

Tip #12



Person-Centered Care and QAPI

How can the Person-Centered Care Goal of Advancing Excellence and QAPI work for you?

Advancing Excellence in America's Nursing Homes is a quality initiative offering data, feedback, and resources to support your performance improvement projects. It's FREE help for you and your home as you implement QAPI (Quality Assurance Performance Improvement) in your community and improve your person-centered care system. The Advancing Excellence Person-Centered Care Goal contains outstanding evidence-based tools and resources that allow you to effectively measure your progress.

An effective QAPI plan represents a shift from constantly reacting to individual problems and issues (applying Band-Aids) to putting in place an organized, detailed, data-driven system for quality management and lasting improvement. Use the QAPI framework and tools to anticipate needs and make preventative improvements that honor resident choices in all areas of nursing home care and services.

Person-Centered Care is one of nine Advancing Excellence goals -- aligned with QAPI -- which provide tracking charts and trend graphs to help your home monitor progress on your chosen goals. While Advancing Excellence supports the QAPI approach, participation does not automatically mean you are implementing QAPI.

Action Steps:

1. Post this flyer for all staff to read!
2. Review the QAPI tools, resources from CMS, and the QAPI video "What's in it for you?" at: <http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/nhqapi.html> .
3. Choose the Advancing Excellence Person-Centered Care Goal at: <https://www.nhqualitycampaign.org/goalDetail.aspx?q=PCC#> and begin using the tracking tools, and find the many resources provided to help you with your QAPI plan.

Additional resources:

- Visit <https://www.nhqualitycampaign.org> to access all of the resources, and consider other Advancing Excellence Goals for your community's Performance Improvement Projects and QAPI implementation. Choose the "National Partnership to Improve Dementia Care in Nursing Homes" link, for helpful resources on antipsychotic reduction for people who have dementia.
- Review Person-Centered Care opportunities in Missouri at: <http://www.momc5.com/> .
- Visit the Pioneer Network website at: <http://www.pioneernetwork.net/> for more Person-Centered Care information and training across the country.