



Nursing Home Quality Care Collaborative (NHQCC) CMS Process Tool Framework

This tool can be located at <http://bit.ly/process-tool-framework>

QAPI FIVE ELEMENTS	GOALS	TOOLS
Element 1 – Design and Scope	Learn the basics of QAPI <ul style="list-style-type: none"> Review QAPI five elements Understand how QAPI coordinates with QAA 	QAPI Five Elements QAPI at a Glance QAPI News Brief – Volume 1
	Assess QAPI in your organization	QAPI Self-Assessment Tool
	Create a structure and plan to support QAPI	Guide to Developing Purpose, Guiding Principles and Scope for QAPI Guide for Developing a QAPI Plan
Element 2 – Governance and Leadership	Understand the QAPI business case	CMS Video: Nursing Home QAPI – What’s in it for you?
	Promote a fair and open culture where staff are comfortable identifying quality problems and opportunities <ul style="list-style-type: none"> Know your current culture Assess your individual skills, practice, attitude Create a learning organization that drives and reinforces a process for organizational change Distinguish between human error, at risk, and reckless behavior, and respond differently/appropriately to each 	QAPI at a Glance QAPI News Brief – Volume 1
	Create a Culture that embraces the principles of QAPI	QAPI at a Glance QAPI News Brief – Volume 1 QAPI Leadership Rounding Tool

	Promote engagement and commitment of staff, residents and families in QAPI	QAPI at a Glance QAPI News Brief – Volume 1 Examples of Performance Objectives for Job Descriptions and Performance Reviews
	Involve residents and families <ul style="list-style-type: none"> Focus on the customer needs and expectations 	QAPI at a Glance QAPI News Brief – Volume 1
Element 3 – Feedback, Data Systems and Monitoring	Use and make data meaningful <ul style="list-style-type: none"> Identify what you need to monitor Collect, track, and monitor measures/indicators Set goals, benchmarks, thresholds Identify gaps and opportunities Prioritize what you will work to improve Use data to drive decisions 	Measure/Indicator Development Worksheet Measure/Indicator Collection and Monitoring Plan Instructions to Develop a Dashboard Goal Setting Worksheet Prioritization Worksheet for Performance Improvement Projects
Element 4 – Performance Improvement Projects	Implement performance improvement projects <ul style="list-style-type: none"> Focus on topics that are meaningful and address the needs of residents and staff Charter PIP teams Support staff in being effective PIP team members. Use tools that support effective teamwork. Plan, implement, measure, monitor, and document changes, using a structured PI approach 	Worksheet to Create a PIP Charter PIP Launch Checklist: Helpful hints for project leaders, managers, and coordinators Plan-Do-Study-Act (PDSA) Cycle Template PIP Inventory Sustainability Decision Guide Brainstorming, Affinity Grouping, and Multi-Voting Tool
	Enhance QAPI communications	QAPI at a Glance Communications Plan Worksheet Storyboard Guide for PIPs Improvement Success Story Template
Element 5 – Systematic Analysis and Systemic Action	Understand and focus on organizational processes and systems <ul style="list-style-type: none"> Model and promote systems thinking Practice RCA – get to the root of problems Take action at the systems-level 	Guidance for Failure Mode and Effects Analysis (FMEA) Guidance for Root Cause Analysis (RCA) Flowcharting Five Whys Fishbone Diagram