



Health Quality Innovation Network

QAPI: Everyone has a Role and a Responsibility

Purpose:

The Health Quality Innovation Network (HQIN) is offering this presentation as visual resource for how to establish a successful QAPI program

This resource will:

1. Serve as a guide to demonstrate utilization of your data to work through a successful and sustainable QAPI plan.
2. Serve as an educational tool for your team
3. Support survey readiness and response to Plan of Corrections (POC) and Directed Plan of Correction (DPoC)

QAPI and Sustainability

- As a leader the start of a PIP with a subsequent Action Plan is only the beginning.
- Once data is collected, you must analyze the identified opportunities.
- We must look for trends: Same employee? Same unit? Same shift?
- Identified issues may require a new RCA, new interventions or may not be sustainable!

Area of Opportunity Identified

Since mid-March your facility has implemented masking for all employees while in the facility, unless eating. Through auditing you have identified a pattern of opportunity with laundry attendants while in the laundry room. A PIP was initiated, 1:1 education has been provided, but ongoing observations are indicating 40% compliance.

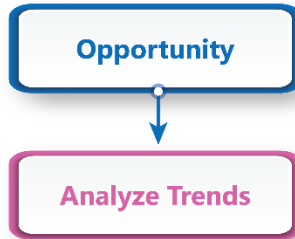
Quality Improvement Process



Quality Improvement Process

Opportunity

Quality Improvement Process



Quality Improvement Process



Quality Improvement Process



WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO

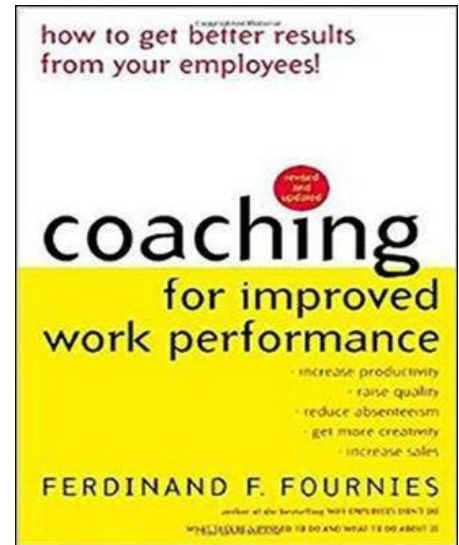
1. This book provides guidance in exploring the most common 16 reasons of why an employee may not do what they are supposed to do. Some examples include:

They don't know what they're supposed to do.

They don't know how to do it.

They don't know why they should do it.

They think they are doing it (lack of feedback).



Source: Fournies, Ferdinand F. (2000). Coaching for Improved Work Performance, New York: McGraw Hill.
Available at: <https://www.amazon.com/Coaching-Improved-Work-Performance-Revised/dp/0071352937>

Quality Improvement Process



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Resources to be provided

- **Office Hours recording link**
- **Why Employees Don't Do What They're Supposed To Do"** Fournies, Ferdinand F. (2000). Coaching for Improved Work Performance, New York: McGraw Hill. Available at: <https://www.amazon.com/Coaching-Improved-Work-Performance-Revised/dp/0071352937>
- **HQIN; Sustainability Decision Guide**

Join HQIN to receive resources!

Simply email your state contact your intent to become an HQIN member:

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