



QAPI Plan Workshop: Session 3

A Master's in Elephant Eating



Review

- Preamble Status: DONE
- Continue with the pre-implementation work
 - Basic intro to QAPI for Residents, Families, Staff, Contractors...
 - Planning for open communication
 - Knowing your culture
 - Looking at resources that will be needed in the future
 - Considering job description revisions

Next Steps

What you do from now on should be designed to achieve your purpose statement, using your guiding principles.

Goals (Action Steps)

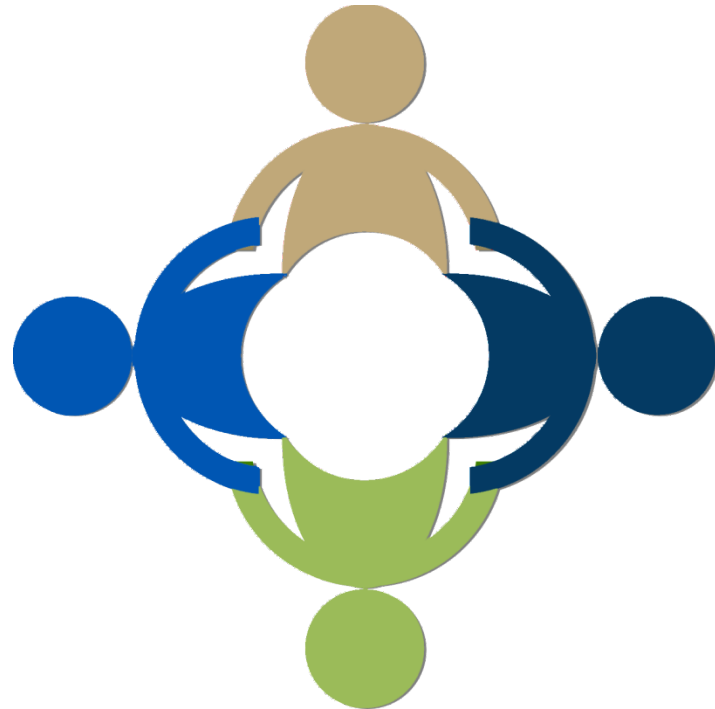
- Goal writing is necessary when areas for improvement are identified
- Need a guide for how you are going to write these goals
- Familiar with SMART Goals?
 - Specific
 - Measureable
 - Actionable
 - Relevant
 - Time Frame
- Utilize the “QAPI Goal Setting Worksheet” (Resource)
- Begin to write a statement about how your team will **consistently** identify and document goals
- An example could start with...
 - “When an area of improvement is identified, _____ Nursing and Rehab recognizes the need to set a measurable goal. Our team will accomplish this by implementing the goal setting worksheet for each task.”
 - Then expand the discussion using “SMART” as a guide

Facility Scope (Action Steps)

- Session 2 – Action Step: Scope of Service list
- Now you are going to figure out how QAPI will be used in all care and service areas
- Again, this is a policy on HOW... for example,
“At _____ Nsg & Rehab, QAPI is a method for approaching decision-making and problem solving. All service lines and departments will utilize QAPI tools for systematic quality improvement. We will use data to make decisions, drive improvements and then – through measurement – will determine if improvement efforts were successful.”

The Fantastic 4

- Clinical Care
- Quality of Life
- Resident Choice
- Care Transitions



Clinical Care (Actions Steps)

- Ask the Steering Committee how they see QAPI impacting clinical care in your facility. Some examples could be...
 - Better systems
 - Data-driven changes
 - Increased time efficiency
 - Less errors
 - Evidenced-based procedures that update
 - And... and... and...
- Write the list

Quality of Life (Action Steps)

- Repeat the question to the Steering Committee for QOL: Possible answers could be:
 - Focus on Person-Centered Care
 - Positive culture changes
 - Improved resident/family surveys
 - Decreased complaints
 - And... and... and...
- Write the list

Resident Choice (Action Steps)

- You guessed it – Ask the Steering Committee how QAPI should impact Resident Choice. Examples could be:
 - Very specific, individualized plans of care
 - Improved communication
 - Focused plans of autonomy (independence meeting them at their level)
 - And.....
- Write the list

Care Transitions (Action Steps)

- Make sure your team has an understanding of care transitions (Resource)
- Steering Committee to determine how they want QAPI to impact Care Transitions. Examples:
 - Improve communication across the care continuum
 - Improve systems for streamlined admissions
 - Improve systems for streamlined discharges
 - Improve synergism with our healthcare partners
 - And....
- Write the list

Inclusion Statement (Action Steps)

- Tie all the lists into one statement
- Should sound like a commitment... because IT IS!
- Example:
 - “ _____ Nursing Home will use its QAPI foundation to identify opportunities for improvement with clinical interventions that pose a high risk to residents or caregivers or that impact the safety and quality of life of the residents. Our team will strive to bring meaningful resident and family voices into our QAPI process addressing clinical interventions to build on the resident’s own goals for health, quality of life and daily activities.”
- Maybe put this before your lists? Whatever works for your plan.

Evidence, Best Practices and Data (Action Steps)

- Steering Committee determines the sources of evidence, best practices, data and tools your facility will use. Examples could be:
 - CASPER
 - Nursing Home Compare
 - QIO
 - National Nursing Home Quality Improvement
 - Institute for Healthcare Improvement (IHI)
 - CMS
 - Agency for Healthcare Research and Quality (AHRQ)
 - State Survey Agency
 - And...
- Designed as a fluid document – you can add more details as you learn.
- Write a statement how you will use these resources.
- Examples vary widely for each area.
- Doesn't need to be fancy... must be useful

Action Items

- Write the statement on how goals will be set
- Write the Scope of Service Statement
- Write your list for Clinical Care
- Write your list for Quality of Life
- Write your list for Resident Choices
- Write your list for Care Transitions
- Write your inclusion statement
- Write your list for data, evidence and best practices
- Write your data, evidence and BP statement

Lots to Accomplish...



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Discussion



This material was prepared by Quality Insights, the Medicare Quality Innovation Network-Quality Improvement Organization for West Virginia, Pennsylvania, Delaware, New Jersey and Louisiana under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication number QI-C2-060617