

# Quality Improvement

AHRQ ECHO National Nursing  
Home COVID-19 Action Network



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## QI Content Review

- What is QAPI
- Conversations for improvement
- Psychological PPE
- Spaghetti diagrams, process maps, Fishbone diagrams
- When to test
- How to decide if its time for a PIP
- Conversations with Staff
- Testing 5 Attributes (Who, When, Where, How, What)
- Rounding to identify opportunities
- Involving CNAs in improvement
- Ask 5 to determine reliability
- How to Write a PIP
  - SMART Goals
  - RCA
  - Interventions
  - Measurements

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## What Best Practices Have you Discovered during COVID-19

- How have you managed frustration?
- How do you address feeling overwhelmed?
- What did you learn about yourself as a leader?
- What practices did you find most beneficial?
- Are you transparent with staff?
- Are you the calm in the storm?
- Are you a resource to the team?
- Are you present?

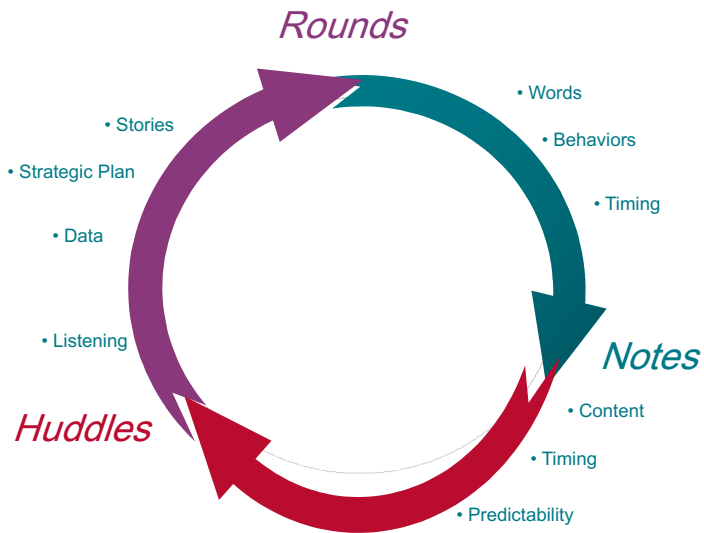
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**A hero is an ordinary individual who  
finds the strength to persevere and  
endure in spite of overwhelming  
obstacles.**

Christopher Reeve

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## How to use the Bundle of Best Practices in QI



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