



Improving Healthcare  
for the Common Good®

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9001:2008
CERTIFIED

## Description of Core Capabilities

### Wide Range of Services—Singular Mission: Quality Improvement

IPRO has a singular longstanding mission—to *improve healthcare for the common good*. IPRO successfully operates a variety of healthcare assessment and improvement programs nationwide across a variety of settings including providers, payers, hospitals, ambulatory, and consumer. With more than 50 government contracts, our services include, but are not limited to, Medicare and Medicaid managed care assessment and performance improvement, quality improvement, data validation, focused studies, large-scale data studies, utilization and quality-of-care review, public reporting, performance measure development, provider fraud and abuse detection and prevention, healthcare program evaluation, consumer and beneficiary appeals review, and related consulting services.

### Experience Working Across Healthcare Settings

IPRO, a national leader in healthcare performance measurement and assessment services, holds multiple major healthcare program oversight contracts involving diverse delivery platforms (e.g., managed care organizations, nursing homes, hospitals, intermediate care facilities for the mentally retarded, home care service providers, diagnostic treatment centers, and early intervention service providers) and special populations (e.g., patients with chronic care needs, developmentally disabled toddlers, persons with AIDS, nursing home applicants, and the underserved). IPRO serves Medicare beneficiaries and providers as a federally designated Quality Innovation Network - Quality Improvement Organization (QIN-QIO). IPRO is also a CMS End-Stage Renal Disease (ESRD) Network Organization, the national ESRD Network Coordinating Center (NCC), a federal Medicaid Integrity Contractor auditing Medicaid providers, and has served as an Agency for Healthcare Research & Quality Knowledge Transfer/Implementation contractor. IPRO's affiliate, Lumetra Healthcare Solutions, holds two contracts with the Department of Veterans Affairs (VA)—Protected Clinical Peer Review (VA/Veterans Health Administration) and Epidemiology and Clinical Consultation (VA Office of the Medical Inspector).

### Organizational Evolution

IPRO is known for the breadth and depth of our resources, expertise, and services. Over thirty years, IPRO has evolved from a service company conducting independent medical review to a full-service assessment organization with the expertise to design complex consulting solutions that employ state-of-the-art technology. Today, IPRO's staff of over 400 includes physicians, registered nurses, health data analysts, epidemiologists, quality improvement experts, public reporting specialists, and others with the needed competencies to support our work. Our staff routinely work directly with healthcare providers—from individual physician practices to health networks—to improve healthcare and patient outcomes.

### Expertise Across the Performance Measurement Life Cycle

IPRO has a longstanding history providing services across the full performance measurement life cycle—from development through endorsement to application. IPRO senior staff serve on ground floor industry panels and committees and have contributed to the establishment of external quality review and NCQA HEDIS processes and measures. IPRO has also participated in a CMS study to develop a composite diabetes score using DQIP-HEDIS data that were endorsed and used as early diabetes measures.

IPRO supports all aspects of healthcare performance measurement with a range of comprehensive products and services that cover performance measure development and consultation, data mining and collection, analysis, reporting and validation. A representative sample of projects is provided below.



**Multi-Site Hospice Measures** For this CMS study, IPRO implemented, tested, and enhanced the twelve PEACE (Prepare. Embrace. Attend. Communicate. Empower.) performance measurement tools and materials in hospice and palliative care settings.

**External Quality Review Organization (EQRO)** IPRO has been providing EQR services for more than 25 years. As the EQRO for nine state governments, we develop, implement and validate Medicaid performance measures and encounter data as well as conduct clinical focused studies, member and provider surveys and pay-for-performance projects; and provide training and technical assistance.

**AIDS Institute Management System** Under contract to the AIDS Institute of the New York State Department of Health (DOH), IPRO has managed the AIDS Intervention Management System (AIMS) continually since 1997—collecting, compiling, and assisting with the analysis of data defined by the AIDS Institute as indicators of performance and quality of care. As part of this contract, IPRO also supports the development of quality measures across HIV care-related topics. IPRO has developed more than 150 separate quality measures and clinical algorithms, including developing the data collection protocols and reporting logic.

### **Innovation through Technology**

A champion of public performance reporting and performance data aggregation, IPRO has a reputation for being able to apply technology to improve performance data capture and reporting. A couple of examples are provided below.

- eServices Clinical Data Portal ([pao.ipro.org](http://pao.ipro.org)) is the first online real-time physician performance assessment portal. This secure Web application allows physicians to upload performance data (abstracted or via EHR) and immediately obtain a report on their performance relative to measures provided by groups such as Bridges To Excellence. Physicians scoring highly are automatically added to a provider recognition system and can begin receiving incentive payments.
- Under contract to The Commonwealth Fund, IPRO conducted data analysis and developed a website that allows healthcare providers to conduct side-by-side comparisons of 4,500 hospitals nationwide, track performance over time against numerous benchmarks, and download tools to improve healthcare quality. “WhyNotTheBest.org” is a free resource that provides data on hospital performance across two dozen measures of recommended care, and links users to improvement resources directly related to those measures, connecting them to hands-on tools they can put into practice.

### **Customer Relationships**

Strong professional relationships are the foundation for sustainable growth. We strive to understand the challenges faced by our customers and suppliers, and act in a manner that promotes open dialogue and mutual respect. Sustaining decade-long relationships facilitates consistent execution and optimal resolution of complex technical and business problems. IPRO's customer satisfaction survey consistently yields high ratings and underscores our uncompromising commitment to customer satisfaction.

### **Operational Excellence**

IPRO places continual quality improvement at the forefront. Evidence of our commitment to excellence is our pursuit of and certification (since 2003) to the ISO (International Organization of Standardization) 9001:2008 business standard. Maintaining ISO certification assures our customers that a quality management system is in place, ensuring adherence to better system processes and cost-effective management of the company and its projects.