



Overview of **QAPI** at **GHC**



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QAPI:

**A new regulation,
but not a new process.**

Learning Objectives:

1. Understand what QAPI stands for and the differences between QA & PI.
2. Understand the two processes that QAPI relates to:
 - Routine QAPI
 - Organizational QAPI



What does QAPI stand for?

QA = Quality Assurance

- Proactively checking your systems to make sure they are functioning as intended.
- Setting a standard, then checking your outcomes and work to make sure you meet that standard.

PI = Performance Improvement

- Looking for ways to make something (outcomes & processes) better:
 - ♦ Find the things we can improve.
 - ♦ Address gaps in systems or processes.
 - ♦ Develop & work through improvement plans.
 - ♦ Keep checking to see how well what we do works.





Our Goals through QAPI

To make our centers excellent places where:

1. Our patients & residents live the best life possible and get high quality care.
2. Our employees work in a place that respects and treasures them and helps them to learn, grow & advance themselves and their careers.





Important components of QAPI:

- **Identifies issues before they impact quality:**
 - ♦ Willing to look for cracks in our systems ahead of outcomes.
- **Identifies and prioritizes opportunities for improvement.**
- **Systems approach using data to drive the process.**
- **Encourages everyone's participation:**
 - ♦ All staff, residents, patients, families and other stakeholders.
 - ♦ Requires a strong team approach to quality.
- **Focus on patient-centered care, balancing:**
 - ♦ Clinical care as well as quality of life.
 - ♦ Safety as well as patient autonomy.





Our goals through QAPI:

Patient centered care focusing on:

- Compassion in all interactions
- Meaningful relationships
- Patient autonomy
- Choice

Excellence in clinical care and safety.

Excellence in support service delivery:

- Helping our residents live as comfortably as possible.





What is “Routine QAPI”?

What we do every day to provide the best care and services to our residents.

We do this by:

- Following Genesis P&P.
- Living the Core Values.
- When we follow the policies and behavior guides, we make sure that the quality of our work meets set standards.





What are some ways you participate in assuring:

- Customer Excellence
- Clinical Excellence
- Staff Excellence
- Safety Excellence
- Business Excellence





Routine QAPI that we all participate in:

- Morning Report
- Department Head meetings and rounds
- Partner Program for new admissions
- Skills fairs
- Care Plan meetings
- Equipment checks
- Shift-to-Shift walking rounds
- Resident and family council meetings
- Audits
 - ♦ Routine department audits
 - ♦ Regional Consultant audits
- Census meetings
- Targeted rounds
 - ♦ Safety
 - ♦ Wound
 - ♦ Quality of Life
 - ♦ Environmental
 - ♦ Manager on Duty
- Grievance Log and investigations
- Quality review
- Welcoming Program and onboarding
- All-Staff meetings

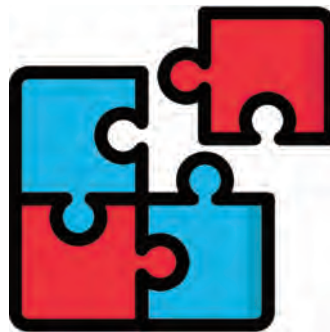




Organizational QAPI

Organizational QAPI is a formalized process...

- QAPI Steering Committee looks at outcomes, systems, and any issues they found during daily Routine QAPI & Outcome Metrics.
- The Committee decides which issues to tackle.
- They then create and implement an Action Plan to improve performance.





How Can You Participate?

You may be asked to participate in Organizational QAPI in a number of ways:

- By giving your opinion on a process or issue.
- By participating on a team working on a particular issue.
- Helping to gather data on a process.
- Helping to determine a root cause.





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- Pay attention to what goes on around you.
- Stay curious.
- Report issues that may become problems.
- Be part of the solution, if you can.
- Make sure issues you report get resolved.

