

QAPI Five Elements	Goals	Tools
Element 1 – Design and Scope	Learn the basics of QAPI • Review QAPI five elements • Understand how QAPI coordinates with QAA	QAPI Five Elements QAPI at a Glance QAPI News Brief - Volume 1
	Assess QAPI in your organization	QAPI Self-Assessment Tool
	Create a structure and plan to support QAPI	Guide to Developing Purpose, Guiding Principles and Scope for QAPI Guide for Developing a QAPI Plan
Element 2 – Governance and Leadership	Understand the QAPI business case	CMS Video: Nursing Home QAPI – What’s in it for you?
	Promote a fair and open culture where staff are comfortable identifying quality problems and opportunities • Know your current culture • Assess your individual skills, practice, attitude • Create a learning organization that drives and reinforces a process for organizational change • Distinguish between human error, at risk, and reckless behavior, and respond differently/ appropriately to each	QAPI at a Glance QAPI News Brief - Volume 1

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Element 2 – Governance and Leadership	Create a Culture that embraces the principles of QAPI	QAPI at a Glance QAPI News Brief - Volume 1 QAPI Leadership Rounding Tool
	Promote engagement and commitment of staff, residents and families in QAPI	QAPI at a Glance QAPI News Brief - Volume 1 Examples of Performance Objectives for Job Descriptions and Performance Reviews
	Involve residents and families Focus on the customer needs and expectations	QAPI at a Glance QAPI News Brief - Volume 1
Element 3 – Feedback, Data Systems and Monitoring	Use and make data meaningful - Identify what you need to monitor - Collect, track, and monitor measures/indicators - Set goals, benchmarks, thresholds - Identify gaps and opportunities - Prioritize what you will work to improve - Use data to drive decisions	Measure/Indicator Development Worksheet Measure/Indicator Collection and Monitoring Plan Instructions to Develop a Dashboard Goal Setting Worksheet Prioritization Worksheet for Performance Improvement Projects

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Element 4 – Performance Improvement Projects	Implement performance improvement projects - Focus on topics that are meaningful and address the needs of residents and staff - Charter PIP teams - Support staff in being effective PIP team members. Use tools that support effective teamwork. - Plan, implement, measure, monitor, and document changes, using a structured PI approach	Worksheet to Create a PIP Charter PIP Launch Checklist: Helpful hints for project leaders, managers, and coordinators Plan-Do-Study-Act (PDSA) Cycle Template PIP Inventory Sustainability Decision Guide Brainstorming, Affinity Grouping, and Multi-Voting Tool
	Enhance QAPI communications	QAPI at a Glance Communications Plan Worksheet Storyboard Guide for PIPs Improvement Success Story Template
Element 5 – Systematic Analysis and Systemic Action	Understand and focus on organizational processes and systems - Model and promote systems thinking - Practice RCA – get to the root of problems - Take action at the systems-level	Guidance for Failure Mode and Effects Analysis (FMEA) Guidance for Root Cause Analysis (RCA) Flowcharting Five Whys Fishbone Diagram