Implementation of a Quality Assurance Performance Improvement Program

My project was to create and maintain an effective Quality Assurance and Performance Improvement program for Fairway Pines Senior Living. We will meet these goals by educating and recruiting staff to join the QAPI committee. The program will enhance quality of care delivered to our tenants, improve staff involvement and increase customer satisfaction. Areas of improvement will be reviewed and evaluated throughout the implementation of the QAPI program to determine what processes and systems are needed.

Objectives:
A QAPI program helps organizations meet quality standards and assure that care reaches acceptable levels. QAPI is a data-driven proactive approach to improve the quality of life, care, and services in long-term care facilities. The execution of a QAPI program involves members at all levels of the organization to identify areas of improvement, assess systems or processes, create and implement an action plan, and monitor its effectiveness.

Actions:
Educate staff about the Quality Assurance and Performance Improvement program and goals. Recruit staff at all levels of the organization to join the committee. Evaluate all related systems and processes. Analyze data found through root cause analysis. Create improvements for system as needed. Perform the necessary improvements. Evaluate new system and makes changes as necessary.

Outcomes:
Improved communication among departments. Improved staff awareness of falls, medication errors and incidents. Improved staff involvement regarding tenant care plans and interventions. Implemented system changes to improve quality.

Leadership Lessons Learned:
I learned how to effectively bring a team together to create and achieve a common goal. I gained knowledge and skill on developing and maintaining a program. Improved my effectiveness of leading a team who has strong organizational and time management skills.