



Center for Clinical Standards and Quality/Survey & Certification Group

Dear Nursing Home Administrator:

The Centers for Medicare & Medicaid Services (CMS) and the Survey and Certification Group in collaboration with your Quality Improvement Organization (QIO) urge you to participate in the 11th Statement of Work's (11th SOW) National Nursing Home Quality Care Collaborative (NNHQCC). The NNHQCC brings together nursing homes to instill quality and performance improvement practices such as using Quality Assurance Performance Improvement (QAPI) principles, collaborating with others, eliminating healthcare acquired conditions, and dramatically improving staff and resident satisfaction in nursing homes like yours.

With your voluntary participation in the NNHQCC, you will:

- Receive training in QAPI principles
- Receive no-cost assistance with the development of your ideas and interventions
- Measure your improvement using data already collected through the Minimum Data Set
- Access wide-ranging best practices gleaned from high-performing nursing homes
- Participate in peer-to-peer forums for discussing and implementing a systems-based approach to implement quality improvement practices
- Develop relationships with other forward-thinking homes in your State, and
- Receive local and national recognition as a participant and adopter of ideas that lead to improved nursing home operations and a greater resident quality of life.

Did you know that more than 5,000 nursing homes participated in the 10th SOW NNHQCC that ended on July 31, 2014? This represents more than one-third of the CMS-certified homes. When your State QIO contacts you to participate in the NNHQCC, I urge you to join and actively participate for the growth and enhancement of your home and the well-being of all residents.

To truly benefit from this engagement, I recommend you identify a team of four individuals from your leadership, administrative, medical, and direct care staff to support your home in this effort. To learn more about NNHQCC go to <http://www.healthcarecommunities.org/>.

I look forward to hearing about your involvement in the collaborative.

Sincerely,

A handwritten signature in black ink that reads "Thomas E. Hamilton". The signature is written in a cursive, flowing style.

Thomas E. Hamilton
Director