

# QAPI: WHAT, WHY AND HOW

## Residents and Families



### What...IS QAPI?

QAPI stands for Quality Assurance Performance Improvement. QAPI is a system we use to look at the way we work and how our work effects everything around us. We use QAPI to learn what we like about our systems so we can use those same ideas in other areas. We also use QAPI to learn what part of our systems we can make better. QAPI also helps us measure what happens when we make changes to the way we do things. QAPI means making sure that the services provided meet your needs as residents and family members by including you as part of the problem solving team. Our goal is to use the QAPI process to form teams that include the voice of everyone in our community to create a place that not only meets our needs but exceeds our expectations.

### Why...DOES QAPI MATTER TO YOU?

1. You are the center of everything that happens in our facility and often know best what works well and what could improve.
2. The unique perspective you have is vital to making changes that will improve your daily experience as well as the experience of everyone in our community.
3. QAPI gives you have the power to change the way care is given.
4. QAPI aligns our mutual goal to find ways to lead productive, healthy lives while managing our unique challenges.
5. QAPI matters, because YOU matter.

### How...DO YOU GET STARTED WITH QAPI?

1. Learn who to talk to about QAPI.
2. Know what to do if you see an area that you think may need to improve.
3. Share your voice.
4. Look for ways to get involved.
5. Talk to others when you have an idea.
6. Look around, think about what you see.
7. Change the way you think about the power you have to create solutions.



## YOUR QAPI CONTACT

Name:

How to Contact:

*For more information, and to find a library of free resources, please visit us at [www.qualityinsights-qin.org](http://www.qualityinsights-qin.org).*