



Quality Assurance and Performance Improvement

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Session Time: 2:35 – 3:05



Presentation Objectives

- What is QAPI
- Why is it important
- What is the Physician's role in QAPI



Quality

- High Social standing
- Distinctive attribute or characteristic possessed by something or someone
- The standard of something as measured against other things of a similar kind
- More pragmatic definition in the business, engineering & manufacturing industries: interpretation as the non-inferiority or superiority of something



Quality

- The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge (IOM 1990)
- The extent to which health care services provided to individuals and patient populations improve desired health outcomes. In order to achieve this, health care must be safe, effective, timely, efficient, equitable and people-centered (WHO)



QAPI

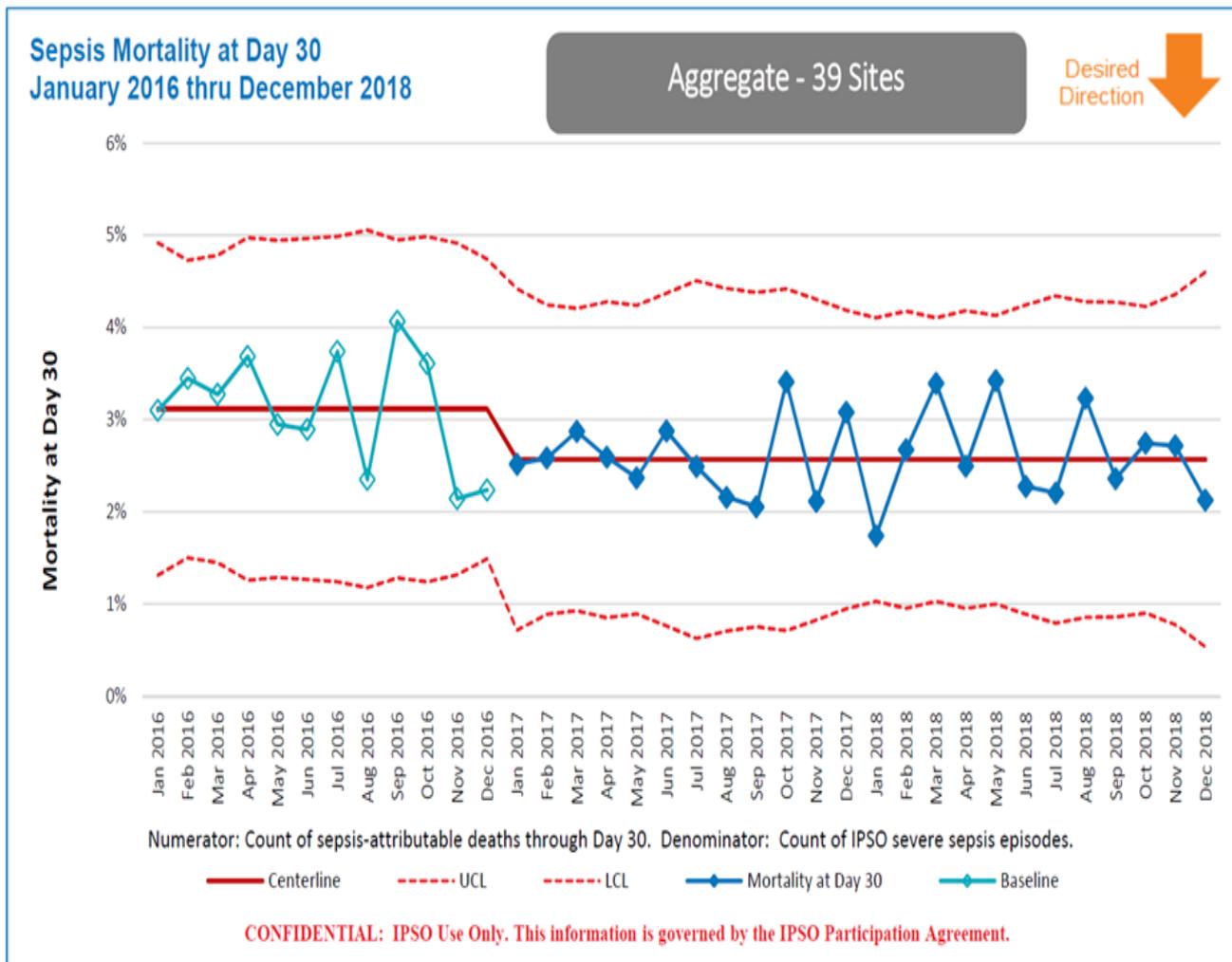
- QA is defined as a process for ensuring compliance with specifications, requirements or standards and identifying indicators for performance monitoring and compliance with standards.
- PI (also called Quality Improvement) is defined broadly as a continuous, organized, structured process used to better services or outcomes, and prevent or decrease the likelihood of problems, by identifying areas of opportunity and testing new approaches to fix underlying causes of persistent/systemic problems or barriers to improvement.



	QA	PI
Motivation	Measuring compliance with standards	Continuously improving processes to meet standards
Means	Inspection	Prevention
Attitude	Required, reactive	Chosen, proactive
Scope	Outliers: “bad apples” Individuals	Processes or Systems
Scope	Medical provider	Patient care
Responsibility	Few	All



IMPORTANT: Aggregate sepsis-related mortality has decreased by 15%, which may be related in part to the recognition of more sepsis patients through improved surveillance. We will understand more about mortality trends as surveillance practices stabilize in coming months. No data available for El Paso CH.





Quality Improvement in Healthcare





Quality Improvement in Healthcare







Why is QAPI Important

- Improves health for populations
- Reduces per capita costs in healthcare delivery system
- Legislative and regulatory requirements



Legislation

- Medicare & Medicaid (Title XVIII & XIX of Social Security act) 1965
- CoP (Conditions of Participation)
- Utilization review certification 1972
- Experimental Medical Care Review Organization
- Balanced Budget Act of 1997
- Affordable Care Organizations 2010





42 CFR Part 482 Condition of participation: Quality assessment and performance improvement (QAPI).

- QAPI focuses provider efforts on the actual care delivered to patients, the performance of the hospital as an organization, and the impact of treatment furnished by the hospital on the health status of its patients.
- Specifically, it is important to note that a QAPI is not designed to measure a hospital's quality, but rather a minimum requirement that the hospital systematically examine its quality and implement specific improvement projects on an ongoing basis.
- The fundamental purpose of the QAPI CoP is to set a clear expectation that hospitals must take a proactive approach to improve their performance and focus on improved patient care



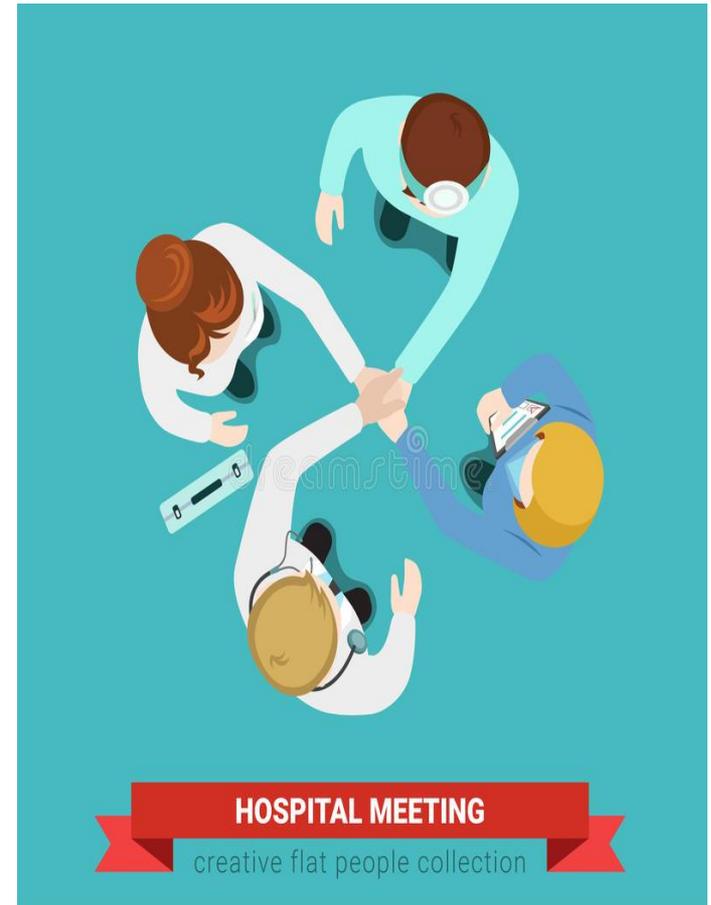
The Interpretive Guidelines

- The hospital must monitor and evaluate the provision of patient care and this should be based on criteria and measures generated by the medical and professional staffs and reflect hospital practice patterns, staff performance, and patient outcomes
- The governing body condition has a standard for ensuring that the medical staff is accountable for the quality of patient care
- The medical staff must be well organized and accountable to the governing body for the quality of the medical care provided to the patients.



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Federal and State Programs

- CMS: Hospitals, Nursing homes, Hospice programs, Transplant programs
- Texas State Regulatory Programs: Trauma (1989), Stroke (2009), NICU (2017), Maternal (2018)



Regulatory Agencies

- CMS
- State
- The Joint Commission
- Others (ACS, TETAF, AAP, ACOG etc.)





QIPS

- Quality Improvement Patient Safety is now being endorsed at all levels of medical education and professional training by the AAMC
- An expert panel recommends that all clinical faculty need to be proficient in QI/PS competencies.
- The specific knowledge, skills, and attitudes necessary for students and residents to gain competence in the disciplines of QIPS have not been formally agreed upon or published by national medical education bodies



Healthcare Revolves Around Physicians

- Physicians guide processes and decisions that are made inside and outside the hospital walls.
- Every strategy to fix problems in healthcare today revolves around the buy-in of one critical group—the physicians.
- Physicians determine 75 to 85 percent of the decisions that drive quality and cost
- A Gallup survey showed there was 26% increase in productivity for engaged physicians over disengaged physicians





Physicians and QI

All physicians can find ways to contribute to quality improvement.

- All hospitals have ongoing initiatives to improve the delivery of care by improving work flow or by implementing much-needed new projects.
- Physician engagement / champions are essential for success.
- Look at your own division or clinic area. There is always an opportunity to improve.
- Resident or Medical Student QI initiatives





A Snapshot of QI



Involving staff
and patients



Personal &
organizational
development



Continuously
improving
processes and
systems



Making it a
habit: initiating,
sustaining &
implementing
improvement





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