HEALTH DIVISION
Improved Healthcare, Improved Lives

IMPAQ International is a public policy research firm that drives value by utilizing innovative thinking and rigorous approaches to improve our clients’ policies and programs, delivering meaningful, real world impact.

IMPAQ’s Health Division is working to increase the quality and value of U.S. healthcare, and to build the infrastructure to support a high-performing healthcare system. We collaborate with clients to design, evaluate and refine health delivery policies, programs and systems in various areas, including Healthcare Financing; Patient Safety and Quality; Long-Term Care and Disability; Performance Measurement and Quality of Care; and Health Information Technology.

Our team is committed to understanding how better quality care can be delivered to improve population health at reduced cost. Drawing on our strengths across practice areas, we are conducting cutting-edge research and evaluation studies on many critical issues, including the Patient Protection and Affordable Care Act (ACA).

For example, we are evaluating alternative payment and care delivery models, testing strategies to mitigate hospital readmissions, supporting the implementation of the Health Insurance Exchanges, and implementing policies that make information on care quality more readily available to consumers. We are also supporting the Centers for Medicare and Medicaid Services Comprehensive ESRD Care (CEC) Initiative through an analysis of Medicare claims data, program monitoring, quality measurement, and financial analysis of alternative payment and delivery models.

OUR MISSION

“IMPAQ’s mission is to provide exemplary research and consulting services to its clients through the use of impact evaluation studies, applied research, policy analysis, quantitative and qualitative data analysis, and technical assistance.”

EXPERTISE

- Health policy research and evaluation
- Evaluation of programs and cost of care
- Qualitative and quantitative evaluation
- Audience research
- Primary data collection and analysis
- Technical assistance and training
- Demonstration project implementation and evaluation
- Health information technology solutions

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For the Agency for Healthcare Research and Quality (AHRQ), IMPAQ has completed projects that support teamwork in clinical settings, reduction of healthcare-associated infections, and innovative health IT research—that ensures quality improvement.

HEALTHCARE FINANCING

IMPAQ's Healthcare Financing practice specializes in the evaluation of existing and proposed payment systems and policies of private health insurers, Medicare, Medicaid, Children's Health Insurance Program (CHIP), and other public payers. Our services address the design of payment and pricing models, the evaluation of payment accuracy and error rates, and the estimation of the effects of payment system and policy changes for Federal, State, and private payers. Project focus areas include bundled payments, Medicare Part A prospective payment systems, Medicare Parts C and D capitation payments systems, value-based purchasing, and critical access hospital cost-based reimbursement systems.

PATIENT SAFETY AND QUALITY

IMPAQ's Patient Safety and Quality practice works with public and private organizations in the area of patient safety, care coordination, and culture change. Our services include evaluating and implementing programs that seek to improve patient safety and reduce harm to patients. Some examples of our work include: measuring effectiveness of strategies to reduce healthcare-associated infections; decreasing preventable harm in hospitals, reducing unnecessary readmissions; and improving patient safety through teamwork by implementing and evaluating evidence-based systems, such as TeamSTEPPS®.
**LONG-TERM CARE AND DISABILITY**

IMPAQ's Long-Term Care and Disability practice works closely with federal and state agencies in the areas of chronic disease prevention and management, as well as the delivery, financing and provision of quality long-term services and supports (LTSS) for older adults and persons with disabilities. Our LTSS policy-focused research, technical assistance and evaluation services address multiple areas, such as chronic disease self-management education; state aging and disability resource networks; care transitions; systems transformation and balancing; person-centered LTSS; LTSS quality improvement, Medicaid home and community-based waivers, state plan amendments and demonstrations; and integrated service delivery and financing systems for Medicare-Medicaid enrollees (“dual eligibles”).

**PERFORMANCE MEASUREMENT AND QUALITY OF CARE**

IMPAQ's Performance Measurement and Quality of Care practice specializes in developing, implementing, and testing health care system pay-for-performance strategies, performance and monitoring measures, and in developing, implementing, and testing health care system and quality programs. Our services provide federal and state agencies and private sector clients with evaluation and technical assistance to implement evidence-based tools to measure outcomes, address clinical culture change, and identify research gaps. Project focus areas include qualifying organizations to use Medicare data to publically report on care quality and assuring that state healthcare marketplaces are in compliance with relevant regulatory and sub-regulatory requirements.
IMPAQ’s health project personnel include experts in survey design, sampling, instrument development, cognitive interviewing, computer-assisted telephone interviewing (CATI), and Web and mail surveys. Team members also have expertise in data processing, analysis, and reporting, as well as the submission of OMB and IRB packages.

**Health Information Technology**

Working closely with our Health team, IMPAQ’s Technology Solutions Division has extensive expertise in helping our clients collect, integrate, analyze, and share health-focused data. Our team designs and implements technology solutions that enable the secure collection and exchange of health data about individuals and that inform the delivery of safe, efficient, and high-quality care. The Technology Solutions Division also specializes in health informatics strategies and systems that increase access, organization, and usability of information to improve population health and reduce health care costs - for federal and state programs, health plans, and private sector organizations.

**Select Clients**

- U.S. Department of Health and Human Services (HHS)
- Centers for Medicare & Medicaid Services (CMS)
- Administration for Community Living (ACL)
- Agency for Healthcare Research and Quality (AHRQ)
- Centers for Disease Control and Prevention (CDC)
- Office on Women’s Health (OWH)
- Substance Abuse and Mental Health Administration (SAMHSA)
- U.S. Department of Veterans Affairs (VA)
- Evergreen Health Cooperative
- Maryland Health Care Commission
- MedImmune

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**Learn More**

To learn more about how our exceptional people are developing innovative solutions with a real-world impact, or to join our team, please visit our website at www.impaqint.com.