

# Using the QAPI LAND Tool

Before proceeding to the next Action Step on the game board... you must stop, ask your team the following questions, and create a plan to mitigate and overcome any obstacles standing in the way of moving forward. Once you can answer all of the questions, it is safe to move on to the next step!

## QAPI Step 1: Leadership Responsibility & Accountability

*Questions for Team Discussion*

- 1. Who is on our QAPI Steering Committee?
- 2. Is our Medical Director involved in QAPI?
- 3. How can we provide needed resources for QAPI?
- 4. Is our climate open, respecting, and “just” (fair)? What does our climate look like?
- 5. How can QAPI blend with our existing QA efforts?

## QAPI Step 2: Develop a Deliberate Approach to Teamwork

*Questions for Team Discussion*

- 1. How can residents and families be involved in our QAPI efforts?
- 2. Do we have effective teamwork? How do we know? What does it look like?
- 3. How does leadership support the development of effective teams?
- 4. Do we have effective communication in our facility? How do we know?
- 5. Do team members support one another?

## QAPI Step 3: Take Your QAPI “Pulse” with a Self-Assessment

*Questions for Team Discussion*

- 1. Who should be involved in this assessment of our current practices?
- 2. What is our timeline for completing it?

## QAPI Step 4: Identify Your Organization’s Guiding Principles

*Questions for Team Discussion*

- 1. What beliefs do we have about our facility’s purpose and philosophy?
- 2. What beliefs do we have about our approach to QA and PI?
- 3. What is our mission and vision statement?
- 4. What are some of the ways in which we expect care to be provided?

## QAPI Step 5: Develop Your QAPI Plan

*Questions for Team Discussion*

- 1. What goals do we have for how QAPI will work?
- 2. How will QAPI be integrated into leadership’s accountability?
- 3. How will we strive to use data and performance improvement teams?
- 4. How will direct care staff be involved in QAPI and PIPs?



## QAPI Step 6: Conduct a QAPI Awareness Campaign

### *Questions for Team Discussion*

- 1. How will we inform staff about QAPI?
- 2. How much education and training will be needed?
- 3. How will we engage residents and families in QAPI efforts?

## QAPI Step 7: Develop a Strategy for Collecting & Using Data

### *Questions for Team Discussion*

- 1. What data does our facility routinely monitor? How are these data displayed and used?
- 2. What benchmarks will we use when assessing our performance?
- 3. How can we better make use of the data we have? Do we track and trend our progress over time?
- 4. How are data shared with others in the organization? Staff? Residents/families? The Board or corporate office?

## QAPI Step 8: Identify Your Gaps and Opportunities

### *Questions for Team Discussion*

- 1. When reviewing your data, what stands out?
- 2. How strong is your organization capacity for assessing facility systems (i.e., policies, procedures, protocols, actual care delivery, etc.)?
- 3. What are some areas of strengths and weakness?
- 4. What opportunities do you see?

## QAPI Step 9: Prioritize Opportunities and Charter PIPs

### *Questions for Team Discussion*

- 1. Prioritize opportunities for more intensive improvement work.
- 2. Consider which problems will become the focus of a PIP.
- 3. Charter PIP Teams by selecting a leader and defining the mission.
- 4. The PIP Team should develop a written charter, timeline, and budget.
- 5. The PIP Team should use the Goal Setting Worksheet to establish appropriate goals.

## QAPI Step 10: Plan, Conduct, and Document PIPs

### *Questions for Team Discussion*

- 1. According to our data, what area(s) do we need to work on?
- 2. Who should be involved? What is the timeline?
- 3. What resources are needed?
- 4. What ideas can we test?

## QAPI Step 11: Get to the “Root” of the Problem

### *Questions for Team Discussion*

- 1. What are the obvious and less obvious reason(s) the problem surfaced?
- 2. What is at the root of those factors?
- 3. What systems and processes are involved (not people)!?

## QAPI Step 12: Take Systemic Action

### *Questions for Team Discussion*

- 1. How strong are the interventions?
- 2. Do the selected interventions address system issues, or do they address individual performance?
- 3. Is what we’re doing working? How do we know?
- 4. What are our next steps?