

Serenity Care PACE

QAPI Orientation and Annual In-Service Training

1. What is QAPI and why is it important?

The Quality Assessment and Performance Improvement Plan (QAPI) upholds the mission and values of Serenity Care PACE and reflects a commitment to provide quality services and to achieve desired outcomes for all participants enrolled in our program. The plan incorporates the key elements of participant rights, caregiver and participant satisfaction, service delivery and participant care, quality management and outcome measures. The QAPI Plan provides systematic, objective, ongoing monitoring and evaluation of data regarding participant care and identifies areas for needed improvement. Achievement of the plan objectives requires the support, participation and ownership of all employees and contractual providers and is integrated into the overall strategic plan for Serenity Care PACE.

To achieve these goals we have two important committees: the Quality Improvement Committee and Participant Advisory Committee that work closely together to make sure everyone involved with Serenity Car PACE is doing his/her job the best way possible and giving the participants excellent care.

The Participant Advisory Committee is made up of mostly participants and some PACE staff and meets as part of our Board of Directors, since the group is so important to making the program better. Some of the things that the Participant Advisory Committee does is to make suggestions regarding program issues; to increase our understanding of participant feedback; give assistance and guidance for future plans and offers suggestions to improve participant and/or family concerns and participants' rights.

The Quality Assurance Committee are PACE staff members with the QA Coordinator the main person who organizes and makes sure the QAPI plan is followed. Some of the things the Quality Assurance Committee does are to keep track of the quality indicators that we watch to see if there are any trends that mean there is a problem with the way we provide care. It finds problems to do with clinical practice, patient satisfaction and participant outcomes (how well the participant stays). The Quality Assurance Committee develops corrective action plans to correct any issues and constantly checks that problems are fixed and new ones don't come up.

The Board of Directors of Serenity Care PACE is made up of a group of PACE administrative staff, outside professionals and participants who get reports from the QA Coordinator and others to review and discuss. This group is responsible to make sure Serenity Care PACE staff is competent to do their jobs, the care we provide is excellent and any problems are identified and corrected as soon as possible. The Participant Advisory Committee is part of the Board of Director and they review the information and make decisions together.

Indicators

Indicators are specific topics that we chose to exam very closely by collecting and analyzing data. This information helps us make sure we don't have any problems with any specific part of the program. The indicators we currently have include:

- Satisfaction: How satisfied are participants and family with the PACE program. We also find out how satisfied employees are with their roles and work at Serenity Care PACE.
- Grievance: Do the participants have any complaints about the program.
- Routine Immunizations: the program tries to make sure all participants and staff gets the flu vaccination every year in order to cut down on flu outbreaks. Other vaccinations are also encouraged and we keep track of everyone who does and does not get vaccinated (and why).
- Risk and Safety: Is very important both at the PACE Center and in participant's homes. So, we keep report on all falls, unusual incidents of participants and PACE Center Staff. These reports are looked at closely to make sure there are no problems that need immediate correction.
- Unplanned Hospitalizations and ER admissions are important for us to review to make sure we are doing everything we can to prevent unnecessary hospitalization and ER visits. In general, anyone who can be treated at home is better off so they are not exposed to infections, bed sores or other problems related to hospital settings.
- Enrollment/Disenrollment/Prospective Enrollees: these data are important for the administration to make sure we are enrolling persons appropriately.
- Disenrollment is important to make sure the program is not losing participants due to poor care or dissatisfaction.
- Participant Deaths: every participant death is reviewed to make sure it was not caused by poor care.

Infection Control

Infection Control is a very important indicator. We track all participant and staff infections to make sure there is nothing in the care of participants or at the PACE Center that is causing infections, as well as making sure any participant infections are treated properly.

Infection Control principles are part of our day-to-day functions at the PACE Center and for those caring for participants. Universal precautions and hand-washing are two essential things that everyone must do. Staff must also not come to work whenever they have a fever and/or other symptoms of an infection that could be spread to other persons. If you are not sure if you should come to work, please contact your physician before coming to the PACE Center.

The Year to Date information about our Indicator looks good (attached reports reviewed). We don't see any cause for concerns or Action Plans at this time. However, this could change quickly if the information changes. For example, if we start seeing participants having eye infections after a staff person had Conjunctivitis an investigation would be done immediately to find out how and why this is happening and do a Plan of Action to prevent any further infections.

Other Data Collected

Other data collected are related to the participants at the PACE Center. These includes: monthly fire/safety drills, maintenance of the vehicles used to transport participants and the meals served at the Center. The participant's satisfaction with the meals, the temperature of the refrigerators and water used to wash the dishes are all data related to the food services. All of this data is collected, reviewed and Correction Action Plans written, if needed.

The Serenity Care PACE Program wants to provide the best possible care to participants in the most cost effective way and with the best quality possible. Keeping track of all these "little details" may seem obsessive, but how else can we possibly make sure we are achieving our goals: **"of participant rights, caregiver and participant satisfaction, service delivery and participant care, quality management and outcome measures"**? We must have objective data to show to everyone what we know is true: Serenity Care PACE participants are very happy with the excellent care we provide!