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

1. Know the facts about QAPI for nursing homes.
   - Review the QAPI language in the Affordable Care Act (handout)
   - Review the CMS survey and certification letter that discusses QAPI (handout)
   - Review the five elements of QAPI (handout)
   - Review additional information from CMS: https://www.cms.gov/SurveyCertificationGenInfo/05_QAPI.asp

2. Help key stakeholders such as your board of directors, leadership team, and staff learn more about QAPI. Get buy in now!
   - Provide education on QAPI
   - Review or get up to speed on the key concepts and principles of performance improvement
   - Review your organization's current improvement or problem solving model, or identify a model that you will use (examples: IHI's model for improvement with PDSA cycles; Baldrige/AHCA Quality Program, Six Sigma/DMAIC, Lean, FMEA, etc.)

3. Meet with other leaders about QAPI.
   - Think about some of your provider partners that have QAPI programs in place (hospitals, hospice programs, renal networks, etc.). Visit them and hear more about how they have already implemented QAPI.
   - Think about other nursing homes that have performance improvement programs in place. Visit them to learn more about their approach to improvement.
   - Meet with your corporate office to discuss your approach to QAPI, if applicable.

4. Think about how you might (re)structure your QAPI program.
   - Who will lead the program? Will you use a steering committee? Will you adapt your QAA committee to fulfill this function? What process will you use to develop your QAPI plan?

5. Consider your current culture and how it will promote performance improvement.
   - Do all staff, residents, families feel free to speak up to identify areas that need improvement? How do you know if they feel free to speak up?
   - Do you need to promote awareness of performance improvement and create the expectation that everyone in the nursing home needs to be involved?
   - How well do your staff work in teams? How do you know?
   - How good is your organization at drilling down to identify the underlying causes of problems, so that you can effectively prevent them from recurring?
   - Have your previous improvement efforts been successful? What contributed to the success? What were the challenges/barriers?
   - How good are you at using data to drive your improvement efforts? What data sources are or could be used to assist in future improvement efforts?

6. Think about a potential project that can get you an early success.