QAPI FOR CERTIFIED NURSING ASSISTANTS (CNAs)
Inservice Facilitator’s Guide

CONTEXT
Section 6102(c) of the Affordable Care Act (ACA) requires the Center for Medicare and Medicaid services (CMS) to establish regulations in Quality Assurance and Performance Improvement (QAPI) and to provide technical assistance to nursing homes to help them develop best practices to comply with the regulations. Although most QAPI training occurs at the leadership level, QAPI principles and ongoing training should be built into a facility-wide educational effort that involves the full range of services and departments offered by the nursing home (QAPI tools, 2014, p. 20).


ACTIVITIES

1. Web-based learning activity (QAPI: Making a Difference PowToon) – 10 minutes
2. Role play – 30 minutes
3. QAPI discussion questions – 10 minutes
4. Quiz – 10 minutes

Recommendation: Repeat this inservice at least annually to expose new staff and as a reminder to those who have had the inservice before.

1. WEB-BASED LEARNING ACTIVITY

Watch the QAPI: Making a Difference PowToon on the HealthInsight YouTube channel:
https://www.powtoon.com/online-presentation/eiKBFn7TUFf/?mode=movie#/ 

2. ROLE PLAY

Introduction

QAPI requires the participation of all staff members but speaking up within complex work environments is a learned practice. The purpose of these activities is to use discussion and skills building in a safe environment to reinforce learning and promote QAPI behaviors. The activities are divided into two segments.

This activity uses role-play for skill development. The purpose of the role-play is to practice identifying and reporting a quality concern. This requires the CNA to be accountable for their performance while recognizing that that their role is embedded within a larger systems context. Two sample role-plays based on QAPI: Making a Difference are provided. Or, consider creating your own site-specific scenarios as part of the group activity.
Identify 5 individuals to read the script.

Roles:

- CNA
- Housekeeper
- Maintenance
- Receptionist
- Nurse
Role-Play—Version A:

Louie is sitting in the lobby by the big window watching the birds as usual, then suddenly the CNA notices he has fallen to the floor.

CNA – Oh, my gosh. What happened!!!???

Housekeeper – I don’t know. I was vacuuming. I didn’t see it coming.

Maintenance – Same with me. I was working on getting the clock reset and back up on the wall. The receptionist here was tired of looking at the wrong time. Next thing I know Louie is on the ground.

Receptionist – Hey, don’t blame me. Usually, he’s OK. I did see him start to get out of his chair but I just wasn’t fast enough.

CNA – Why do you think he tried to get out of his chair? Usually, he’s calm when he’s sitting there.

Housekeeper – Maybe he needed to go to the bathroom? I’ve seen that happen before.

CNA – No, I took him to the bathroom right after lunch. And he wasn’t hungry – he ate almost all his lunch today...and I don’t think he was in pain – he wasn’t grimacing like when he is in pain. I thought I did everything I was supposed to. This shouldn’t have happened. I feel responsible.

Maintenance – Well, don’t feel bad. Maybe he was just having a bad day.

Receptionist – Right. You can’t control everything after all.

CNA – I suppose you’re right. Thank goodness, he’s OK. I just don’t know if I will feel comfortable leaving him in that spot any more. Boy, his family is not going to like that. He is going to miss watching the birds out the window.

Version A—Follow-Up with Audience:

Ask Staff – “What did you notice that could be improved to better support QAPI efforts?”
“How could they look at this from a systems perspective?”

View from a systems perspective:

- Tune in to important background information
- Recognize that multiple system factors, not individuals, likely contributed to the problem
- Look for opportunities for system improvements
Role-Play—Version B:

Louie is sitting in the lobby by the big window watching the birds as usual, then suddenly the CNA notices he has fallen to the floor.

CNA – Oh, my gosh. What happened!!!???

Housekeeper – I don’t know. I was just vacuuming and the next thing I know Louie is on the ground.

Maintenance – Same with me. I was working on getting the clock reset and back up on the wall. Next thing I know he was on the ground.

CNA – Why do you think he tried to get out of his chair? Usually, he’s calm when he’s sitting there.

Housekeeper – Maybe he needed to go to the bathroom? I’ve seen that happen before.

CNA – No, I took him to the bathroom right after lunch. And he wasn’t hungry – he ate almost all his lunch today...and I don’t think he was in pain – he wasn’t grimacing like when he is in pain. I thought I did everything I was supposed to. This shouldn’t have happened. I feel responsible.

Housekeeper – Well, I must admit it was noisy around here just now. Normally, I’m not vacuuming in the lobby after lunch but I wasn’t able to get to it earlier.

Maintenance – Yeah and I had to get that clock fixed and back up and that nail was going into a stud which required a few hard whacks of the hammer.

Receptionist – And the phone rang just before he fell. Well, I wonder if the noise could have made a difference. I know it made it harder for me to concentrate on what I was doing just then.

CNA – You know, you could be right. I’ve seen Louie startle before with loud noises. Usually it’s quiet when he is in here after lunch. He may not have understood what was going on. I think I’ll add that to my report to the nurse.

The scene shifts to the nursing station...

CNA – Did you hear Louie fell today in the lobby? I left him there after lunch just like I do every time I’m working. That was so scary. I never expected that to happen.

Nurse – He’s OK, thank goodness. I’m working on the report. Was there something else you wanted to add?

CNA – Well, as a matter of fact, I was talking with other staff that were there and we’re wondering if noise made a difference? Normally it’s quiet there after lunch but it was noisy today. There was vacuuming, hammering, phones...

Nurse – Really?

CNA – Yes, all going on at once. I’m concerned that the noise really upset Louie before he fell. Normally, I feel OK leaving him there. You know he loves to watch the birds. His family made a point about that being important to him.
Nurse – Well, you could be right. Sometimes it can get noisy around here. I’ll add that to the report. And I also think you should report it to the Director of Nursing when she makes her rounds. She’s our QAPI leader, you know.

CNA – Oh, that’s right. Thanks – that’s a great idea. I feel better already! It would be great if we could figure out ways to decrease some of the noise around here! That’s something I’d really like to help with.

Version B—Follow-Up with Audience:
Ask staff - “What did you notice that supports effective QAPI?”

View from a systems perspective:
• Uncover all useful information
• Consider all possible contributors to the problem including your own performance and system factors, keep asking “why did this happen”
• Communicate findings clearly to supervisors
• Commit to Performance Improvement
3. DISCUSSION QUESTIONS

Attitude

- What unique experience do CNAs bring to QAPI?
- Can you think of some examples that you or others have observed that might be a topic for the QAPI team?
- In what ways might QAPI improve your job?
- What can we, as an organization, do to help with this change?

Knowledge

- What are some QAPI responsibilities for CNAs? Of these, which ones are you doing right now? Which ones will be new to you?

**QAPI Responsibilities for CNAs:**

- Attend QAPI trainings
- Follow QAPI policies and procedures
- Report problems
- Share ideas for improvement
- Participate in QAPI teams
- Support QAPI team efforts
- Report obstacles to QAPI success
- Share successful QAPI outcomes
4. **QAPI QUIZ**

Match the best answers from column B with the question in column A. Write the correct answer in the blank space provided. You will have one answer left over.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
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<tbody>
<tr>
<td>1. QAPI stands for ____________</td>
<td>A. Report quality care concerns</td>
</tr>
<tr>
<td>2. ____________ are at the heart of QAPI</td>
<td>B. Systems</td>
</tr>
<tr>
<td>3. QAPI focuses on ____________, not</td>
<td>C. Quality Assurance + Performance</td>
</tr>
<tr>
<td>individuals</td>
<td>Improvement</td>
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<tr>
<td>4. QAPI instructs all staff to ____________</td>
<td>D. Increased safety &amp; decreased error</td>
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<tr>
<td>5. QAPI benefits for staff and residents</td>
<td>E. Residents</td>
</tr>
<tr>
<td>are ____________</td>
<td>F. Measurements</td>
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</tbody>
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**Answer Key for Quiz (do not hand out—copy the quiz from the separate handout)**

1. QAPI stands for **(C) Quality Assurance + Performance Improvement**

2. **(E) Residents** are at the heart of QAPI

3. QAPI focuses on **(B) Systems**, not individuals

4. QAPI instructs all staff to **(A) Report quality care concerns**

5. QAPI benefits for staff and residents are **(D) Increased safety & decreased error**