

Quality Assurance and Performance Improvement: The Resident Perspective

How individuals and Resident Councils
inform and impact the QAPI process in their
nursing homes: a Connecticut perspective

CONNECTICUT VOICES FORUM, 2013

- Quality Assurance and Performance Improvement presentation
- Facilitated discussion with Resident Council Presidents
- Open microphone session

Questions asked

- How can a Resident Council identify areas that need improvement in their nursing home?
- How can a Resident Council communicate those suggestions/concerns to the QAPI team?

Questions asked

- How can a Resident Council monitor progress and give feedback on how the residents feel things are going in achieving the Performance Improvement Project goal?

Resident Councils: Give Voice to Performance Improvement Projects

- Form a separate committee or group to identify Performance Improvement issues and topics
- Representative assigned to each floor or unit
- Representative solicits ideas from fellow residents and brings those ideas back to the committee
- A staff member is identified who will coordinate with the Resident Council “PIP” committee
- RC QAPI Committee determines if staff are invited to meetings and their role
- Record minutes of meetings and include in RC monthly meeting minutes
- Communication and feedback through written progress reports from QAPI team and reports back to residents

Individuals: Give Voice to Performance Improvement Projects

- Develop a trusting relationship with a staff person, bring that person ideas for improvements
- Raise issues in a “non-complaining” manner
- Good communication with other residents and share ideas or concerns
- Survey residents about their ideas for PIP’s
- Survey line staff about what other residents may be saying, their habits, preferences, concerns
- Constant and open communication



What do doughnuts have to do with Performance Improvement Projects?



A LOT when you are not given the opportunity to voice your ideas and suggestions about those doughnuts!