

# QAPI Update ~ 2017

Silver Creek Manor Bristol, RI

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## QAPI Updates

Our Mission is everywhere, literally!

An important aspect to achieving and maintaining high quality care is through a consistent, shared vision for the future and visible mission for today. Silver Creek Manor's Mission Statement is, "*The resident comes first.*" Our slogan is "*When your family needs help, turn to ours.*" Every staff member knows these words by heart. Our hope is twofold – that you also know those phrases and that, more importantly, you see it in action. We have posted our mission on the Silver Creek TV channel, on our Facebook page

as well as on our website and advertisements. Our slogan can be found on the staff name badges, Thursday T-shirts, our stationary and our paperwork. Our staff take their jobs very seriously and personally. They strive for excellence in care and are superior in compassion. We often hear that there is something different about Silver Creek and we love that! We are family owned and run, with a commitment to person centered, high quality care.

*SCM will be "Going for the Gold!" in January, 2018, as we apply for the Gold Award for Quality from the American Health Care Administration.*

**"Quality is not an act, it's a habit."  
~Aristotle**



## QAPI Projects Currently Underway

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~ Facility Processes Committee: This group is looking at how certain processes flow and their impact on the residents, families, community and staff; such as the discharge planning process.

~ Falls/Safety Committee: This group is looking for trends and root causes for why, when and how falls may happen.

~ Staff Engagement Committee: Looking at orientation, engagement, morale and all department involvement. This committee is trying to improve the experience of both new and senior employees.

~ Marketing and Outreach Committee: This group is looking at the impact that Silver Creek makes in the community, This group looks at using our talented clinicians to mentor and teach new individuals from schools and organizations, as well as being consistent in our communication of our mission and vision. We are expanding our presence to Facebook, Instagram as well as re-branding our ads and logo.

## QAPI Education

What is QAPI?

**Quality Assurance/Performance Improvement (QAPI)** is the merger of two complementary approaches to quality, **Quality Assurance (QA)** and **Performance Improvement (PI)**.

*QAPI is a data-driven, proactive approach to improving the quality of life, care, and services in nursing homes. The activities of QAPI involve members at all levels of the organization who: identify opportunities for improvement; address gaps in systems or processes; develop and implement an improvement or corrective plan; and continuously monitor effectiveness of interventions. (Source: CMS Glossary, [www.cms.gov](http://www.cms.gov))*

- Our Director of QAPI is Anne Cabral, Ext. 139.
- Our QAPI committee consists of all department supervisors and administration, our dietician, the rehab company director, our vendors from the lab, pharmacy, X-ray companies, psychiatric services, as well as our Medical Director.
- We meet as a large group on a quarterly basis (by regulation) as well as monthly, with a smaller group to work on projects, review data and to discuss processes possibly in need of improvement.
- Our QAPI team is further broken down into sub-groups, or teams, focusing on different opportunities for improvement (called PIPS-

performance improvement projects). These smaller teams involve direct care staff and often cross over many departments.

- Our goal is to also engage the families and residents into these QAPI sub-committees, where it is possible.

During the coming months, we will use this newsletter, on a quarterly basis, to update you regarding our QAPI projects, successes and challenges. We will be looking to design a Quality Board with postings to read, data results, and updates so that you can see what we've started and where you may be able to suggest a process or join a committee.

The Federal Government is just starting to require charter statements, QAPI plans, published and posted mission and vision focuses, in an effort to drive the quest for quality to the highest level, while remaining person centered. We actually have had these in place since 2014, and have been fine-tuning our plans as the regulations continuously change.

We feel that Silver Creek Manor and our staff are well on our way to maintaining our high level of quality care as well as continue to set higher and higher expectations, all in order to bring the best care possible to our residents. We at Silver Creek Manor are always willing to grow, learn and work with the families, the residents and the community, toward the common goal of high quality person centered care.