

QAPI

Quality Assurance Performance Improvement



Learning Objectives

After taking this course, you should be able to:

- Explain the basic concepts and principles of QAPI.
- Describe each of the four elements of QAPI.
- Utilize QAPI principles to address problems and opportunities with your facility.



Understanding QAPI

- Quality Healthcare
 - Improve individual care including quality and satisfaction
 - Improve the health of populations
 - Reduce per capita costs of healthcare
- Defining QAPI
 - Goals
 - Quality measures
 - Staff, Resident, and family input
 - Identify problems and opportunities for improvement
 - Root cause to identify underlying cause



QA vs PI

Quality Assurance

- Meet minimum standards of care
- Reactive strategy
- Focus on individuals
- Improvements usually end once focus is off problem

Performance Improvement

- Aim to improve processes even if problem not identified
- Proactive strategy
- Focus on process or system
- Sustained improvement



Written QAPI Plan

Because your QAPI program must be a sustained, systematic approach to quality improvement, your facility must develop and maintain a written QAPI plan that includes policies and procedures outlining the approach you will take to improvement through your program. Your written QAPI plan is a living, breathing document that will continuously change as your facility changes. It is not some mythical creature that lives in the administrator's office that staff have heard of but never seen. All those involved in QAPI activities should reference it frequently. It will evolve as the needs of your residents, staff, and facility evolve. It details exactly how your facility utilizes QAPI and directs all QAPI activities.



Guiding Principles

- Vision Statement
- Mission Statement
- Purpose Statement
- Guiding Principles
- Scope



QAPI Involvement

- Identifying opportunities for improvements
- Addressing gaps in systems or processes
- Developing and implementing improvement or corrective plans
- Continuously monitoring the effectiveness of interventions



QAPI Elements

- Design and scope
- Governance and leadership
- Feedback, data systems, and monitoring
- Systematic analysis and systemic action



- Leadership Rounding
- Feedback, Data Systems, and Monitoring
- Adverse Events
- Systematic Analysis and Systemic Action
- Self Assessment



Conclusion

Now that you have finished reviewing the course content, you should have learned the following: QAPI is the pairing of two complementary approaches to create a proactive, systematic, comprehensive approach to quality improvement and management. In order for QAPI to be effective, your facility must have created a culture that promotes quality improvement, which starts at the top. It must look at system breakdowns to correct the root cause of problems rather than looking to place individual blame. Effective QAPI programs value the input of staff, residents, and families and include these individuals in PIP teams. QAPI is more than meeting the regulatory requirements. It is continuously aiming to improve the quality of care and life of the residents in your facility



Facility Policies

- Abuse and Neglect
- Resident Rights
- QAPI
- Behavior and Dementia
- Communications
- Infection Control
- Compliance and Ethics

