



**2026 ANNUAL
CONFERENCE & EXPO**
Celebrating 60 Years
Then. Now. Next.

QAPI
More Than a Binder

June 24, 2026

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1

Objectives

- QAPI Rules and Regulations
- Mindset for the Agency
- Value?
- Determining a PIP
- Project Improvement Examples (Breakout)

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2

Home Health COPs 484.65


The HHA must develop, implement, evaluate, and maintain an effective, ongoing, HHA-wide, data-driven QAPI program. The HHA's governing body must ensure that the program reflects the complexity of its organization and services; involves all HHA services (including those services provided under contract or arrangement); focuses on indicators related to improved outcomes, including the use of emergent care services, hospital admissions and re-admissions; and takes actions that address the HHA's performance across the spectrum of care, including the prevention and reduction of medical errors. The HHA must maintain documentary evidence of its QAPI program and be able to demonstrate its operation to CMS.

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3

Hospice COP's 418.58

The hospice must develop, implement, and maintain an effective, ongoing, hospice-wide data-driven quality assessment and performance improvement program. The hospice's governing body must ensure that the program: Reflects the complexity of its organization and services; involves all hospice services (including those services furnished under contract or arrangement); focuses on indicators related to improved palliative outcomes, and takes actions to demonstrate improvement in hospice performance. The hospice must maintain documentary evidence of its quality assessment and performance improvement program and be able to demonstrate its operation to CMS.

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4

What is the Mindset or Vision?

Beehive Example

- Industrial Beehives
- Natural Beehives

Agency is an Entity

- How will we take care of it?


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QAPI Mindset

This program is the mandated system for process changes within the Agency


- Assessing the Processes of Care (outcomes), Services (satisfaction), and Operations (running smoothly, prepared for anything)
- Cleaning / Maintaining Mechanism

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QA – Quality Assurance
Use the Assembly Line Example


- *Reactionary Corrections*

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PI – Performance Improvement

- *Preventative Corrections*


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Value ?


What does Medicare determine as “value”?

- What value does HHVBP for Home Health bring?
- What value does HOPE for Hospice bring?
- How does the Agency know if their Outcomes are valuable or not?

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Health Outcomes
We don't like to pay for something that we don't get a return on!

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Areas to Properly Assess


- *IQies Reports*
 - IPR – TPS score
- *STAR Ratings*
 - Patient Satisfaction Surveys
 - OASIS scores
- *Internal Operational Processes*

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11

Root Cause Analysis

1. What happened?
2. Why did it happen?
3. What processes were involved?
4. What systems underlie these processes?
5. How did the systems or processes fail?

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12

Root Cause Analysis

1. The analysis focuses primarily on systems and processes, not individual performance.
2. The analysis progresses from special causes in clinical processes to common causes in organization processes.
3. The analysis repeatedly digs deeper by asking "Why?" **5 times**
4. The analysis identifies changes which could be made in systems and processes—either through redesign or development of new systems or processes—that would reduce the risk of such events recurring.
5. The analysis is thorough and credible.



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13

How to determine a PIP?

- *Train All Employees to: "A healthy Agency is always in transition"*
- *Inspect all agency processes*
 - Utilize policy and procedure manual
 - What isn't getting done? Or are there any bottlenecks?
 - What is making our outcomes scores low or processes inefficient?



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Project Improvement Project

Once you have determined an issue:

- *Type up the PIP*
- *Include signatures and dates of entire team for this particular PIP*
- *Record Data*
- *Derive Solutions*



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Effective Data Gathering

- *Swimming in Data*
- *Learn how to choose effective data*
- *Make the data meaningful*
- *Analyze the data*
- *Formulate a hypothesis (solution)*

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PIP Summary

- *Document throughout the PIP*
- *Once the agency has met its PIP objective*
 - *Document the PIP Summary*


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Break Out Session

Refer to the PIP Handout


- *Create a PIP charter*
 - *Identify the Problem in YOUR agency (Honesty)*
- *Gather the relevant data over time*
- *Type up the PIP Summary*

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18

How do I keep current?

AO's have weekly/monthly info
 MLN-Medicare Learning Network and your FI
 AFI-All Facilities Letter by CDPH
 WNU: weekly news update by CAHSAH
 AND
 Be involved: Quarterly CAHSAH has the Medicare and the Hospice Committee. These are free to members. At every meeting an agenda item is: What new with surveys--these conversations help you prioritize any review/RIPs you have occurring. The best thing--you can contact attendees afterwards for details--most of us are happy to share to keep our industry supporting patients and billing with integrity and compliance!!!
 Contact CAHSAH membership or ask me or Brian about CAHSAH committees.

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19

Thank You!

We are always interested in discussing QAPI and Surveys
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20
