

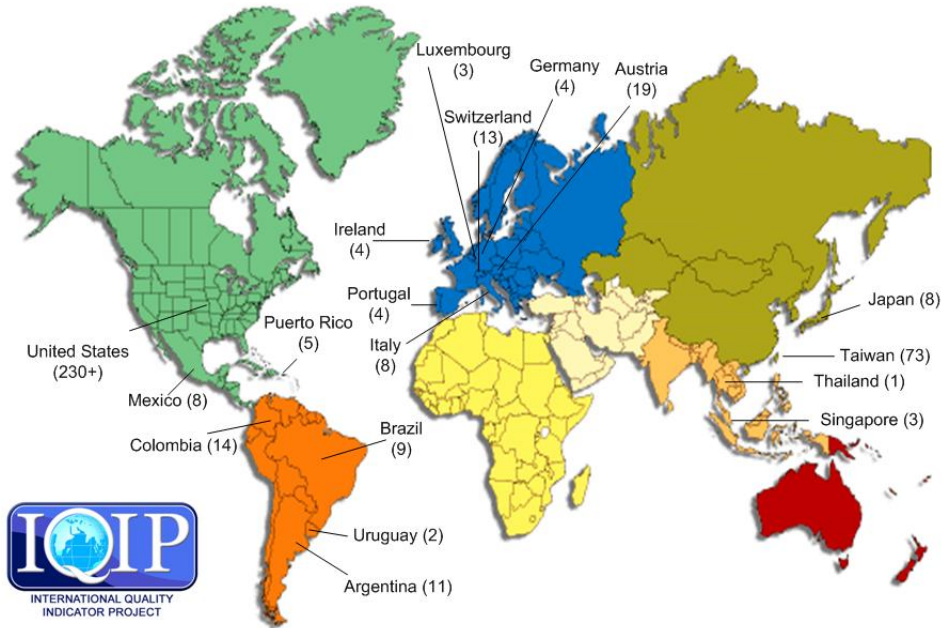


Project History and Overview

At its start in 1985, the Quality Indicator Project® (QI Project) was a small research endeavor of seven Maryland hospitals and the Maryland Hospital Association, to develop performance indicators to study the impact on quality through benchmarking and comparative analysis. The Center for Performance Sciences (CPS), which is a wholly owned subsidiary of the Maryland Hospital Association, was formalized in 1997 to provide the QI Project beyond the US market and to serve as an incubator for other healthcare performance and quality measurement programs and services.

Today the IQIP serves the performance measurement and safety improvement needs of healthcare organizations worldwide, which use the Project to meet accreditation and public reporting requirements as well as a wealth of other quality improvement initiatives. The IQIP allows hospitals, psychiatric/behavioral health facilities, and long term care organizations to measure themselves against both their own performance over time as well as an aggregate database.

The IQIP is currently being used in the countries marked on the map below
(The number of facilities using the IQIP in each country is in parenthesis)



The motivating factor behind the IQIP is not the data, but discovering the “why” behind the data. To this end, the IQIP encompasses much more than data collection software and reports. The IQIP provides educational materials, conducts user groups and training sessions, shares case studies of other IQIP participants, and assists in participants’ benchmarking and networking activities.

What makes us different?

- Our approach – an intentionally designed service model with a wealth of clinical and IT resources available in real time
- Our background – we have a deep understanding of and experience with the concepts and application of performance measurement methodologies
- Our interests – we work with top organizations all over the world to improve performance in acute, behavioral health, and long term care
- Our technology – is web-based, translatable, and extremely scalable and intuitive, and built on the latest technology platforms
- Our database – we provide real-time access to data and empower users and senior leaders to use their data in real-time
- Data quality – we subject all data to a series of stringent quality checks at the time of data entry to ensure accuracy
- Our commitment – stemming from our status as part of a health care association, our staff are deeply committed to customer/member service and satisfaction

Overview of Services

Data management tools

Data entry: The IQIP's web-based software allows users to easily enter and edit data. The user-friendly interface supports multiple languages, including Asian fonts.

Data quality reports: These live, web-based reports flag potential data problems and aberrant rates, giving users an opportunity to investigate the data and make corrections.

Conformance Assessment Surveys: The surveys are for interactive user training and assurance of high data quality.

Standard charting and graphing tools: Users may display their quarterly or monthly data alongside comparative data in line or bar chart formats.

Statistical Process Control (SPC) tools: The Project's SPC tools provide hospitals with easy-to-use control charts. IQIP SPC tools automatically default to the correct chart type, depending on the type of data captured by each measure — eliminating the need for users to guess which control chart should be used. In addition, control charts rules tested and broken are displayed on the screen.

Quarterly reports: Comparison of the respective hospital results to groups chosen for various characteristics (hospital size, patient volume, range of services, by countries and regions, etc.).

Unparalleled education and support

Training coordinator: A dedicated training coordinator serves project participants. The coordinator is an ongoing resource for measure implementation and interpretation, as well as an ongoing source of education and support for IQIP tools, functions, and services.

User manual: A comprehensive manual is available on-line and includes explanations of the indicators and measures, inclusion and exclusion criteria, as well as scientific background including relevant references in the literature.

Publications and resources: Educational publications and resources are available on-line, including case studies, a Data Analysis Guide, and up-to-the-minute announcements.

Unlimited technical support: Direct, ongoing, and unlimited access to the IQIP Tech Support team at no additional charge.

Annual users' group meetings: These full-day meetings cover a range of topics germane to the IQIP and its services, including updates to measure development, software enhancements, etc.

PRIMARY ADVANTAGES AND GOALS TO BE ACHIEVED USING IQIP

Live database: additions and modifications are reflected in the database immediately. The database includes comparative data from participants world-wide.

Real-time data quality monitoring: data quality reports target and reduce errors in the data.

Real-time data management tools: data management tools include on-line browsing/review of data, graphing, including Statistical Process Control charts, and exporting data to CSV file for importing into MS Excel or other applications.

Uniformed data collection and performance measurement practices: Web-based, standardized approach to data collection deployed across all hospitals within the system.

IQIP Value

- Scalable technology platform designed for any size enterprise
- 100% web based, secure access to the IQIP quality resources
- Measure & software training
- IT specifications & support
- Data quality reports
- Benchmarking and Comparative reports
- Graphing tools, including Statistical Process Control charts