

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

What is it?



QAPI is the coordinated application of two mutually-reinforcing aspects of a quality management system:

Quality Assurance (QA) and
Performance Improvement (PI)

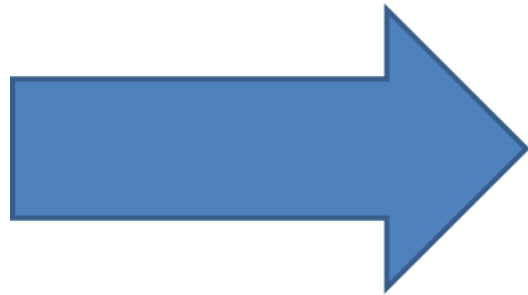
What is it?



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?



Paradigm Shift to
Systems Thinking

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.



QAPI

“Transforming the lives of nursing home residents through continuous attention to quality of care and quality of life”

