Engaging Residents in QAPI

National Consumer Voice

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Topics for Discussion

- Brief overview of QAPI
- CMS efforts around QAPI
- Empowering NH residents, their families and consumer advocates
Where did it come from?

Section 6102(c) of Affordable Care Act

- Regulation
- Program of technical assistance for NHs
  - Tools & resources
  - Training materials
QAPI is the coordinated application of two mutually-reinforcing aspects of a quality management system: Quality Assurance (QA) and Performance Improvement (PI).
Quality Assurance and Performance Improvement means a quality management system that ...

• Is systematic, comprehensive and data-driven

• Engages everyone in SNF/NF to continuously identify problems and opportunities for improvement

• Develops interventions that address the underlying system, not only the symptom

• Continuously monitors performance
What does it mean to Residents?

Benefits of QAPI for Residents:
• Better outcomes
• Improved quality of life
• Resident voices are heard
CMS QAPI Efforts:

Nursing Home Providers

• Development & testing of QAPI tools and resources
• QAPI webpage http://go.cms.gov/Nhqapi
• Learning Sessions
CMS QAPI Efforts:

Nursing Home Surveyors

• Training on QAPI principles
• Exploring ways to enhance the survey process using existing guidance to improve surveyors’ abilities to identify non-compliance that contributes to adverse events and negative outcomes to residents
CMS QAPI Efforts:

Nursing Home Residents, Families and Consumer Advocates

Consumer work started under original QAPI contract

• Stakeholder meetings
• Draft Learning Session

Current work

• Environmental Scan
• Gap Analysis
• Stakeholder calls
What was learned

Barriers to participation

• Most existing materials target leadership/staff - take a top-down approach
• Fear of retribution
• Perception that consumer input is not beneficial and not wanted by NHs
Recommendations

• Consumers should be at the table when materials are conceptualized/developed

• Promote working *with* consumers rather than *for* consumers

• Educate consumers on their rights, how to convey concerns (anonymously if necessary), and the importance of their participation
Next Steps

• Develop tools and resources
• Dissemination plan
  – QAPI webpage:  http://go.cms.gov/Nhqapi
  – Partners
• Resident/family engagement built into QAPI principles
Listening to the Voice of the Resident

The ultimate goal is to provide person-centered care and to focus on the person living in the nursing home.
“Transforming the lives of nursing home residents through continuous attention to quality of care and quality of life”