

- 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

This material was prepared by Telligen, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-QIN-08/03/22-4514

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

7

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/

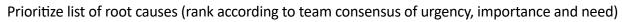
BrainAffinGrpMultVot.pdf

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

This material was prepared by Telligen, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-QIN-08/03/22-4514

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:

13

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

This material was prepared by Telligen, a Quality Innovation Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 12SOW-QIN-08/03/22-4514