



# Contact Information for Hospitals

**PLEASE read instructions on 2<sup>nd</sup> page**

**PLEASE  
PRINT**

Medicare Provider Number / CCN: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Facility Mailing Address: \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

**CEO/Administrator:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**Chief Nursing Officer:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
*(DON or CCO)*  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**Chief of Staff:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
*(Medical Director)*  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**OIO Liaison** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
*(Primary Contact)*  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**Quality Improvement:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**IQR/OQR Contact:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**Infection Control:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

**Discharge Planner:** Name \_\_\_\_\_ Job Title \_\_\_\_\_  
 Direct Phone Number \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail Address \_\_\_\_\_

Submitted by (name) \_\_\_\_\_ Date \_\_\_\_\_  
 Check here if you are  former QIO Liaison  current QIO Liaison

**Qsource, 3175 Lenox Park Blvd, Suite 309 - Memphis, TN 38115 - 901-682-0381, ext. 2609**  
**Please FAX this to: 901-761-3786 - Attention: Linda Parks**

## INSTRUCTIONS to the HOSPITAL:

**It is imperative that Qsource maintain accurate contact information at all times. Please provide direct phone numbers, rather than the hospital's general number. (We will use these with discretion and will not share them.) Please double check and clearly print all email addresses, as CMS, the Hospital Reporting Program and Qsource are using email more frequently to distribute correspondence.**

Contact Type	Definition	Purpose
QIO Liaison	A staff person within the healthcare facility, designated by the Provider, who shall be the <b>primary</b> representative of the Provider for purposes of correspondence and communications with QSource, CMS, and CDAC.	The QIO Liaison is responsible for the maintenance of correspondence, the dissemination of QIO information, the coordination of responses to Qsource inquiries, <b>including the provision of medical records</b> , and any other duties related to Qsource's activity. <ul style="list-style-type: none"> <li>• Notices from Qsource that are issued as a result of activities required by the Memorandum of Agreement (such as Transmittals) shall be directed to the QIO Liaison.</li> <li>• Communications from Qsource regarding IQR/OQR will be directed first to the QIO Liaison.</li> </ul>
CEO (Administrator)	The Chief Executive Officer within the hospital. If hospital has an Administrator, but not a CEO, then Administrator's name is acceptable. <i>(CFO, COO, Compliance Office or Legal Department names and/or signatures are <u>not</u> acceptable in place of CEO/Administrator.)</i>	To ensure that Qsource has access to the executive officer of the hospital for engagement in projects related to our CMS scopes of work, and to garner support and buy-in for the hospital's engagement from both the Qsource and CMS perspectives. <ul style="list-style-type: none"> <li>• Notices from Qsource concerning the MOA shall be directed to the CEO.</li> <li>• Notices from CMS regarding APU (Annual Payment Update) will be directed to the CEO.</li> </ul>
Chief of Staff or Medical Director	The physician appointed by the hospital to serve as the lead of the entire medical body of physicians. Usually appointed on an annual basis.	To ensure that Qsource has access to a lead physician within the hospital for engagement in projects related to our CMS scope of work and for contacts necessary for Medicare Beneficiary Protection Program correspondence.
Quality Improvement	A staff person within the hospital who utilizes methods of evaluating and improving patient care processes and outcomes.	To ensure that Qsource has a designated contact for engagement in <u>collaborative quality improvement activities</u> related to our CMS scopes of work.
IQR/OQR <i>(formerly known as RHQDAPU)</i>	A staff person within the hospital who is responsible for meeting and maintaining criteria necessary to meet the IQR/OQR requirements.	To ensure that Qsource has a designated contact within the hospital (in addition to the QIO Liaison), in regard to the many and varied criteria, i.e., Mortality measures, HCAHPS data, core measures, validation process, outpatient measures, CMS Warehouse deadlines, etc.
Infection Control	A staff person within the hospital who is in charge of decreasing transmission and acquisition of infectious agents.	To ensure that Qsource has access to the appropriate staff member within the hospital for outreach and engagement in projects that are primarily infectious in nature, i.e., Surgical Care Improvement Project (SCIP) and MRSA project.
Discharge Planner	A staff person within the hospital who is responsible for the discharge of patients transitioning from the hospital setting to another setting (e.g., skilled nursing facilities (SNFs), assisted living residences or home)	To ensure that Qsource has access to the appropriate staff within the hospital for discharge planning or transitions of care issues or projects.
Chief Nursing Officer (CNO) or Director of Nursing (DON)	The staff person within the hospital who is responsible for the planning, organizing, coordinating, directing and supervising of various nursing services.	To ensure that Qsource has access to appropriate staff within the hospital for engagement of front line care givers in quality improvement projects.

Please return the Contact Information form to:  
 Attn: Linda Parks – Qsource - 3175 Lenox Park Blvd., Ste 309 - Memphis, TN 38115  
[lparks@qsource.org](mailto:lparks@qsource.org) - Phone 901-682-0381, ext. 2609  
**FAX 901.761.3786**