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.

Bonus!

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

- ◆ QAPI Companion Guide ◆

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