

Your Input Matters

Resident and Family QAPI Fact Sheet

SMP HEALTH - MARYHILL

WHAT IS QAPI?

Quality Assessment and Process Improvement, also referred to as QAPI, is an approach to improving safety and quality of care within a nursing facility. All nursing facilities must develop, implement and maintain an effective, data-driven QAPI program that focuses on care outcomes. The goal is to transform and improve the quality of life for all nursing home residents.

QAPI ACTIVITIES

Quality activities in nursing facilities may include, but are not limited to:

- Identifying problems as well as areas for improvement in the delivery of care and services.
- Identifying and addressing safety concerns within the facility.
- Making improvements that will enhance the quality of life for nursing home residents.

QAA COMMITTEE AND PIPS

The QAA Committee meets at least monthly, and consists of the Medical Director, The Director of Nursing, the Administrator, and other staff members. The committee is the core of QAPI. They will select and assign staff to work on Performance Improvement Projects (PIP). There may be a time when your input and assistance is requested on a PIP. The committee will communicate feedback to residents and family members at council meetings, newsletters, or in a way the facility sees fit.

RESIDENT AND FAMILY ENGAGEMENT

Engagement means that residents and their family members are involved in activities intended to enhance quality of life, quality of care, and safety for residents.

Engaging in quality activities in your facility is important because:

- Being involved ensures that nursing home staff understand and respect your choices and desires in relation to quality of your life.
- Family members are usually the main advocate for nursing home residents, and engagement in quality activities is a platform for them to interact with staff about concerns they may be having.
- Engaging in quality activities helps you take an active part in approaches to your care.
- Active participation helps you get to know the facility staff and their roles, and also helps them get to know you as an individual.

TIPS FOR EFFECTIVE ENGAGEMENT

It may seem overwhelming or intimidating to voice your thoughts and feelings regarding the quality of care and safety to nursing facility staff. Rest assured that staff members welcome your input. Some tips to keep in mind:

- Speak to nursing home staff and leadership regularly.
- Share your ideas for improvement as well as your concerns.
- If a concern arises, don't wait to speak with staff. Report your concern as soon as it happens.
- Direct your concerns to a staff member that is capable of addressing them, such as your charge nurse, the Director of Nursing, or the Administrator.
- Offer any potential solutions you may have.
- Take an active role in developing your/your family member's care plan.
- Be patient as staff consider how to make engagement successful in your facility.
- If staff members do not act on your concerns, speak with facility leadership.
- When positive changes are made, be sure to congratulate staff and leadership on a job well done.

A copy of this fact sheet can be downloaded from our website at:
<https://smphealth.org/maryhill/about-us/newsletters/>

Please direct any questions regarding QAPI to: Bailyn Hildestad or Sheila Ripplinger