



QAPI: WHAT, WHY AND HOW

Managers

What...IS QAPI?

QAPI is the process we use to identify areas that may benefit from improvement and to make sure those improvements remain relevant and sustainable. This improvement process is an important part of your responsibility as a manager, it can help you to form strong teams as well as help you to improve outcomes in virtually any area of our facility. While you may be one the leaders of the QAPI initiative within your department, you should be an active member in the quality improvement efforts in all departments within the building. Using QAPI to break down the silos that can occur within a facility will help us reach our individual as well as our mutual goals.

Why...DOES QAPI MATTER TO YOU?

1. Managers are tasked with the responsibility of ensuring that performance meets the expectation of our residents and our employees, QAPI helps to do this.
2. A strong QAPI plan will help to create teams of people working toward mutual goals.
3. QAPI provides a framework in which you are able to analyze current practice, solutions attempted, and results achieved while ensuring the voice of those you work with and the residents are heard.
4. QAPI gives you the power to make people's lives better and the work environment more stable.

How...DO YOU GET STARTED WITH QAPI?

1. Learn about QAPI tools.
2. Teach QAPI techniques to your team.
3. Incorporate QAPI into daily processes.
4. Make Root Cause Analysis the expectaion.
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.
8. Ensure that those on your team understand their value in the QAPI process.

KNOWLEDGE CHECK

- ✓ What is QAPI?
- ✓ Do you know what your QAPI plan is?
- ✓ How do you include others into QAPI?
- ✓ How does your QAPI work fit into the overall facility plan?
- ✓ Who is the QAPI leader in your facility?

For more information, and to find a library of free resources, please visit us at www.qualityinsights-qin.org.