



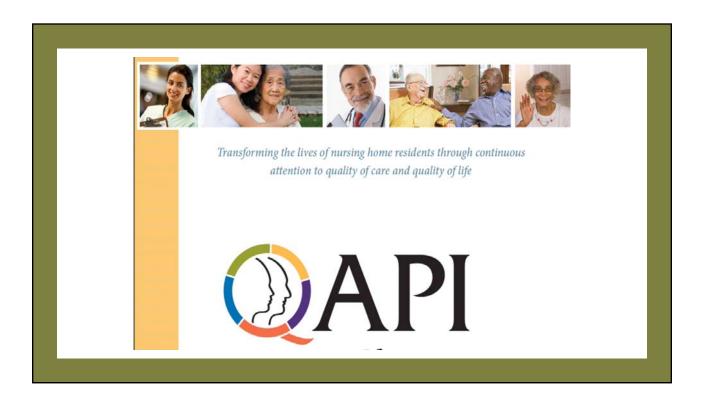


Quality Assurance Performance Improvement (QAPI) for Nursing Homes

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QAPI Regulatory Development

- Survey & Certification Letter 12-38 released on June 29, 2012
- Introduced new requirements under The Affordable Care Act Sect 6102C
- Required CMS to establish standards and provide technical assistance to nursing homes on the development of best practices relating to QAPI
- Nursing homes must submit QAPI plans to CMS during surveys or upon request



QAPI Features

- · Uses a systems approach
- Works to improve quality of health care, resident environment, and to improve work environment for all workers and care partners
- Is data-driven and uses proactive rather than reactive approaches
- Involves staff at all levels to identify opportunities for improvement
- Identifies gaps in center system or processes develops and implements improvements and corrective action plans and continuously monitors the effectiveness of interventions

QAPI – Five Elements

- Design & Scope
- 2. Governance & Leadership
- 3. Feedback, Data Systems & Monitoring
- 4. Performance Improvement Projects (PIPs)
- 5. Systematic Analysis & Systematic Action

QAPI Element 1: Design & Scope Nursing Homes will develop written QAPI plans following these principles

- Ongoing & Comprehensive
- · Full range of services offered
- Involves full range of departments
- Addresses all systems of care & management, including clinical care, quality of life, and resident choice
- Focuses on safety and high-quality clinical Interventions
- Emphasizes autonomy & choice

Element 2: Leadership and Governance

- Governing body/administration develops leadership roles, appoints one/more individuals accountable for QAPI
- Maintains QAPI priorities and program expectations on quality, rights, choices, respect, balancing culture of safety with culture of resident-centered rights and choice
- Establishes policies for ongoing QAPI programs
- Ensures Adequate Resources for leadership training, center-wide training and technical training
- Ensures that staff members have time to Conduct QAPI program work
- QAPI Leadership works with input from center staff, residents and family members or care partners

Element 3: Feedback, Data Systems and Monitoring

- Feedback systems include input from staff, residents, families, care partners, others as appropriate
- Center uses performance indicators to monitor care outcomes and processes
- Center tracks, investigates and monitors adverse events and outcomes of care process
- Center mandates investigation of adverse events for every occurrence and develops action plans

Element 4: Performance Improvement Projects or PIPs

- Center conducts PIPs to review and improve care and services in areas identified as needing attention
- PIPs may focus on one area or center-wide
- Information is gathered systematically to clarify problems or issues and intervene for improvement
- PIP areas are selected by the center based on identified priorities, i.e., important and meaningful for the type and scope of services and the populations served

Element 5: Systematic Analysis and Systemic Action

- Centers use an organized, structured and systematic approach to determine when in-depth analysis is needed
- Centers will develop policies & procedures and demonstrate proficiency in root cause analysis
- Root Cause Analysis is a systems approach that comprehensively reviews all involved systems to prevent future events and promote sustained improvement
- Includes a focus on continued learning and continuous improvement

QAPI – Action Steps

- 1. Describe Leadership Responsibility & Accountability
- 2. Develop a Deliberate Approach to Teamwork
- 3. Take Your Own QAPI "Pulse" with Self-Assessment
- 4. Identify Your Organization's Guiding Principles
- 5. Develop Your QAPI Plan
- 6. Conduct a QAPI Awareness Campaign
- 7. Develop a Strategy for Collecting & Using QAPI Data
- 8. Identify Gaps & Opportunities
- 9. Prioritize Quality Opportunities & Charter PIPs
- 10. Plan, Conduct & Document PIPs
- 11. Get to the "Root" of the Problem
- 12. Take Systemic Action

QAPI – References and Resources

- Useful resources for designing and developing a QAPI Plan:
- https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/qapiresources
- https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPI-Plan-How-to-Guide.pdf

