



Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 13-37-NH

DATE: June 7, 2013

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Rollout of Quality Assurance and Performance Improvement (QAPI) Materials for Nursing Homes

Memorandum Summary

- **Rollout of QAPI Materials:** The Centers for Medicare & Medicaid Services (CMS) is making the following set of introductory materials available on the CMS QAPI website:
 - **QAPI at a Glance** – a guide for understanding and implementing QAPI in nursing homes
 - **QAPI Tools** – process tools, within QAPI at a Glance, to help providers establish a foundation in QAPI
 - **QAPI News Brief** – newsletter describing basic principles of QAPI
 - **Video** – *Nursing Home QAPI – What's in it for you?* - introduces QAPI, its value to residents, their families and caregivers, and what is in it for nursing homes that embrace QAPI
- **Nursing Home Quality Improvement Questionnaire:** Analysis is nearly complete on wave one of the Nursing Home Quality Improvement Questionnaire; results will be released on QAPI Website later this summer.
- **QAPI Website:** A new webpage to house QAPI training materials, tools and resources has been created on the CMS website.
- **Next Steps:** CMS will expand its QAPI efforts by developing resources for consumers.

Rollout of QAPI Materials

After much anticipation, CMS is pleased to announce the rollout of introductory materials to help nursing homes establish a foundation to implement and sustain QAPI. These materials are now available to the public through the CMS QAPI website.

QAPI at a Glance

QAPI at a Glance is a detailed guide that will enable nursing homes to understand QAPI principles and begin to incorporate these principles into their systems of care. This guide illustrates QAPI in action, details the five elements of QAPI, describes action steps for implementing QAPI principles, and provides tools and resources nursing homes may use as they further develop their systems.

QAPI Tools

Within *QAPI at a Glance*, users will find tools to help their facilities establish a QAPI program, including:

- QAPI Self-Assessment –evaluates the extent to which components of QAPI are in place within an organization and identify areas requiring further development.
- Guide for Developing Purpose, Guiding Principles, and Scope - identifies principles which will guide decision making and help set priorities.
- Guide for Developing a QAPI Plan - guides the organization’s quality efforts and serves as the main document to support implementation of QAPI.
- Goal Setting Worksheet - helps set goals that are specific, measurable, attainable, relevant, and time-bound.

QAPI News Brief

CMS has created a newsletter that describes some of the basic principles of QAPI, which may be printed and posted for review by caregivers, and nursing home residents and their families.

Video – Nursing Home QAPI – What’s in it for you?

CMS and its partners have created an introductory video which provides insight into what quality means to residents, their families, and advocates, and presents a “business case” for what is in it for nursing homes that embrace QAPI.

Nursing Home Quality Improvement Questionnaire

Last summer, CMS’ contractor, Abt Associates administered the Nursing Home Quality Improvement Questionnaire to a representative sample of 4,200 randomly selected nursing homes. The questionnaire was designed to identify baseline information related to quality systems and processes in nursing homes. CMS is proud to report that seventy-one percent of the selected nursing homes responded to the questionnaire. Detailed results from the questionnaire will be available on the CMS QAPI website in the near future.

Visiting the Website

The above QAPI tools and resources may be accessed by visiting the CMS QAPI website at <http://go.cms.gov/Nhqapi>. CMS will continue to make additional QAPI tools and resources available for nursing home providers through this website, so check it often! Visitors to the site may also email any questions to: Nhqapi@cms.hhs.gov.

Next Steps

In partnership with consumer advocacy groups, CMS will expand its QAPI efforts by developing resources that will empower residents and their families to be engaged in the quality efforts in their nursing home. These materials will be added to the CMS QAPI website as they become available.

CMS will continue to develop tools and training for all nursing home partners that will enhance their ability to identify the underlying system failures that lead to problems and adverse events, and to improve the care and services delivered.

Effective Date: Immediately. This information should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management