

QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT (QAPI) NADONA TOOLKIT

This QAPI Toolkit includes CMS tools designed to guide the development and implementation of a written QAPI Plan and comprehensive and active QAPI Program. Each of the listed CMS resources includes a brief description and a web-based link for obtaining the specific tool. The tools are arranged in order of their usefulness in your QAPI development and implementation efforts.

CMS Resource	Description	Link
✓ QAPI At A Glance	Guide to understanding and implementing QAPI	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPIAtAGlance.pdf
✓ Five Elements of QAPI	Five QAPI elements and CMS explanation of content	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/downloads/fiveelementsqapi.pdf
✓ QAPI News In Brief	Description of QAPI Elements with examples	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPINewsBrief.pdf
✓ QAPI Self-Assessment Tool	Multi-page tool for assessing/reassessing progress with QAPI implementation	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPISelfAssessment.pdf
✓ Guide for Developing Purpose, Guiding Principles, and Scope for QAPI	Worksheet to create the facility's QAPI Preamble before writing the QAPI plan	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPIPurpose.pdf
✓ Guide for Developing a QAPI Plan	Step-by-step instructions for creating a written QAPI Plan	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPIPlan.pdf
✓ QAPI Leadership Rounding Guide	Guide your rounds to monitor the progress of QAPI initiatives	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPILeadershipRoundingTool.pdf
✓ Examples of Performance Objectives for Job Descriptions and Performance Reviews	CMS examples of QAPI objectives for inclusion in job descriptions and performance appraisals	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/ExpPerformanceObjectivesJobDesc.pdf
✓ Measure/Indicator Development Worksheet	Understand and develop structure, process and outcome performance measures and indicators for QAPI monitoring or PIPs	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/MeasureIndicatorDevelopmentWorksheet.pdf

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✓ Measure/Indicator Collection and Monitoring Plan	Track the measures/indicators you have chosen for your	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/MeasureCollectMtrPlandebedits.pdf
✓ Instructions to Develop a Dashboard	Understand the value of creating a QAPI project dashboard and the process for creating it	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/InstrDevDshbddebedits.pdf
✓ Goal Setting Worksheet	Establish goals using the SMART formula: Specific, Measurable, Attainable, Realistic, Time-bound	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPIGoalSetting.pdf
✓ Prioritization Worksheet for Performance Improvement Projects	Identify potential areas for PIPs by considering such factors as high-risk, high-volume, or problem-prone areas that affect health outcomes and quality of care	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PIPPriorWkshdebedits.pdf
✓ Worksheet to Create a Performance Improvement Project Charter	Establish goals, scope, timing, milestones, team roles and responsibilities for a PIP – includes a CMS example	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PIPCharterWkshdebedits.pdf
✓ Performance Improvement Project (PIP) Launch Checklist	Helpful hints for project leaders, managers, and coordinators when launching a PIP	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PIPLaunchChecklistdebedits.pdf
✓ PDSA Cycle Template (Plan-Do-Study-Act)	Plan and document your tests of change conducted as part of your chartered PIPs	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PDSACycledebedits.pdf
✓ Performance Improvement Project (PIP) Inventory	Track all PIPs to monitor progress	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PIPInventorydebedits.pdf
✓ Sustainability Decision Guide	Determine if interventions and changes that are being made are sustainable, and why they may need to be redesigned	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/SustainabilityDecisGdedebedits.pdf
✓ Brainstorming, Affinity Grouping, and Multi-Voting Tool	Discover these approaches for generating, categorizing, and choosing among ideas from a group of people in a way that encourages everyone to participate	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/BrainAffinGrpMultVot.pdf
✓ Communications Plan Worksheet	Identify your message, your target audience, the method you will use, and the approach for QAPI communications	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/CommunicationPlan.pdf

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✓ Guidance for Performing Failure Mode and Effects Analysis with Performance Improvement Projects	Identify and eliminate process failures as a way to prevent an undesirable event from occurring	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/GuidanceForFMEA.pdf
✓ Guidance for Performing Root Cause Analysis (RCA) with Performance Improvement Projects (PIPs)	Follow steps to identify root causes of an event that resulted in an undesired outcome, and develop corrective actions	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/GuidanceforRCA.pdf
✓ Flowchart Guide	Break any process down into individual events or activities and show the logical relationships between them	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/FlowchartGuide.pdf
✓ Five Whys Tool for Root Cause Analysis	A problem-solving technique that gets to the root of a problem quickly	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/FiveWhys.pdf
✓ How to Use the Fishbone Tool for Root Cause Analysis	A cause and effect diagram useful in brainstorming to identify possible causes of a problem and sort ideas into useful categories	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/FishboneRevised.pdf
✓ Storyboard Guide for PIPs	Simply and clearly communicate the story of a PIP by following the steps detailed in this tool	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PIPStoryBdGuide.pdf
✓ Improvement Success Story Template	Learn how to tell the story of changes your staff made that led to demonstrable improvement	https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/ImproveSuccessStorydebedits.pdf