



NHPCO
Quality Connections



WHAT IS QUALITY CONNECTIONS?

Quality Connections (QC) is NHPCO's core program for continuous quality improvement for hospice providers and professionals. A national program designed to support hospice and palliative care provider delivery of high quality, person-centered care, the program enhances the knowledge base, skills, and competency of hospice and palliative care staff through education, tools, resources, and opportunities for engagement and interaction.

The goal of QC is to help programs achieve and sustain continuous quality improvement.

HOW IS QC STRUCTURED?

At the beginning of each program year, the organization completes a QAPI Self-Assessment that generates a customized roadmap outlining recommended focus areas and suggested activities to complete.

The QC program is oriented around four pillars of activities that contribute to continuous quality improvement:

- Education
- Application
- Measurement
- Innovation

WHAT IS THE COST OF QC?

Quality Connections is a benefit of NHPCO membership; there is no additional cost to participate for NHPCO member organizations.

HOW CAN I LEARN MORE?

✉ qualityconnections@nhpco.org

🌐 <https://www.nhpco.org/regulatory-and-quality/quality/qualityconnections/>

📞 800-646-6460

WHY SHOULD MY ORGANIZATION PARTICIPATE?

- Your ability to measure, interpret, and respond strategically to what's happening in your organization will help you flourish in an increasingly competitive market and prove your organization's value to potential partners in the community. As the healthcare continuum moves toward a pay-for-performance model, the ability to meet and exceed quality measure requirements will contribute to your organization's sustainability.
- QC is a benefit of your NHPCO membership, which can save you money on external performance improvement products and services and provide data and resource access that cannot be obtained elsewhere.
- You will receive national recognition from NHPCO for your QC participation, demonstrating your commitment to continuous quality improvement. Partners, payers, and consumers are looking for value and commitment; QC participation can provide the edge you need in a competitive market.
- The wide range of activities included in QC will help your organization combat the challenges that your team faces every day, such as preparing for surveys, addressing high-risk compliance issues, and enhancing workforce retention.

WILL MY ORGANIZATION BE RECOGNIZED FOR QC PARTICIPATION?

Yes! QC achievement is measured quarterly based on activity completion in each pillar. Each quarter, NHPCO publishes a national Achievement Map and celebrates participating organizations' progress throughout NHPCO publications, including press releases and social media.

At the close of each program year, your organization will be provided with a customized communications toolkit that can be used for email signatures, webpages, and media communications.