

QAPI: Designing, Implementing and Sustaining Excellence

August 29, 2019

**Aurora Training Center (Building #3)
11159 Aurora Ave., Urbandale, IA 50322**

www.LeadingAgeIowa.org/QAPI

PROGRAM DESCRIPTION

An effective Quality Assurance and Performance Improvement (QAPI) program has an expansive scope to include all service lines within an organization. Overall improvement takes time, persistence and both short-and long-term follow up, in tandem with initiative and leadership at all levels. Success at this multi-faceted task requires good design based on the comprehensive understanding of the essential components required by the Centers for Medicare and Medicaid Services (CMS), the institution of well-defined measures, and the understanding of how your program will be evaluated by the Department of Inspections and Appeals (DIA).

LeadingAge Iowa (LAI) is excited to have Demi Haffenreffer, RN, MBA, of Haffenreffer & Associates Inc, in Portland, Oregon, share her expertise with our members. Demi has a vast amount of experience in long-term care to include being at the ground level in publishing the Model Program for QAPI for the Colorado Foundation for Medical Care. Demi will provide this one-day workshop to cover essential elements for designing, implementing and sustaining your QAPI program. Activities will include guided assessment of your current program, establishing a number of well-defined key measures, and participating in root cause analysis exercises. This will be a dynamic, high-energy, participatory workshop with a lot of information, discussion, and creative, practical exercises. Participants will take away a number of tools to incorporate into their QAPI program.

PROGRAM OBJECTIVES

At the end of this workshop, participants will be able to:

- Study the key steps in designing an effective QAPI system.
- Review CMS elements for QAPI.
- Perform a self-assessment of current QAPI system and discuss results.
- Select and define key performance measures – identify 5 key performance measures.
- Using Root Cause Analysis principles, review a variety of methods for analyzing QA data.
- Review and discuss the process steps for implementing a successful QAPI system.
- Examine how to establish effective performance teams.
- Identify key training topics for the program.
- Compare and contrast a variety of methods to promote sustainability of the program.
- Develop an action plan for implementation.

INTENDED FOR

Quality Assurance Director, Quality improvement staff, DONs, ADONs, Nurse Managers, Administrators, and other staff involved in your quality improvement initiative.

PROGRAM AGENDA

8:30 a.m. - 9:00 a.m.	Registration/Check-in
9:00 a.m. - 12:00 p.m.	Program
12:00 p.m. - 1:00 p.m.	Lunch (included)
1:00 p.m. - 4:15 p.m.	Program
4:15 p.m.	Adjourn

A 15-minute break will be scheduled during the morning and afternoon sessions.

FACULTY

Demetria (Demi) Haffenreffer, RN, MBA, Founder and President, Haffenreffer & Associates, Inc, Portland, OR

Demetria (Demi) Haffenreffer, RN, MBA, has made long term care her profession since 1973, first as a director of nursing and for the last 35 years as a consultant. She is founder and president of Haffenreffer & Associates, Inc., an Oregon consulting firm supporting skilled and community based care providers in the delivery of person-centered, compassionate care. Haffenreffer & Associates, Inc. provides educational and hands-on assistance with the implementation of quality systems and corporate compliance programs nationwide.

In 2011, Demi assisted the Colorado Foundation for Medical Care with a CMS grant to publish the Model Program for Quality Performance called "QAPI." Demi is a facilitator for the AHCA Leadership Excellence Self-Assessment System and is currently serving on the Washington Health Care Association Quality Improvement Committee. She has served on the Oregon State Resident Safety Review Council, the Steering Committee of MOVE (Making Oregon Vital for Elders, an outreach of the Pioneer Network), as a member of Oregon Patient Safety Commission, and as a Master Examiner for AHCA's Quality Award. Demi has taught workshops nationally and internationally on a variety of subjects pertinent to long term care and has authored five policy and procedure manuals. In addition, Demi is retained regularly by nationally known law firms as an expert on regulatory compliance issues.

CONTINUING EDUCATION CREDIT

Iowa Board of Nursing Provider #67 – 5.7 contact hours. Providership regulations do not allow for partial credit to be given for any portion of this program. Retain certificate for four years.

Nursing Home Administrators – 5.7 contact hours will be awarded for attendance at the entire event. This program is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain certificate for four years.

Assisted Living Recertification - 5.7 contact hours toward continuing education for maintaining Assisted Living Leadership Certification for attending the entire event.

For other long term support and service provider professional not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios and number of hours earned. If you require information for this purpose, please contact Amy Huisman in advance for assistance.

REGISTRATION INFORMATION

Seating is limited, so register today at www.LeadingAgeIowa.org/QAPI

LeadingAge Iowa Member Rate	\$125
Prospective Member Rate	\$225

Registration fees include electronic handouts, light breakfast, lunch, refreshment break, and CEU/attendance certificate.

REFUND POLICY

The online registration deadline is August 27, 2019. Any phone or onsite registrations after August 27 will incur an additional \$25 processing fee. No-shows will be billed. Substitutions welcome anytime via fax or email. A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$25 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received and the LeadingAge Iowa business days remaining prior to the program. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided. All cancellation and substitution requests must be sent to Amy Huisman (ahuisman@leadingageiowa.org). Facilities that have an unannounced annual survey by DIA during the meeting dates will be eligible for a full refund.

AREA HOTEL INFORMATION

LeadingAge Iowa has negotiated special sleeping room rates for its members at several hotels in the vicinity of our office.

Go to www.LeadingAgeIowa.org/Hotels to view hotel options.

*LeadingAge Iowa, 11001 Aurora Ave, Urbandale, IA 50322
515-440-4630 or www.LeadingAgeIowa.org*