



A Message From Our President/CEO

HSAG was founded in 1979 and serves the Centers for Medicare & Medicaid Services (CMS) providing quality services for Medicare and Medicaid programs and the end stage renal disease program. HSAG is the designated CMS Quality Improvement Organization (QIO) for Arizona and California. We collaborate to support hospitals, physicians, nursing homes, and healthcare providers to improve quality and outcomes for the Medicare population.

In 2014, HSAG started as the evaluation contractor for the hospital engagement network. In 2016, HSAG became one of 16 Hospital Innovation Improvement Network (HIIN) contractors. HSAG was fortunate to achieve the number-one scoring contractor status and remain the number-one high performer until the contract ended in March 2020. In September 2020, CMS awarded HSAG the HQIC contract, where we are one of nine awardees, seven of which are QIOs. HSAG is the only QIO contractor that has past HIIN experience as a prime contractor.

Our staff have the expertise to partner with you and provide no-cost technical assistance to help you succeed as the highest performing team of hospitals in the nation. We will learn from each other to improve healthcare for Medicare patients. Thank you so much for your passion to partner with us to adapt and test practices in support of achieving healthcare transformation and goals.

Mary Ellen Dalton, PhD, MBA, RN
HSAG President & Chief Executive Officer