

- This affects health outcomes, resident safety, resident autonomy, resident choice, or quality of care No, none of the above are applicable go to step 4

Complete a PIP charter, select which tool below:



Worksheet to Create a Performance Improvement Project Charter

https://www.telligengiconnect.com/resource/worksheet-to-create-a-performance-improvement-projectcharter/

**Team Charter** 

https://www.telligengiconnect.com/resource/team-charter/

Facility's own tool or software

Begin and appropriately update PIP Documentation for duration of project:



Access Telligen's Performance Improvement Project (PIP) Documentation

https://www.telligengiconnect.com/resource/performance-improvement-project-pip-documentation/

Access the Measure/Indicator Development Worksheet from CMS

https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/

MeasIndicatDevWksdebedits.pdf

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#### Access the Measure/Indicator Collection and Monitoring Plan from CMS

https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/

MeasIndCollectMtrPlandebedits.pdf

# Is a Root Cause Analysis (RCA) needed?



Use Telligen's When to Use Root Cause Analysis tool to determine if an RCA is needed

https://www.telligenqiconnect.com/resource/when-to-use-root-cause-analysis/

If yes, check here and go to step 6

If no, check here and go to step 10

# Select RCA method and tool:



Use Telligen's RCA Tool Selection Guide to determine which method is right for you, or select from one of the options included below:
https://www.telligenqiconnect.com/resource/root-cause-analysis-rca-tool-selection-guide/
Five Whys Worksheet
https://www.telligenqiconnect.com/resource/five-whys-worksheet/
Fishbone Diagram Worksheet
https://www.telligenqiconnect.com/resource/fishbone-diagram-with-analysis-worksheet/
CMS Brainstorming, Affinity Grouping, and Multi-Voting Tool

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

# Complete RCA Pathway

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Use Telligen's RCA Pathway tool

https://www.telligenqiconnect.com/resource/root-cause-analysis-rca-pathway/

# Itemize and prioritize list of root causes



For ideas and options for itemizing and prioritizing root causes, reference Brainstorming, Affinity

### Grouping, and Multi-Voting Tool provided by CMS

https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/

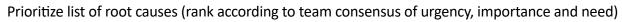
BrainAffinGrpMultVot.pdf

# Identify highest prioritized root cause until all root causes addressed



 $\left( \right)$ 

Listed all root causes



# Select a change idea/intervention to eliminate the root cause

Team can generate change ideas/intervention

Residents, staff and family can generate ideas

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#### National Nursing Home Quality Care Collaborative Change Package

https://www.telligenqiconnect.com/resource/national-nursing-home-quality-care-collaborative-change-package/

#### All-Cause Harm Prevention in Nursing Homes Change Package

https://www.telligenqiconnect.com/resource/all-cause-harm-prevention-in-nursing-homes-change-package/

# Complete and document Plan Do Study Act (PDSA) cycle



Use Telligen's PDSA Pathway Guide to confirm if the change idea/intervention does or does not

eliminate the root cause

https://www.telligenqiconnect.com/resource/pdsa-pathway-guide/

PDSA template/field currently used by facility

**PDSA Worksheet** 

https://www.telligengiconnect.com/resource/pdsa-worksheet/

Quality Improvement Initiative (QII) PDSA Worksheet

https://www.telligenqiconnect.com/resource/quality-improvement-initiative-qii-pdsa-worksheet/

Access the Measure/Indicator Development Worksheet from CMS

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

### Adopt change idea/interventions



Adopt change idea/interventions that are confirmed to eliminate root cause and go to step 14

#### If RCA is done:

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14

Go back to step 9 and repeat steps 10-12 for next root cause on prioritized list until all root causes eliminated

#### Create sustainment plan for change ideas/interventions that will be adopted

Use the Sustainability Decision Guide provided by CMS https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/ SustainDecisGdedebedits.pdf

Update appropriate policies as needed

Update resident care plan as appropriate and needed

#### Include ongoing monitoring process that includes reporting selected process and outcome measures



Report selected process and outcome measure to QAA Committee and/or QAPI Team using

Telligen's QAA/QAPI Meeting Agenda

https://www.telligenqiconnect.com/resource/qaa-qapi-meeting-agenda/

Monitoring of process will be reported to QAA Committee or QAPI Team

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