

# QAPI Step 1

## Leadership Responsibility & Accountability

The facility leadership (i.e., medical director, administrator, director of nursing and other key managers) is responsible for setting the tone to help staff identify how to meet the organization's mission, vision, guiding principles, standards and expectations. Without strong leadership, change efforts often fail or are not sustainable.

Action Step	Who Is Responsible?	Date Completed
Develop a steering committee.		
Provide resources for QAPI, including equipment and training.		
Establish a climate of open communication and respect.		
Articulate your home's current culture, and how it will promote performance improvement.		

### Questions for Team Discussion

1. Who is on our QAPI Steering Committee?

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2. Is our medical director involved in QAPI?

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3. How can we provide needed resources for QAPI?

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4. Is our work climate open, respecting and "just" (fair)? What does our climate look like?

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5. How can QAPI blend with our existing QA efforts?

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### Surpassing the Hurdles

1. What barriers do you anticipate with these action steps?

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2. What additional information does your team need?

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3. What additional resources would be helpful?

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4. What structures can you create to help ensure your success with this step?

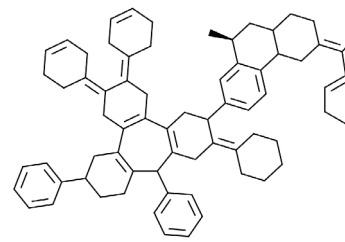
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# QAPI Step 1

## Leadership Responsibility & Accountability

### Suggestions for Implementing Step 1

- Institute an open-door policy for all levels of leadership to establish presence and consistent availability to staff.
- Provide training and gain staff, resident and family member commitment for your QAPI initiatives.
- Routinely spend time in all areas and during all shifts.
- Talk directly to staff and residents. Establish a practice to ask how they are doing, what they need to do their best work and provide excellent care, and how you can help reduce frustrations that prevent them from doing their best work.
- Commit to following through on issues brought to you—keep that commitment.
- Set the example and pitch in.
- Recognize and honor staff and resident opinions. Demonstrate your sincere appreciation.
- Credit others for their contributions that positively affect your performance.
- Ensure necessary equipment is readily available and in good working order.
- Involve all staff in changes and improvement efforts to increase the feeling of ownership and accountability.
- Build leadership skills through training, support and coaching to help staff be effective.
- Openly admit your unintentional errors so people are less afraid to admit theirs.
- As a leader, uphold the high expectations of the organizations. If you see an issue, take action and set the tone for high expectations.



# QAPI Step 2

## Develop a Deliberate Approach to Teamwork

*QAPI at a Glance* states that QAPI relies on teamwork in several ways. Do teams at your organization have a clear purpose? Do teams have defined roles for each team member to play? Do teams have commitment and active engagement from each member?

Action Step	Who Is Responsible?	Date Completed
Assess the effectiveness of teamwork in your organization.		
Discuss how PIP teams will work to address QAPI goals.		
Determine how direct care staff, residents and families can be involved in PIPs.		
Identify any communication structures that need to be implemented or enhanced.		

### Questions for Team Discussion

1. How can residents and families be involved in our QAPI efforts?

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2. Do we have effective teamwork? How do we know? What does it look like?

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3. How does leadership support the development of effective teams?

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4. Do we have effective communication in our facility? How do we know?

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5. Do team members support one another?

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### Surpassing the Hurdles

1. What barriers do you anticipate with these action steps?

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2. What additional information does your team need?

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3. What additional resources would be helpful?

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4. What structures can you create to help ensure your success with this step?

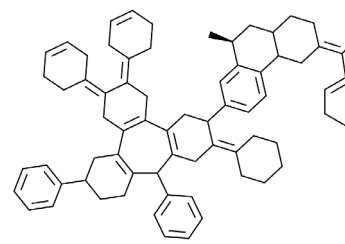
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# QAPI Step 2

## Develop a Deliberate Approach to Teamwork

### Suggestions for Implementing Step 2

- Set the expectation for leaders and staff to look for and share ideas for ways to grow and innovate.
- Build trust with and between your staff members (do what you say you are going to do).
- Celebrate successes—it's the little things that matter.
- Establish the use of learning circles and huddles to foster relationships and create an opportunity for all to be heard.
- Remove boundaries between departments (hold neighborhood meetings that all disciplines attend, use interdisciplinary teams for problem-solving, etc.)
- Use templates or methods for consistency and to support shared expectations of processes, agendas, minutes and a place to share information with the team.
- Encourage and reward staff for supporting each other.
- Expect that the medical director/providers listen to nurses, aides and other staff, and actively seek their suggestions, assessments and recommendations.
- Encourage the medical director and physicians to keep track of opportunities for improvements, and bring those to leadership (and to the QAPI Steering Committee).



# QAPI Step 3

## Take Your QAPI Pulse with a Self-Assessment

Assessing your facility's current practice is a necessary part of implementing QAPI. Since facilities are already required to have QAA committees, take the time now to find out to what degree you have already mastered the concepts of QAPI.

Action Step	Who Is Responsible?	Date Completed
Determine a date and time for completing the <a href="#">QAPI Self-Assessment Tool</a> .		
Assemble the right people to complete the Self-Assessment Tool.		
Complete the QAPI Self-Assessment Tool, recording your answers for future comparison.		
Determine a date for the next QAPI Self-Assessment Tool review.		

### Surpassing the Hurdles

1. What barriers do you anticipate with these action steps?

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2. What additional information does your team need?

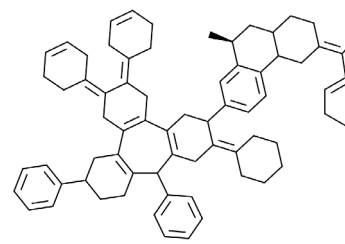
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3. What additional resources would be helpful?

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4. What structures can you create to help ensure your success with this step?

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# QAPI Step 3

## Take Your QAPI Pulse with a Self-Assessment

### Suggestions for Implementing Step 3

- Complete the QAPI Assessment Tool with input from the entire QAPI team and organizational leadership.
- This is meant to be an honest reflection of your progress with QAPI.
- The results of this assessment will direct you to areas you need to work on in order to establish QAPI in your organization.

