



**LEAD WITH QUALITY**



**INTERACT**

TRAINING | CENTERS OF EXCELLENCE | CONSULTATION | LICENSING

## The Recognized Quality Leader

The landscape of health care is advancing and changing, and reducing unnecessary hospital readmissions is a top priority for health care providers. Until recently, there has not been a comprehensive evidenced-based standard to define a quality improvement program to reduce unnecessary readmissions in post-acute care.

Now, with the inclusion of INTERACT (Interventions to Reduce Acute Care Transfers) in the CMS State Operations Manual (SOM) and Interpretive Guidelines, setting the quality standard to address factors leading to hospital readmissions is key to operational, clinical and financial success.

### Positioned for Success

To achieve **INTERACT Center of Excellence (CoE) Continuum** status, organizations must be committed to rigorous certification program across their continuum of care, which may include skilled nursing, assisted living, home health care, etc. Achieving the designation as an INTERACT Center of Excellence (CoE) Continuum positions your organization as best-in-class, underscoring your commitment to quality and reducing unnecessary hospital readmissions. Leadership has an intensive focus on the following:

- Delivering leadership and direction for embracing full INTERACT Quality Improvement Program (QIP) implementation.
- Identifying best practice approaches for utilization of the INTERACT QIP.
- Maintaining INTERACT Certified Champions within the organization.
- Monitoring data and clinical outcomes to identify areas for performance improvement.
- Providing ongoing training and support for your care delivery team.

By becoming an INTERACT CoE Continuum, you have the opportunity to position your entire organization, and facilities/agencies, as the recognized quality leader in your served markets. The certification process enables your organization to improve clinical delivery through education, standardized processes and data review and analysis.

**Take your organization to the next level of quality improvement. Contact us now.**

# INTERACT Center of Excellence (CoE) Continuum Certification

As an INTERACT CoE Continuum, you are provided the resources and tools to address performance improvement in specific areas. Organizations can achieve the following certification levels:

- **Level I** – Application, Preparation, Implementation and Monitoring
- **Level II** – First Year Benchmark Attainment and Complete Program Implementation
- **Level III** – Performance Maintenance and Recertification

## Success factors related to achieving INTERACT CoE Continuum certification:

1. A recognized market leader.
2. Consistent physician and facility leadership engagement.
3. Consensus on vision of INTERACT and organization goal alignment.
4. Focused on full implementation of INTERACT QIP throughout the organization.
5. Maintains INTERACT Certified Champions.
6. Dedicated to differentiation of the organization from others through a focused marketing and communications plan.
7. Utilizes quantifiable quality measures and outcomes.
8. Dedicated to ongoing quality performance improvement programs.

**The primary benefit of achieving INTERACT CoE Continuum certification** is seamlessly providing the highest level of quality, utilizing the evidence-based INTERACT QIP, to position your overall organization as a recognized leader with the knowledge and skills to reduce unnecessary hospital readmissions.

**Lead in the right direction to reducing unnecessary hospital readmission rates. Contact us to learn more.**