Quality Assurance & Performance Improvement

An Electronic Resource Library

Directions: The Centers for Medicare & Medicaid Services (CMS) has developed an extensive resource library of tools and worksheets to assist nursing homes with implementing Quality Assurance & Performance Improvement (QAPI) practices. The contents listed below are organized according to the CMS Process Tool Framework. Access each item by clicking on the document title.

To create a QAPI manual, print each document in order and insert pages into a binder. Make copies of worksheets as needed for use by facility teams.

1 ELEMENT 1: DESIGN AND SCOPE
   - QAPI Five Elements
   - QAPI at a Glance
   - QAPI Self-Assessment Tool
   - Guide for Developing Purpose, Guiding Principles, and Scope for QAPI
   - Guide for Developing a QAPI Plan

2 ELEMENT 2: GOVERNANCE AND LEADERSHIP
   - QAPI Leadership Rounding Guide
   - Examples of Performance Objectives for Job Descriptions

3 ELEMENT 3: FEEDBACK, DATA SYSTEMS AND MONITORING
   - Measure/Indicator Development Worksheet
   - Measure/Indicator Collection and Monitoring Plan
   - Instructions to Develop a Dashboard
   - Goal Setting Worksheet
   - Prioritization Worksheet for PIPs

4 ELEMENT 4: PERFORMANCE IMPROVEMENT PROJECTS
   - Worksheet to Create a PIP Charter
   - PIP Launch Checklist
   - PDSA Cycle
   - PIP Inventory
   - Sustainability Decision Guide
   - Brainstorming, Affinity Grouping and Multi-Voting Tool
   - Communications Plan Worksheet
   - Story Board Guide for PIPs
   - Improvement Success Story Template

5 ELEMENT 5: SYSTEMATIC ANALYSIS AND SYSTEMIC ACTION
   - Guidance for Performing FMEA
   - Guidance for Performing Root Cause Analysis with PIPs
   - Flow Chart Guide
   - Five Whys Tool for Root Cause Analysis
   - Fish Bone Diagram

This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication No. QN-1150W-C.2-04122015-01