

5 W's of Quality Assurance Performance Improvement

Quality Assurance (QA): This is about checking and ensuring that the care given to residents meets specific standards and expectations. It is like making sure everything is running smoothly and everyone is doing their job well.

Performance Improvement (PI): This is about actively working to make things even better. If there is a way to improve how residents are cared for or how the organization operates, QAPI encourages identifying those areas and making positive changes.

Who is involved in the quality assurance process and performance improvement efforts?

WHO

All staff are educated on the principles of QAPI. Staff are encouraged to report errors and near misses to allow the organization to learn from those occurrences and make systemic changes to prevent recurrences. Residents and families are also informed of the QAPI plan and are encouraged to share their insights, concerns and opportunities for improvement. Everyone is responsible for carrying out quality assurance and performance improvement activities.

What processes, products, or services are being assessed for quality, and what specific aspects are targeted for improvement?

WHAT

The team decide what data to monitor routinely. Areas to consider may include clinical care areas, medications, resident satisfaction, caregiver turnover and state survey results and deficiencies. This involves defining specific outcomes, conducting audits, and implementing improvement initiatives. Performance improvement projects (PIPs) will be implemented when an opportunity for improvement is identified. These PIPs may apply to processes or systems at all levels of the organization. Data collected are reviewed against benchmarks, such as national, state, or organizational targets. Continuous monitoring of data is essential to pinpoint new areas for enhancement.

When will the quality assurance performance improvement activities take place?

WHEN

This involves establishing schedules, timelines, and periodic assessments to ensure ongoing monitoring and improvement. On an annual basis, and as needed, the organization must complete a Facility Assessment that includes an overview of the services and/or care areas that are provided. The Facility Assessment determines the unique needs of each organization's population, as well as identifies community risk factors.

Where will the quality assurance performance improvement be implemented?

WHERE

It is implemented across all operational areas, including resident care, staff training, facility maintenance, and administrative processes, to ensure consistently high standards of care and service delivery.

Why is quality assurance and performance improvement important?

WHY

Understanding the reasons behind the initiative helps guide decision-making and prioritize actions for improvement. This includes enhancing resident and family satisfaction, optimizing quality of care, or meeting regulatory requirements. Surveyors may ask for QAPI plans during an annual survey or upon request.

QAPI is a way for the organization to ensure they are delivering excellent care and continuously finding ways to make that care even better for their residents.