



http://www.aging.ks.gov/AdultCareHomes/BestPractice/QA/QI/BP_QAPI_Index.html

QUALITY ASSURANCE (QA) PERFORMANCE IMPROVEMENT (PI)

QAPI is a data-driven and pro-active approach to quality improvement. Activities of this comprehensive approach are designed to involve all members of an organization to continuously identify opportunities for improvement, and address gaps in systems through planned interventions in order to improve the overall quality of the care and services delivered to long-term care residents.

QUALITY

Quality is the measure of how well a product or service matches a need. Suitable *Quality* is determined by clients or customers using product or served, not by society in general.

Quality Assurance (QA) refers to all planned and systematic actions and programs implemented in a system so the quality requirements for a product or service will be fulfilled. QA also refers to the activities necessary to ensure that a module, component or system conforms to established technical requirements/ protocols.

It includes:

- systematic measurement,
- comparison with a standard or protocol,
- monitoring of the processes
- and an associated feedback loop that confers error prevention.

Two principles included in QA are: "Fit for purpose": the product should be suitable for the intended purpose; and "Right first time": systems to reduce error and quickly identify deficient practice. QA includes management of the quality related to service.

QA in HealthCare: Due to the exorbitant number of protocols, health care organizations rely on QA programs to develop ways to monitor and ensure that mandatory standards are being met.

These programs are designed to:

- analyze health care requirements,
- determine ways of ensuring that protocols are followed throughout the organization,
- have a system in place to audit the protocols for compliance
- and institute performance improvement plans when standards are not met.

QA use a quantitative approach to gathering and generating statistics used to determine areas of progress and deficiency.

PERFORMANCE

Performance is the way people do their jobs and the results of their work.

Performance Improvement (PI) uses a systematic methodology to find the root causes of a performance problem and then implement an intervention (or "fix") that applies to that specific performance deficit.

In **healthcare, PI** means that healthcare providers at every level examine their organizations from the most strategic level on down to the simplest routine process for opportunities to streamline, improve and optimize the care given and the costs associated with that care.

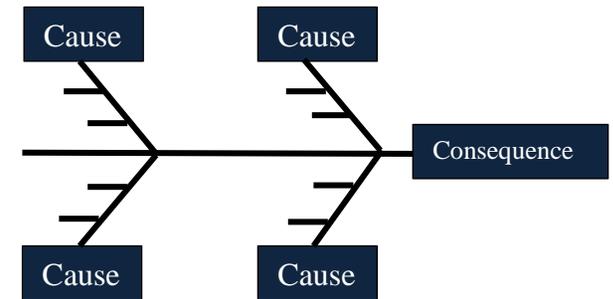
QAPI adds PI to existing QA.

ROOT CAUSE ANALYSIS

What is the problem?

Why did the problem happen (the causes)? Drill down each cause to its root by asking Why? Why? Why?

What specifically should be done to overcome the problem or to prevent the problem from happening again?



PDSA CYCLE

What do you want to change or accomplish?

What changes can be made that will result in improvement?

How will you know the change is successful or an improvement?



RESOURCES

CMS

Quality Assurance Performance
Improvement ((QAPI) Website

Five Elements of QAPI

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/QAPI.html>

Quality Measures MDS 3.0

<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/Downloads/MDS30QM-Manual.pdf>

Federal Regulation Guidance

www.cms.gov/manuals/Downloads/som107ap_pp_guidelines_tcf.pdf

Writing a Plan of Correction
Section 7304.4

<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107c07.pdf>

Tips for Preparing for Quality Assurance
Performance Improvement (QAPI)
Suggestions for Senior Leaders

<http://www.aging.ks.gov/AdultCareHomes/Newletters/Sunflower/2012January.pdf>

ADVANCING EXCELLENCE CAMPAIGN

<http://www.nhqualitycampaign.org/>

KFMC - KANSAS QIO

<http://www.kfmc.org/providers/nh/index.html>

RESOURCES

KDADS

USING QUALITY INDICATOR
SURVEY (QIS) PROCESS in QA & PI

QIS Manual (CMS)

<http://www.aging.ks.gov/Manuals/QISManual.htm>

Resident and Family Interviews
Facility Level Tasks

KDADS Sample Tools

http://www.aging.ks.gov/AdultCareHomes/AdultCareHomes_index.html

Use of the following tools is not mandated by KDADS for regulatory compliance nor does their completion ensure regulatory compliance.

Critical Element - Resident Use

Applying QIS Process to QA/PI
Program

Process Improvement Team

Resident at Risk

Resident Specific Review Tools

General Care and Services

Pain Recognition &
Management

Activities of Daily Living

Range of Motion

Pressure Ulcer

Urinary Incontinence

Urinary Catheter Use

RESOURCES

**COBBLE HILL HEALTH CENTER-
ISABELLA GERIATRIC CENTER
COLLABORATIVE PROJECT**

Getting Better All the Time

Working Together for Continuous
Improvement: A Guide for Nursing
Home Staff

<http://www.isabella.org/>

Located at Additional Resources

SUCCESSFUL QAPI

- * Engage Administrative Leadership
- * Learn the Language
- * Look at Home Holistically
- * Use Common Sense
- * Incorporate Multidisciplinary Approach
- * Involve Staff at All Levels
- * Invest in Electronic Assistance for Data Management, Collection, and Analysis.

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