

Compliance, the Road to **SUCCESS**

The Problem

The Superior Health Quality Alliance (Superior Health) Focused QIO Services (FQS) team worked closely with ProMedica Hospital in Toledo, Ohio to fix ongoing problems with giving all Medicare patients the Important Message from Medicare (IMM), as required. Even after a previous project with another group, the issue did not improve. The hospital's Quality and Acute Care Navigation Team told us that weekly data was collected for over eight months, and they made zero progress toward their goal of 100% compliance. Major challenges included not having enough staff, staff training, and mistakes in reporting, which made it hard to deliver the IMM properly.

The Plan

Following a comprehensive root cause analysis of the initial barriers and challenges, we created a clear and easy Quality Action Plan for the hospital to launch systematic improvements.

The Action

- Refined reporting processes.
- Optimized a new communication system via CarePort.
- Monitored weekly electronic medical record (EMR) audits – developing trend reports and dashboard.
- Revised and strengthened staff education and training efforts.
- Provided real-time remediation for noncompliance.

The Success

These efforts resulted in a dramatic turnaround: in the two months since auditing began in late 2025 with Superior Health, IMM compliance surged to 96%. The initiative's success supported the reinstatement of a dedicated IMM staff member to oversee compliance and continued improvement and, most notably, led to higher compliance rates across all nine locations in the health care system, delivering valuable benefits for patients and staff.

PERFORMANCE TRANSFORMATION

Before Involvement

0%

Improvement in
Compliance Efforts

With Superior Health

96%

Compliance Achieved
in Just Two Months

Rapid. Measurable. Transformational.



**Quality Improvement
Organizations**

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

SUPERIOR HEALTH
Quality Alliance

Great Lakes Region