



QAPI: WHAT, WHY AND HOW

Front Line Staff

What...IS QAPI?

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 look at what we like about our systems so we can use those same ideas in other areas and to figure out what part of those systems we think we can make better. It is also a great way to measure what happens when we make changes to the way we do things. QAPI is not more work. It is a different way of looking at everything we do and making sure that what we do will help our residents. QAPI stands for Quality Assurance Performance Improvement, and means making sure what we provide is meeting our goals and looking for ways to make what we are doing even better.

Why...DOES QAPI MATTER TO YOU?

1. Front line staff have information that is important about residents and the way things work in real time.
2. You are the bridge between the resident, their families and nursing staff.
3. You know the residents in a different, more personal way than the nursing staff or doctors.
4. QAPI gives you have the power to change the way care is given.
5. QAPI gives you the power to make people's lives better.

How...DO YOU GET STARTED WITH QAPI?

1. Learn about QAPI tools.
2. Know who leads your QAPI team.
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.

KNOWLEDGE CHECK

- ✓ What is QAPI?
- ✓ How can you help with QAPI?
- ✓ Why are you an important part of QAPI?
- ✓ What can you do to get involved?
- ✓ 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.