

Case Study

In November QAPI meeting the Social Services director reported grievances from residents increased by 30% from October. She ruled out any abuse/neglect possibilities and addressed each grievance appropriately. The QAPI Committee now discusses trends and work to determine the root cause of the increase. Through the RCA session it was determined that interaction with staff is less 'fun' and 'only business.' For example: "Ms. Jones reported that Nurse Sara had not taken time to visit with her about her daughter's dance class in weeks."