



# Customer Care

**The Missouri Quality Initiative (MOQI) works to improve the quality of care for residents of the state's nursing homes.**

MOQI, a program of the Sinclair School of Nursing, works with nursing homes to implement improvements in care to avoid unnecessary hospitalizations, improve resident care and reduce health care costs. MOQI is a pilot project sponsored by the Centers for Medicaid & Medicare Innovations Center and Medicare-Medicaid Coordination Office.

Under the initiative, Advanced Practice Nurses (APRNs) are embedded in 16 rural and urban Missouri nursing homes. The APRNs partner with nursing facility staff to improve early recognition and management of pneumonia, congestive heart failure, chronic obstructive pulmonary disease, asthma, dehydration, falls, urinary tract and skin infections, and other causes of avoidable hospitalizations.

APRNs and staff discuss goals of care and end of life wishes with residents and their families. The initiative also seeks to improve secure exchange of health information among hospitals, facilities and providers with health information technology.

Since the program began in 2012, the results have been significant. MOQI nursing homes had a 33 percent reduction in all hospitalizations. They also reduced the costs of all hospitalizations by 33 percent. The initiative has now expanded to another 24 nursing homes in the state.

The Missouri Quality Initiative is directed by Curators Professor of Nursing Marilyn Rantz.

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