BACKGROUND
Quality Assurance and Performance Improvement (QAPI) Programs will soon be required for long term care (LTC) providers by CMS. Complying with emerging QAPI requirements provides an opportunity to engage workers and enhance resident outcomes and quality of life. This case study explores pressure ulcer prevention in a LTC setting and presents a Performance Improvement Plan (PIP) as part of QAPI.

QAPI METHODS
CMS Plan-Do-Study-Act Model for Problem Solving

CONCLUSION
As a result of this Performance Improvement Plan, the facility reduced its facility acquired pressure ulcers and continued use of its electronic wound management system.

CASE STUDY
Facility acquired pressure ulcer Performance Improvement Plan
A long term care facility implemented a PIP surrounding facility acquired pressure ulcers (FA PrU) as part of their QAPI initiative.

- PIP team developed the Fish-Bone Diagram below to identify factors contributing to acquired pressure ulcers based on internal discussion and a literature search on the topic.
- The Fish-Bone was shared with employees. Asking for feedback from the organization, can help drive QAPI engagement and better outcomes within the facility.
- The PIP team identified lack of communication as a major contributing factor to acquiring pressure ulcers. Not all CNAs knew which residents had wounds.
- The facility implemented a wound management system that automates the wound care process and shares patient wound information with all members of the care team.

RESULTS
After 3-4 weeks, the facility had zero FA PrUs. The PIP was completed, and the facility continued its use of the wound management solution.