

QAPI - PROGRAM

AD.Q20

POLICY:

Lifesong Hospice and Palliative Care develops, implements and maintains an effective, ongoing, hospice-wide and data-driven quality assessment and performance improvement (QAPI) program that reflects the complexity of the hospice's organization and services.

PROCEDURE:

1. The QAPI program includes processes for measuring, analyzing, and tracking quality indicators, including adverse patient events and other aspects of performance, to enable the hospice to assess processes of care, services and operations.
2. The hospice collects data that is used to monitor the effectiveness and safety of services and quality of care and identify opportunities for improvement.
3. Performance improvement activities focus on high risk, high volume or problem-prone areas that affect palliative care outcomes, patient safety and quality of care in consideration of incidence, prevalence and severity of problems in those areas.
4. Performance improvement activities track adverse patient events, analyze their causes, and implement preventive actions and mechanisms that include feedback and learning throughout the organization.
5. As a result of its performance improvement activities, Lifesong Hospice and Palliative Care takes actions aimed at performance improvement and measures and monitors improved performance to ensure that improvements are sustained.
6. The number and scope of performance improvement projects conducted annually reflects the scope, complexity and past performance of the hospice program.
7. Documentation of the QAPI program includes:
 - a. Performance improvement projects being conducted;
 - b. The reasons for conducting these projects;
 - c. Measurable progress achieved during performance improvement projects; and
 - d. Evidence that demonstrates the operation of the hospice's QAPI program.
8. The hospice's Board of Directors ensures that the QAPI program is developed, implemented and maintained, and delegates coordination and management of the program to the hospice Executive Director.

Created:	Reviewed:	Revised:	Effective:
05/2018	09/2018		4/2019

9. The Board of Directors approves the frequency and detail of data collection.
10. The hospice Executive Director assures the overall implementation of the program and regularly reports activities and findings to the Board of Directors that are documented in Board meeting minutes.
11. Hospice employees and contracted staff are responsible for the quality of care and services within their respective departments and are expected to participate in Lifesong Hospice and Palliative Care's QAPI program.
12. The QAPI Committee, which includes representatives from all core disciplines, assists in the management of the on-going performance improvement process through regularly scheduled meetings.
13. Improvements in processes or outcomes as a result of the QAPI program are communicated throughout the hospice.

Created:	Reviewed:	Revised:	Effective:
05/2018	09/2018		4/2019