

# Seasons GREETINGS

DECEMBER 2024  
HOLIDAY EDITION



## A NOTE FROM OUR CEO

SUZAN MORA DALEN, MPA, CHCA  
FOUNDER, CEO & HEDIS® AUDITOR

As we celebrate this holiday season and wind down 2024, I have a full and saddened heart. This has been a difficult year personally with the passing of several family members and a close friend. However, through the sadness there is gratefulness that I was able to spend time with them and create memorable moments.

I have been thinking about how these special moments have impacted my life professionally and personally and realize the following. How we treat others and how we make others feel can last more than a moment. How we treat others can change a person's day, change their outlook, perspective, choices, or their decisions on how to treat others. The world keeps getting faster, more detached, and selfish. Practicing kindness, empathy, understanding, respect, and goodness can last more than a moment, it can change someone's life, as it has mine. I hope to honor the memory of my lost relatives and friends by continuing to practice kindness that is contagious and crystalizes into exponential goodness to others.

In the spirit of our gratefulness and kindness, QMetrics is again donating our holiday gift fund to Feeding San Diego a local chapter of Feeding America instead of sending gifts

We are thankful for the opportunity to be able to help families in need and to be of service to our community. We encourage you to do what you can to help others in need by being a friend, a supporter, and an encourager.

Here is our link if you wish to contribute: [Check out QMetrics' team fundraising page for Feeding San Diego.](#)



I hope that as you interact with the me, Jim, and the QMetrics team, you find kindness, respect, and mutual understanding for this is what we value.

Take a peek at a few of the 2024 highlights and team accomplishments. I am so proud of the QMetrics team.

*P.S. This one is for you Papa Dalen. Jim and I miss you, but when we are by the sea, we always feel your presence.*

Cheers and Happy Holidays!  
Suzan



## Contact Center: Scaling Up Our Squad

QMetrics continues to grow in numbers and talent. The Contact Center has grown from a team of four in 2022 to a team of 9 in 2024 and counting. QMetrics acquired a physical office located in downtown San Diego in 2023, and because of our exiting growth, we transferred to a larger office in 2024. The QMetrics contact center team made over 55,000 provider calls across multiple phone surveys and collected and processed over 500 mail-in Enrollee Experience Surveys.

By constantly working on process improvement and managed care operations we had the best year yet ensuring regulatory and quality measurement goals and requirements are being met for our partners.

The Contact Center Team had an annual in-person team building day as part of QMetrics' component of the employee engagement program. The Contact Center Team planned out the year, established goals, enjoyed a delicious breakfast and lunch.

The Contact Center team wishes you all happy holidays and thanks you for the opportunity to continue serving you.



## Surveys

We are excited to close out the 2024 surveys and report on final counts of surveys administered telephonically, via fax, email, and mail. It has truly been a banner year!

## Data Aggregator Validation

As the holiday season approaches, we take a moment to reflect on the accomplishments and milestones reached throughout the year. The conclusion of Cohorts 7 and 8 of the Data Aggregator Validation program for 2024 stands out as a remarkable achievement for QMetrics.

The cohorts overall saw unprecedented participation, with 35 total organizations actively engaging in the validation process. The wealth of knowledge and experience gained during this program continues to play a pivotal role in enhancing data accuracy and promoting further interoperability in healthcare quality reporting.

Since the program's inception, QMetrics has been at the forefront of the program, completing 105 validations for 43 organizations across 21 states, impacting millions of lives throughout the vast majority of the United States. In addition, QMetrics has validated over 49,000 data sources, underscoring our commitment to ensuring accuracy and reliability in healthcare data. The continuous evolution of the program has brought innovative advancements, including the introduction of FHIR (Fast Healthcare Interoperability Resource) and a new standard for the Provider Portal during Cohort 6 in the fall of 2023. These enhancements have transformed the program, streamlining processes and enabling more efficient data integration.

Heartfelt congratulations are extended to all the organizations that have successfully achieved either validated or certified status through the rigorous validation process this year.

This accomplishment is a testament to the unwavering dedication and collaborative efforts of all participating organizations.

QMetrics expresses its sincere gratitude to each participating organization for upholding industry standards and demonstrating a commitment to data quality. Your dedication is instrumental in driving positive changes in the landscape of managed care.

As we celebrate the successful completion of Cohorts 7 and 8, we eagerly anticipate the commencement of Cohort 9, scheduled to begin on January 21, 2025. We look forward to another round of collaboration, learning, and shared successes. Wishing you a joyful holiday season filled with warmth, gratitude, and the company of loved ones. May the coming year bring continued success, growth, and prosperity to all.

### **Until Next Year!**

As always, thank you for being a part of the QMetrics family. We can't wait to surprise you with new ways that we can serve you in 2025, stay tuned!

[Learn more about our Services](#)

### **Happy Holidays from the QMetrics Team!**

