

TIP SHEET

Building A Successful QAPI Program

Success in QAPI means that your organization is focusing on meaningful aspects for all stakeholders, including patients, care providers, referral sources, and payers. To achieve QAPI success, it is crucial to expand QAPI beyond your quality team and engage your entire organization. By doing so, QAPI becomes less of a compliance requirement and more of a way of life. This positions your organization better for value-based purchasing, enhances patient outcomes, and enables better data-driven decisions, while also freeing up staff to concentrate more on operations and patient care.

The top four benefits of a successful QAPI program include higher performance, patient safety and satisfaction, constant survey readiness, and staff retention.

- 1. Higher performance:** In addition to influencing star ratings, your quality scores play a vital role in value-based purchasing incentives. This means that your QAPI program is directly linked to reimbursement. The better your scores, the higher your reimbursement.
- 2. Patient safety and satisfaction:** By quickly identifying and addressing areas for improvement, especially in Perception of Care, you can enhance patient satisfaction scores, which, in turn, lead to higher CAHPS scores.
- 3. Constant survey readiness:** A well-organized, successful QAPI program acts as a leading indicator of how a survey will go. Being prepared and having your entire staff on board with your QAPI program demonstrate to surveyors that QAPI is an essential part of your organizational culture, setting a positive tone for the survey.
- 4. Staff retention:** A more engaged staff that spend less time on busy work and more time on patient care is more likely to be satisfied in their roles and less likely to leave. Involving front line staff in solving the very issues confronting them encourages buy in and engagement.

Here are five things you can do today to unlock the benefits of QAPI for your organization.

- 1. Make QAPI just part of delivering great patient care.**
Great patient care and QAPI go hand-in-hand. When your organization incorporates data-driven decision-making into its culture of promoting safe and effective patient care, compliance naturally follows. Integrate the elements of your QAPI program into your day-to-day activities. And, when it comes to accreditation agency surveyors like CHAP, AHCH, and The Joint Commission, leverage their knowledge to help you build a better program. They can be a valuable asset and are willing to assist.
- 2. Streamline your quality workflows.**
By building compliance workflows into your daily routines, you can reduce busy work, increase staff engagement and buy-in to the quality process while ultimately enhancing staff satisfaction because

quality is less of a burden.

- Use the same tasks to accomplish multiple objectives.
- Involve staff in smaller components of larger projects to distribute the workload, enhance their skills, develop new leaders, and increase buy-in for quality.
- Automate data mining, data aggregation, and report creation to reduce busy work for staff, allowing them to focus on activities that make the biggest difference.
- Centralize and digitize your QAPI data to avoid spending hours searching for binders and papers before a survey.

3. Leverage QAPI to prepare for value-based purchasing.

Utilize the robust data collected in your QAPI program to conduct root cause analysis of deficiencies that could negatively impact your value-based purchasing metrics. By properly identifying and quantifying these measures, you can develop the appropriate performance improvement plans to address these deficiencies now, so you can position your organization for value-based incentives. The most common areas requiring root cause analysis are hospitalizations, falls, and infections.

4. Use technology to improve your QAPI program.

The tools you provide your staff are crucial to QAPI success. To strike a balance between compliance and patient care, remove unnecessary busy work from your staff's responsibilities. Technologies like QAPIplus digitize and automate your QAPI program, relieving staff from manual data mining, incident tallying, and report creation for multiple audiences. In larger, multi-site organizations, centralize data and standardize processes to ensure consistent reporting and automatic generation of reports at the branch and organization levels.

The time savings when you fully digitize your quality and compliance programs is remarkable, as you can more efficiently track your performance and identify areas for improvement. And, you can actually eliminate paper forms and binders, making it possible to have a 100% digital QAPI program.

5. Embrace the new era of quality management, NOW.

Today, the most significant step you can take is to embed the quality process in everything you do. Although it may require a mindset shift, within a few months, you will witness significant improvements in your organization's quality. This, in turn, will better position your organization for higher star ratings and value-based purchasing incentives. The increased transparency and inclusion will enhance staff engagement and foster greater buy-in to the quality process. And, by leveraging the latest technology to streamline quality workflows, your staff can devote more time to operations and patient care.

Interested in learning more?

Whether you want to digitize and automate your QAPI program for time savings and improved performance, seek expert insights to leverage your quality and compliance programs for value-based purchasing, or require more education on building highly successful and efficient quality and compliance programs, we can help. Just drop us a line.

QAPIplus

Armine Khudanyan, RN, MSN, CPHQ
CEO and Co-Founder
armine@qapiplus.com

SimiTree

Laura Wilson, RN, BSN
Managing Director, Operations Consulting
lwilson@simitreehc.com

