

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

QUALITY ASSURANCE & PERFORMANCE IMPROVEMENT (QAPI)

FACT SHEET

Nursing homes are required to follow many standards to ensure that residents receive appropriate care, have a good quality of life, and are treated with dignity. **YOU** can use these standards to support better care in your nursing home.

The following are federal requirements for a nursing home to have an ongoing and effective Quality Assurance & Performance Improvement (QAPI) program.

Note: *Information below is directly from or paraphrased from the Code of Federal Regulations (CFR) or federal guidance. Federal standards are applicable to all residents in licensed U.S. nursing homes, including short-term, long-term, private pay, Medicaid, Medicare, or privately insured.*

Quality Assurance and Performance Improvement (42 C.F.R. § 483.75, F-865)

- Each LTC facility... must develop, implement, and maintain an effective, comprehensive, data driven QAPI program that focuses on indicators of the outcomes of care and quality of life.
- The facility must—
- Maintain documentation and demonstrate evidence of its ongoing QAPI program that meets the requirements of this section. This may include but is not limited to systems and reports demonstrating systematic identification, reporting, investigation, analysis, and prevention of adverse events; and documentation demonstrating the development, implementation, and evaluation of corrective actions or performance improvement activities.
- Develop written policies and procedures that define how staff will communicate and coordinate situations of abuse, neglect, misappropriation of resident property, and exploitation with the QAPI program.
- Design its QAPI program to be ongoing, comprehensive, and to address the full range of care and services provided by the facility. It must:
 - Address all systems of care and management practices;
 - Include clinical care, quality of life, and resident choice;
 - Utilize the best available evidence to define and measure indicators of quality and facility goals that reflect processes of care and facility operations that have been shown to be predictive of desired outcomes for residents of a SNF or NF;
 - Reflect the complexities, unique care, and services that the facility provides; and
 - Establish and implement written policies and procedures for feedback, data collections systems, and monitoring, including adverse event monitoring.

CMS identifies the following basic features of a QAPI program:

1. Using data to not only identify your quality problems, but to also identify other opportunities for improvement, and then setting priorities for action;
2. Building on residents' own goals for health, quality of life, and daily activities;
3. Bringing meaningful resident and family voices into setting goals and evaluating progress
4. Incorporating caregivers broadly in a shared QAPI mission;
5. Developing Performance Improvement Project (PIP) teams with specific "charters";
6. Performing a Root Cause Analysis to get to the heart of the reason for a problem;
7. Undertaking systemic change to eliminate problems at the source; and
8. Developing a feedback and monitoring system to sustain continuous improvement.

Advocacy Tips for Residents, Families, and Their Advocates

- Identify issues and recommend them for inclusion in QAPI.
- Ask your nursing home how you can get involved in their QAPI activities.
- Advocate for participation in QAPI via Family Council or Resident Council.

Examples of Types of Issues

- Staff shortages are resulting in residents waiting too long for a call bell to be answered, medication being provided late, food being served cold.
- Food is persistently unappealing and unpalatable.
- Resident possessions are repeatedly lost.

Residents, Families, and Advocates Can Ask...

- Are these issues being addressed in the facility's QAPI plan and processes?
- If not, why not? Advocate for inclusion.
- If yes, how? What are the specific plans and actions? How are outcomes being identified and assessed? In what ways can residents and families participate?

RESOURCES

- WWW.NURSINGHOME411.ORG. LTCCC's website offers free resources on quality standards, tools for resident-centered advocacy, and more.
- WWW.CMS.GOV/MEDICARE/PROVIDER-ENROLLMENT-AND-CERTIFICATION/QAPI/NHQAPI. QAPI tools and resources published by the Centers for Medicare & Medicaid Services (CMS).