



QAPI Monthly Newsletter

March 15, 2020

Welcome!

Welcome to the Quality Assurance and Performance Improvement (QAPI) monthly newsletter! This monthly document is being created to sustain and promote the training goals of HHS Quality Monitoring Program's statewide QAPI training series.

In this newsletter:

- QAPI Consultation available
- A review of the purpose of the GEMBA Walk (a documentation template website provided)
- A review of basic rules of QAPI documentation (a website is provided with a documentation tool from CMS)

QAPI Consultation

Do you have questions related to the implementation of QAPI, Resident Safety or Infection Control in your facility? Do you have ideas you wish to consider and would like to discuss? Have you initiated a QAPI project and became "stuck" in the process? The Quality Monitoring Program is offering support for you and your facility. Don't hesitate to take advantage of this one-to-one consultation.

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The Gemba Walk (Leadership Rounding)

During the HHSC program, "Roadmap to Quality," the importance of the **Gemba Walk** as a responsibility of the QAPI Leadership Team was reviewed. The Gemba Walk simply stresses the benefits that can be achieved by "taking it to the place where the work is performed" or "going to the real place where the action is." Multiple gains in Quality, Resident Safety, and Infection Control can be achieved through the regular, weekly performances of the Gemba Walk.

The Gemba Walk (continued)

Key Points to Consider:

- The objective of the Gemba Walk is to examine processes in action.
- Interaction with staff responsible for carrying out the process can result in new insights into quality initiatives.
- The Gemba Walk is a time to observe, not act....Yet!
- Consider the 4 W's: Where, Who, When, What. Where shall I go? Who shall I talk to? When do I perform the walk? What do I want to accomplish with the walk?
- The Gemba Walk is an opportunity to promote quality!

Remember: The Gemba Walk is a quality activity and should always be documented. Multiple tools to help guide your Gemba Walk are available online. An excellent source is the CMS Leadership Rounding Guide and Tool available at the following website:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPILeadershipRoundingTool.pdf>

Documentation of a QAPI Project

Because of the scope of QAPI and the steps involved, it is essential that clear and concise documentation of quality efforts are recorded.

- Documentation creates a record of the steps taken by the facility to improve the quality of resident care and is essential to effective communication.
- Documentation can be used to continuously measure performance outcomes against predetermined standards.
- Documentation may take many forms and can include: QAPI Leadership Team minutes, QAPI Project Team minutes, QAPI Project Team Charter, the QAPI Plan (i.e., PDSA), QAPI graphs of indicators or measures of success, written communications with staff regarding the QAPI project and plans for the QAPI project's continuation.

An excellent documentation tool can be found on the CMS website at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PDSACycledebedits.pdf>