



Telligen QI Connect™

Partnering to improve health outcomes through relationships and data

Quality Improvement Process Steps and Tools



Nursing Home Name: _____

CMS Certification Number (CCN): _____

Date Checklist Started: _____ Date Checklist Completed: _____

Identify improvement focus: _____

1

- Is it a QM (Quality Measure)?
- Is it a process?

Will a Performance Improvement Team (PIP) be chartered?

2

Yes, at least one of the items below is applicable (circle all that apply):

- This is a high-risk, high-volume, or problem-prone area
- This is a recurrence
- 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:

3

Worksheet to Create a Performance Improvement Project Charter

<https://www.telligenqiconnect.com/resource/worksheet-to-create-a-performance-improvement-project-charter/>

Team Charter

<https://www.telligenqiconnect.com/resource/team-charter/>

Facility's own tool or software

Begin and appropriately update PIP Documentation for duration of project:

4

Access Telligen's **Performance Improvement Project (PIP) Documentation**

<https://www.telligenqiconnect.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/](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?

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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:

6

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

8

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

9

Listed all root causes

Prioritize list of root causes (rank according to team consensus of urgency, importance and need)

Select a change idea/intervention to eliminate the root cause

10

Team can generate change ideas/intervention

Residents, staff and family can generate ideas

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

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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.telligenqiconnect.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

12

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

If RCA is done:

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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

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Use the Sustainability Decision Guide provided by CMS

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

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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