QAPI Step 10

Plan, Conduct and Document PIPs

For those areas that require a PIPs, PIP teams should use a methodic or standardized process for making improvements. PDSA is one well-known model, but there are others that may also work for your organization. The important point is to use a strategic methodology, and not a haphazard, "throw it at the wall and see if it sticks" approach.

Action Step	Who Is Responsible?	Date Completed
Determine what information is needed for the PIPs.		
Determine timelines and communicate them to the QAPI Steering Committee.		
Identify and request any needed supplies or equipment.		
Select or create measurement tools.		
Prepare and present results.		
Use a problem-solving model (e.g., PDSA).		
Report results to the QAPI Steering Committee.		

Questions for Team Discussion

1. According to our data, what area(s) do we need to work on?
   _____

2. Who should be involved? What are the timelines?
   _____

3. What resources are needed?
   _____

4. What ideas can we test?
   _____

Surpassing the Hurdles

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

2. What additional information does your team need?
   _____

3. What additional resources would be helpful?
   _____

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

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Suggestions for Implementing Step 10

- Identify and support a change agent for each improvement project—i.e., a cheerleader and/or key facilitator of change in your facility.
- Use an action plan template that defines who and when to establish timelines and accountability.
- Seek creative ideas from multiple sources inside and outside the organization to foster innovation.
- Create a safe environment to test changes, and try new ways to meet resident needs.
- Include "all voices" that have a stake in what is being discussed.
- Use methods that encourage open and honest communication, especially to get at concerns.