

Quality Assurance & Performance Improvement

From Introduction to Application

When?

The Affordable Care Act of 2010 requires nursing homes to have an acceptable QAPI plan within a year of the promulgation of a QAPI regulation.

Not Business As Usual

- Everyone will be responsible for QAPI
 - Nursing Home managers will need to consider how we will include non-managers (CNAs, charge nurses, house keepers, dietary aides, etc.) in quality improvement efforts. They are expected to have an active role and for their voices to be part of QAPI.

Why QAPI for Nursing Homes?

- QAPI is already in place in many other settings such as hospitals and dialysis clinics.
- Focus on **quality of care** and **quality of life**.
- Quality of care costs less than poor quality of care.

How do you eat an elephant?



Do not feel overwhelmed...



You already have quality assurance processes in place - start to build on those.

From elephants to elements...



The Five Elements

- Design and Scope
- Governance and Leadership
- Feedback, Data Systems and Monitoring
- Performance Improvement Projects (PIPs)
- Systematic Analysis and Systemic Action

Element 1: Design and Scope

- Get staff involved - from numerous departments and positions.
- Everyone has something valuable to contribute.
- Direct care staff involvement is crucial. They know their residents!

Element 2: Governance and Leadership

- Opinions, preferences and perspectives of your **residents and their families** provide the guidelines.
- They can identify quality of life and quality of care issues, and provide feedback.
- You may appoint them to a role on your improvement project team.

Element 3: Feedback, Data Systems and Monitoring

There needs to be a way to measure and compare your progress towards a goal:

- **Benchmarks** – a standard in which other things can be measured or judged
- **Target** – an internal goal with a specific measurable outcome
- **Threshold** – a measure of quality performance in which you *must* achieve

Element 4: Performance Improvement Projects (PIPs)

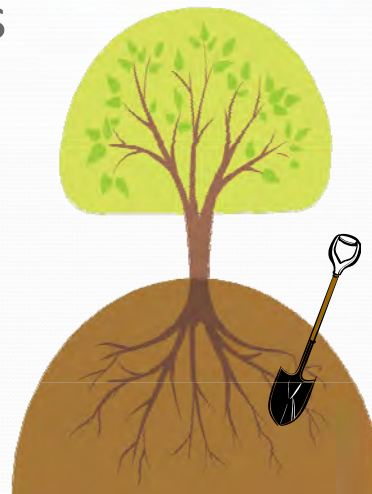
- **Create a documented plan that clearly identifies the goal and each team member's role and responsibilities.**
- **Help your team stay focused by providing timelines and details about your team's purpose and the end goal.**

Element 5: Systematic Analysis and Systemic Action

- Root Cause Analysis (RCA) is a term to describe a systematic process to get to the underlying cause of a problem.
- The key question is WHY? Keep asking why.
- Focus on a very specific problem. Do not be too broad or generalized.

Root Cause Analysis

- What caused the problem? – your first answer may not be the only reason or the reason at all
- RCA focuses on systems and processes – not individuals
- Identify the root cause(s) and then identify actions you can take to improve
- Work as a team (may need to involve others in various departments)



RCA requires us to dig deeper

Root Cause Analysis – Falls example

- One good (free) example of a standardized post-fall assessment form is available on the website of the Agency for Healthcare Research & Quality (AHRQ) – it's called the Post-Fall Assessment for Root Cause Analysis:

<http://www.ahrq.gov/legacy/research/ltc/fallpxtoolkit/fallpxtool30.htm>

- Use this tool, or one like it, in conjunction with a physician or pharmacist's assessment of medications that may contribute to fall risk, and if appropriate, a medical provider's assessment of laboratory test results, also.

QAPI Tools and Resources

- CMS Memo S&C 13-05 NH (*QAPI at a Glance* attachment)

<http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Policy-and-Memos-to-States-and-Regions.html>

Visit the CMS QAPI Website

- <http://go.cms.gov/Nhqapi>

QAPI Resources

Primaris is Missouri's federally designated Quality Improvement Organization (QIO). QAPI information is available online at www.primaris.org/qapi.

Stratis Health

The following recorded webinars cover some basic principles of QI and can be used for caregiver education:

<http://www.stratishealth.org/events/recorded.html>

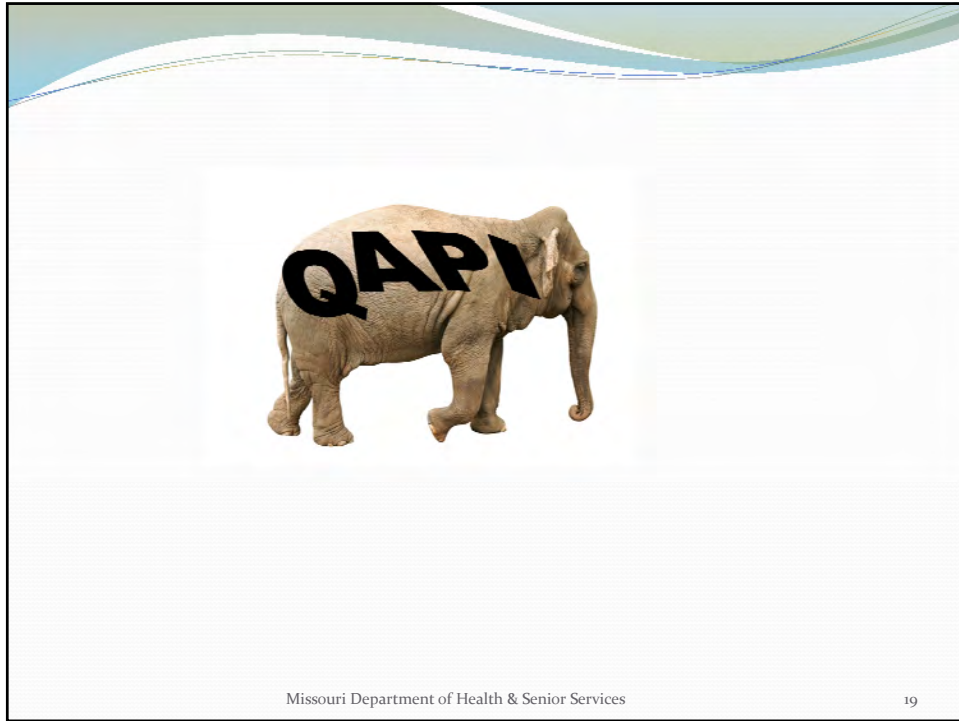
Person-Centered Care Resources

Implementing Change in Long-Term Care: A Practical Guide to Transformation Regarding Culture Change

[www.pioneernetwork.net/Data/Documents/Implementation Manual ChangeInLongTermCare%5B1%5D.pdf](http://www.pioneernetwork.net/Data/Documents/Implementation%20Manual%20ChangeInLongTermCare%5B1%5D.pdf)

Picker Institute Publications

<http://pickerinstitute.org/publications-and-resources/>



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http://health.mo.gov/blogs/l_tcblog/

Missouri Department of Health & Senior Services

Enhanced Leadership Development Academy (ELDA) Introduction

ELDA Website: <http://www.nursingoutreach.missouri.edu/>

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