

Using QAPI to Improve Care: Making it Work



Jan Deane, RN, CNN
ESRD Network 11



Module 1: QAPI: Process of Change

Objectives:

- Identify who needs to be involved in order to make changes.
- Identify how to make and implement a positive culture of change.
- List the steps necessary to be ready for change.
- Identify how to create and sustain changes

What facility do you work in?

- A) Aurora Medical Group
- B) DaVita/Total Renal Care
- C) DVA Renal Healthcare
- D) Fresenius Medical Care
- E) Gundersen Luthern
- F) Korkor, Adel B
- G) Midwest Dialysis Center
- H) Other

If choose other, please type the name of your organization.

Submit

Clear

What is quality care and why should I care?



Institute Of Medicine

- The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.
- Safe, Effective, Patient-centered, Timely, Efficient, and Equitable

What is quality care and why should I care?

CMS Definition of Quality Is...

The Right Care for Every
Patient Every Time

Improving Through Change

REMEMBER:

All improvement requires change
BUT
Not all change IS improvement!



What is Change?

Change is a departure from an existing process or way of doing something, to a new process or a different way of doing the same thing

Ezekiel Oseni, CISA, ACA, ACIP, ACS
Change Management in Process Change
Volume 1, 2007

Why Do We Resist Change?

- Loss of control - I don't have enough information...
- Loss of identity - We've always done it this way...
- Loss of competence - I'm afraid I'll make a mistake...

Process Change

- People
- Policy
- Procedure
- Equipment



Culture Change

Corporate culture

The total sum of the values, customs, traditions and meanings that make a company unique. Corporate culture is often called "the character of an organization"

The values of a corporate culture influence the ethical standards within a corporation, as well as managerial behavior.

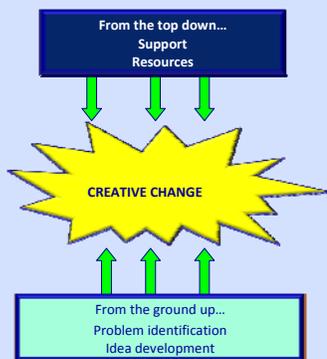
Process readiness
+
Culture readiness
=
Change in Outcomes

We're Ready...

- Deb is leading, and we improved by 5% this month!
- I'm on board—can't wait to see our numbers next month.
- We're aiming for all patients to meet goal.
- I'm so glad I get to play a part in this.
- We improved 5% this month—we're almost at goal.
- Not sure why we didn't change before.
- Clear leadership in place.
- The shared need is widespread to all staff
- All staff know the ultimate goal to achieve
- All the needed resources are available
- Clear measures and goals
- Change is well embedded in practice.

Creating Change

- Evaluate processes
 - People, Policy, Procedure, Equipment
- Determine barriers to change
- Identify ways to overcome barriers
- Seek out best practices
- Create environment of collaboration



End of Module 1

Thank you!
jdeane@nw11.esrd.net
www.esrdnet11.org
