

2013

**QUALITY ASSESSMENT AND
PERFORMANCE IMPROVEMENT
(QAPI) PROGRAM POLICIES**



**Sample Home Health
Agency**

Table of Contents

| | |
|--|----|
| INTRODUCTION..... | 4 |
| 8.1 SCOPE OF SERVICES..... | 6 |
| 8.2 OBJECTIVES OF QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT PROGRAM..... | 8 |
| 8.3 ACTIVITIES FOR MONITORING AND EVALUATION..... | 9 |
| 8.4 RESPONSIBILITY..... | 10 |
| 8.5 COMMITTEE RESPONSIBILITIES..... | 11 |
| 8.6 QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT INITIATIVES | 12 |
| 8.7 QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT PHILOSOPHY..... | 13 |
| 8.8 RESOLUTION OF IDENTIFIED PROBLEMS..... | 14 |
| 8.9 ACTIONS FOR PROBLEM RESOLUTION AND IMPROVEMENT OF CARE..... | 15 |
| 8.10 CONFIDENTIALITY..... | 16 |
| 8.11 COLLECTION AND ORGANIZATION OF DATA..... | 17 |
| 8.12 EVALUATION OF FINDINGS AND IMPROVING PERFORMANCE..... | 20 |
| 8.13 ASSESSMENT OF EFFECTIVENESS OF ACTIONS..... | 21 |
| 8.14 PRIORITIZING QUALITY IMPROVEMENT ACTIVITIES..... | 22 |
| 8.15 ACTION PLAN..... | 23 |
| 8.16 ASSESSING EFFECTIVENESS..... | 26 |
| 8.17 REPORTING OF INFORMATION..... | 27 |
| 8.18 QUALITY CONTROL..... | 28 |
| 8.19 IMPROVEMENT SCHEDULE/TIMETABLE..... | 29 |
| 8.20 CASE CONFERENCES..... | 30 |
| 8.21 CONTINUING REVIEW..... | 31 |
| 8.22 CLINICAL RECORD REVIEW..... | 32 |

| | | |
|------|---|-----|
| 8.23 | RECORD REVIEW PROCEDURES..... | 33 |
| 8.24 | PEER REVIEW | 34 |
| 8.25 | PATIENT EDUCATION GUIDELINES..... | 35 |
| 8.26 | INTERMEDIARY REQUESTS FOR INFORMATION/DENIAL NOTIFICATION | 36 |
| 8.27 | ROLE OF THE QUALITY IMPROVEMENT TEAM IN INFECTION CONTROL | 37 |
| 8.28 | RISK MANAGEMENT | 38 |
| 8.29 | ANNUAL PROGRAM EVALUATION..... | 39 |
| 8.30 | QUALITY IMPROVEMENT INDICATORS | 41 |
| | PHYSICIAN SATISFACTION SURVEY | 89 |
| | CLIENT SATISFACTION SURVEY..... | 90 |
| | DISCHARGE PLANNER/SOCIAL SERVICE SATISFACTION SURVEY | 92 |
| | EMPLOYEE SATISFACTION SURVEY..... | 93 |
| | CLINICAL RECORD REVIEW FUNCTIONS AND METHOD | 94 |
| | CLIENT SATISFACTION SURVEY..... | 98 |
| | DATA COLLECTION TOOL..... | 99 |
| | APPLICANT HIRE LOG | 100 |
| | SHARPS/NEEDLESTICK LOG | 101 |
| | MEDICAL RECORDS ASSIGNMENT LOG | 102 |
| | EMPLOYEE INSERVICE LOG | 103 |
| | LABORATORY RESULTS LOG | 104 |
| | 485 TRACKING LOG | 105 |
| | CLIENT INFECTION CONTROL LOG | 106 |
| | EMPLOYEE INFECTION CONTROL LOG | 107 |
| | CLIENT HOSPITALIZATION RECORD | 108 |
| | ON - CALL LOG..... | 109 |
| | PATIENT ADVERSE EVENT/INCIDENT / OCCURRENCE LOG | 110 |
| | PHYSICIAN VERIFICATION LOG | 111 |