <li>• Agency for Healthcare Research and Quality</li> <li>• Assistant Secretary for Planning and Evaluation, DHHS</li> <li>• Centers for Disease Control and Prevention</li> <li>• Centers for Medicare &amp; Medicaid Services</li> <li>• Defense Health Agency</li> <li>• Health Resources and Services Administration</li> <li>• Office of Personnel Management</li> <li>• Substance Abuse &amp; Mental Health Services Administration</li> </ul>	<ul style="list-style-type: none"> <li>• California Office of the Patient Advocate</li> <li>• Massachusetts Health Policy Commission</li> <li>• Minnesota Department of Health</li> <li>• New York State Department of Financial Services</li> <li>• Texas Department of State Health Services</li> </ul>	<ul style="list-style-type: none"> <li>• California HealthCare Foundation</li> <li>• Patient-Centered Outcomes Research Institute</li> <li>• Robert Wood Johnson Foundation</li> <li>• The Commonwealth Fund</li> <li>• The John A. Hartford Foundation</li> <li>• The SCAN Foundation</li> </ul>

**CONTACT  
NCQA**

Call NCQA's toll-free Customer Service number, **888-275-7585**, and ask for the Quality Solutions Group, or e-mail **QSG@ncqa.org**.



For more information, visit us online at [www.ncqa.org](http://www.ncqa.org) or contact NCQA Customer Support at (888) 275-7585.

The National Committee for Quality Assurance is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality. Since its founding in 1990, NCQA has been a central figure in driving improvement throughout the health care system, helping to elevate the issue of health care quality to the top of the national agenda.

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