

26 TAC 558.287

Quality Assessment & Performance Improvement (QAPI) Plan for

Cross Generational Home Health Care dba Home Helpers



Table of Contents

Version History	2
I. Mission, Vision & Values	4
II. Code Of Ethics	4
III. Purpose	5
IV. Guiding Principles	5
V. Scope	6
VI. QAPI Plan	6
VII. Governance and Leadership/ QAPI Committee Membership	7
VIII. QAPI Agency Wide Training	7
IX. Feedback, Data Systems, and Monitoring	8
X. Performance Improvement Projects	8
XI. Systematic Analysis and Systemic Action	9
XII. Evaluation	9
XIII. Maintaining QAPI Documents	9
XIV. References	9

I. Mission, Vision & Values

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care will support individuals with various physical, mental, or developmental debilitations to achieve greater independence, choice, and opportunities in their lives. We will continuously improve our system of accessible services to be innovative and people centered.

Cross Generational Home Health Care, LLC d/b/a Home Helpers Home Care is committed to the fiscally responsible provision of non-medical personal care to the residents of the communities we serve. We embrace the communities we live and serve in, and are committed to a philosophy of caring, quality, and reliability. This mission can only be accomplished through a deep partnership with our Caregivers.

Our Mission

Become the most TRUSTED and RESPECTED provider of comprehensive home care services and support for individuals who choose to remain independent wherever they call home.

Our Vision

We are the extended family when the family can't be there. Our goal is to make life easier by delivering the same exceptional care we would expect for ourselves and our families. We will provide services to support any individual wherever they call home.

Our Values

Care, Service, Trust, Respect, Accountability

II. Code Of Ethics

1. Employees Shall Respect The Rights of Our Clients.
2. Employees **shall not**:
3. Consume the client's food and/or drinks or use the client's personal property without the client's offering and consent.
4. Bring children, pets, friends, relatives, or anyone else to the client's home.
5. Take the client to the Caregiver's place of residence.
6. Consume alcoholic beverages or use medicines, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use/or in any way that impairs the Caregiver in the delivery of services to the client.
7. Discuss personal issues or religious or political beliefs with our clients and others in the care setting.
8. Accept, obtain, or attempt to obtain money, or anything of value, including gifts or tips from our clients, household members or family members of the client.

9. Engage with the client in sexual conduct or in conduct that may be reasonably interpreted as sexual in nature, regardless of whether or not the contact is consensual.
10. Leave the home for a purpose not related to the provision of services without notifying the supervisor, the client's emergency contact person, any identified caregiver, and/or the client's case manager; or, for client-directed services, leave the home without consent and/or knowledge of the client.
11. Engage in activities that may distract the Caregiver from responsibilities, including, but not limited to:
12. Watching television or playing computer or video games.
13. Making or receiving personal telephone calls. Emergency calls must come through the office, and you will be notified.
14. Engaging in non-care related socialization with persons other than the client.
15. Providing care to individuals other than the client.
16. Smoking without the consent of the client (never in client's home, even with permission).
17. Engage in behavior that causes or may cause physical, verbal, mental, or emotional distress or abuse to the client.
18. Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships.
19. Sell or purchase consumer products or personal items from the client.
20. Use the client's vehicle or transport a client while providing Passport services unless prior authorization is received from the case manager via the Home Helpers Office.
21. Engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates certified services resulting in unintended advantage for personal gain that has detrimental results for the client, the client's family or caregivers, or another provider.

III. Purpose

The purpose of QAPI in our organization is to take a proactive approach to continually improve the way we care for and engage with our Clients, Caregivers, and other partners so that we may realize our vision to "To make life easier by delivering the same exceptional care we would expect for ourselves and our families". To do this, all employees will participate in ongoing QAPI efforts which support our mission by "Becoming the most TRUSTED and RESPECTED provider of comprehensive home care services and support for individuals who choose to remain independent wherever they call home".

IV. Guiding Principles

- **Guiding principle #1:** Our organization uses quality assurance and performance improvement to make decisions and guide our day-to-day operations.
- **Guiding principle #2:** The outcome of QAPI at this Agency is to improve the quality of care and the quality of life of our Clients.
- **Guiding principle #3:** In our organization, QAPI includes all employees, volunteers and contractors, and all services provided.
- **Guiding principle #4:** QAPI focuses on systems and processes, rather than individuals. The emphasis is on identifying system gaps rather than on blaming individuals.
- **Guiding principle #5:** This Agency makes decisions based on data, which includes the input and experience of caregivers, health care practitioners, families, and other stakeholders.
- **Guiding principle #6:** This Agency sets goals for performance and measures progress toward those goals.
- **Guiding principle #7:** This Agency supports performance improvement by encouraging our employees to support each other as well as be accountable for their own professional performance and practice.
- **Guiding principle #8:** This Agency has a culture that encourages, rather than punishes, employees who identify errors or system breakdowns.

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Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care

V. Scope

The scope of the QAPI program encompasses all segments of care and services provided by Cross Generational Home Health Care LLC d/b/a Home Helpers that impact clinical care, quality of life, Client choice, and care transitions with participation from all departments.

Segments of Care	Services Rendered
Personal Assistance Services	<p>We provide Personal Assistance Services--Routine ongoing care or services required by an individual in a residence or independent living environment that enable the individual to engage in the activities of daily living or to perform the physical functions required for independent living, including respite services. The term includes:</p> <ul style="list-style-type: none"> A. Personal care; B. Health-related services performed under circumstances that are defined as not constituting the practice of professional nursing by the Texas Board Of Nursing; and C. Health-related tasks provided by unlicensed personnel under the delegation of a registered nurse or that a registered nurse determines do not require delegation. <p>Personal care--The provision of one or more of the following services required by an individual in a residence or independent living environment:</p> <ul style="list-style-type: none"> (A) Bathing; (B) Dressing; (C) Grooming; (D) Feeding; (E) Exercising; (F) Toileting; (G) Positioning; (H) Assisting with Self-Administered Medications; (I) Routine Hair and Skin Care; And (J) Transfer or Ambulation.
Maintenance and Engineering	We will provide comprehensive Safety Assessments in the Client's home to assure the safety and well-being for each Client, visitor, and staff who enters the Client's home.
Housekeeping	We provide and ensure that all health, sanitation, and OSHA requirements are met through regular cleaning, disinfection, and sanitation of all aspects of our facility.
Administration	We align all business practices to ensure every resident has individualized care, and we work to support the providers with the resources and equipment to meet the care goals of those we care for.

The QAPI program at Cross Generational Home Health Care LLC d/b/a Home Helpers will aim for safety and high quality with all clinical interventions while emphasizing autonomy and choice in daily life for our, by ensuring our data collection tools and monitoring systems are in place and are consistent for a proactive analysis. We will utilize the best available evidence (such as data from the CASPER Report, national benchmarks, published best practices, clinical guidelines, etc.) to define and measure our goals.

VI. QAPI Plan

The QAPI plan will guide the Agency's performance improvement efforts. This is a living document that the Agency will continue to refine and revisit.

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Cross Generational Home Health Care LLC d/b/a Home Helpers Home Care

Goal 1: Cross Generational Home Health Care d/b/a Home Helpers will work to develop a stable work force by decreasing Caregiver staff turnover from xx percent to xx percent by [date].

Goal 2: **Cross Generational Home Health Care d/b/a Home Helpers** will reduce the quality measure rate for falls with major injury from xx percent to xx percent by [date].

Goal 3: **Cross Generational Home Health Care d/b/a Home Helpers** will work to develop a stable leadership team by decreasing turnover from xx percent to xx percent by [date].

Goal 5: Cross Generational Home Health Care d/b/a Home Helpers will increase the number of Clients with a Living Will documented in their medical record from xx percent to xx percent by [date].

VII. Governance and Leadership/ QAPI Committee Membership

The Agency Administrator will develop a culture that involves leadership seeking input from facility staff, Clients, and their families and/or representatives. The Agency Administrator assures adequate resources exist to conduct QAPI efforts. This includes designating a QAPI Committee to be accountable for QAPI; developing leadership and facility-wide training on QAPI; and ensuring staff time, equipment, and technical training as needed.

QAPI Membership. The Agency Administrator is ultimately responsible for overseeing the QAPI Committee and has direct oversight responsibility for all functions of the QAPI Committee and reports directly to the governing body. **The Agency's QAPI Committee shall consist of the (1) Agency Administrator, Alternate Administrator, and the Supervisors of the provide personal assistance services Agency.**

QAPI Committee Responsibility. This group is ultimately responsible for implementing the QAPI Program, assuring compliance with federal and state requirements and continuous improvement in quality of care and customer satisfaction.

Communication of The QAPI approach The QAPI approach at Cross Generational Home Health Care LLC d/b/a Home Helpers will also be communicated to consultants, contractors, and collaborating agencies, to make them understand that they each have a role in the QAPI plan. Cross Generational Home Health Care LLC d/b/a Home Helpers will ensure that all Clients and families are aware of the facility's QAPI program, and that their views are sought, valued, and considered in facility decision-making and process improvements. The QAPI program will be announced and discussed at the Client and family Care Plan meetings, and other Client and family events/venues. **The QAPI Program shall include a system that measures significant outcomes for optimal care and an annual evaluation of the total operation, including services provided under contract or arrangement.** At a minimum, the QAPI Committee will report the progress on the established QAPI goals, do, study, act (PDSA) cycle of improvement to prevent recurrences and current data trends to all employees of the Agency.

Frequency Of QAPI Committee Meeting. The QAPI Committee shall meet twice a year or more often if needed.

Review and Modification of the QAPI Plan. The QAPI Committee shall review and update or revise the plan of implementation at least once within a calendar year, or more often if needed.

VIII. QAPI Agency Wide Training

An Agency wide training will be conducted to inform everyone in the facility about the QAPI plan at Cross Generational Home Health Care LLC d/b/a Home Helpers. These trainings will be conducted often and in multiple ways through (e.g., regular all-staff meetings, Agency staff in-services, dialogue, examples, exercises, etc.). Every caregiver will be made to understand that they are expected to raise quality concerns, that it is safe to do so, and that everyone is encouraged to think about systems.

IX. Feedback, Data Systems, and Monitoring

Cross Generational Home Health Care LLC d/b/a Home Helpers will put in place systems to monitor care and services, drawing data from multiple sources. Feedback systems will actively incorporate input from staff, residents, families, and others as appropriate. It will include using performance indicators to monitor a wide range of care processes and outcomes and reviewing findings against benchmarks and/or goals the facility has established for performance. It also includes tracking, investigating, and monitoring adverse events every time they occur, and action plans implemented through the plan, do, study, act (PDSA) cycle of improvement to prevent recurrences.

The QAPI team at Cross Generational Home Health Care LLC d/b/a Home Helpers will decide what data to monitor/measure routinely; however, the measures the Agency will monitor include the following as appropriate for the scope of services provided by the agency:

1. An analysis of a representative sample of services furnished to clients contained in both active and closed records;
2. A review of
 - Client satisfaction including negative Client care outcomes
 - Complaints and incidents of unprofessional conduct by licensed staff and misconduct by unlicensed staff.
 - Complaints from Clients and families
3. Infection Control Activities
4. Effectiveness and safety of all services provided, including:
 - A determination that services have been performed as outlined in the individualized service plan, care plan, or plan of care; and Care plans, including ensuring implementation and evaluation of measurable interventions
 - The competency of the agency's clinical staff;
 - The promptness of service delivery; and
 - The appropriateness of the agency's responses to client complaints and incidents
5. Other
 - Client hospitalizations and other service use
 - State survey results and deficiencies
 - Business and administrative processes (e.g., financial information, caregiver turnover, caregiver competencies, and staffing patterns, such as permanent caregiver assignment). Data related to caregivers who call out sick or are unable to report to work on short notice, caregiver injuries, and compensation claims may also be useful.

Targets for performance in the areas that are being monitored will be set by the QAPI team. The target will usually be stated as a percentage. Benchmarks for performance such as the CASPER report, Agency's own performance, etc. will be used to monitor the facility's progress.

X. Performance Improvement Projects

The QAPI team at Cross Generational Home Health Care LLC d/b/a Home Helpers will review our sources of information to determine if gaps or patterns exist in our systems of care that could result in quality problems; or if there are opportunities to make improvements.

Potential areas that the Agency may consider when reviewing data include:

- State survey results and plans of correction
- Client care plans for documented progress towards specified goals
- Trends in complaints
- Resident and family satisfaction for trends
- Patterns of caregiver turnover or absences

- Patterns of emergency room visits and/or hospital use

Based on the result of the review of information, the QAPI team at [Name of Facility] will prioritize opportunities for improvement, taking into consideration the importance of the issues (high risk, Cross Generational Home Health Care LLC d/b/a Home Helpers high frequency, and/or problem prone). The QAPI team will determine which problems will become the focus for a performance improvement project (PIP).

Depending on the PIP to be started, the QAPI team review each problem area and come up with plans for correction and/or improvement to be implemented.

XI. Systematic Analysis and Systemic Action

Cross Generational Home Health Care LLC d/b/a Home Helpers uses a systematic approach to determine when in-depth analysis is needed to fully understand the problem, its causes, and implications of a change. [Name of Facility] applies a thorough and highly organized/structured approach to determine whether and how identified problems may be caused or exacerbated by the way care and services are organized or delivered. [Name of Facility]'s approach comprehensively assesses all involved systems to prevent future events and promote sustained improvement. [Name of Facility] also has developed policies and procedures regarding expectations for the use of root cause analysis when problems are identified. This element includes a focus on continual learning and continuous improvement.

Examples of root cause analysis tools:

- Fish bone
- Five whys
- Generic root cause analysis forms

XII. Evaluation

At a minimum, the Agency Administrator, along with the assistance of the QAPI Committee, will conduct a facility-wide systems evaluation using the QAPI Self-Assessment. The team will thoughtfully and thoroughly consider the progress made in the last year toward achieving the designated QAPI goals and current status of measurement in meeting and sustaining the performance indicators. Other factors to consider will be current trends in the long-term care industry as well as strategic goals for the Agency. Gaps in systems and processes will be identified and addressed in the coming year's QAPI plan.

- (a). The Agency shall use the evaluation to correct identified problems and, if necessary, to revise policies.
- (b). The Agency will document corrective action to ensure that improvements are sustained over time.
- (c). The Agency shall immediately correct identified problems that directly or potentially threaten the client care and safety.

XIII. Maintaining QAPI Documents

The Agency's QAPI documents shall be kept confidential and be made available to DADS staff upon request.

XIV. References

1. The Centers for Medicare & Medicaid Services. QAPI at a Glance: A Step by Step Guide to Implementing Quality Assurance and Performance Improvement (QAPI) in Your Nursing Home. <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Cert-Letter-13-05.pdf>. Accessed August 18, 2014.
2. The Centers for Medicare & Medicaid Services. QAPI Process Tool Framework. <http://www.cms.gov/Medicare/Provider-Enrollment-and-certification/QAPI/Downloads/ProcessToolFramework.pdf>. Accessed August 18, 2014.
3. 26 TAC Section 558.287. [Quality Assessment and Performance Improvement](#)