

## **PACE Organization of Rhode Island**

### **Quality Assessment & Performance Improvement Plan 2012**

The Quality Assessment and Performance Improvement (QAPI) Plan upholds the mission and values of the PACE Organization of Rhode Island and reflects a commitment to provide quality services and to achieve desired outcomes for all participants enrolled in our program. It is the purpose of the annual plan to specify how the organization will meet the requirements that are noted in the PACE regulations: Improving or maintaining the delivery of services and patient care, developing and implementing plans of action to improve or maintain quality of care and documenting and disseminating the results of QAPI activities to PACE staff and contractors.

The Quality Plan for 2012 will include initiatives in the five domains required by regulation – utilization of services, caregiver and participant satisfaction, outcome measures, effectiveness and safety of services and non-clinical areas. The focus of the initiatives in 2012 will be Participant Outcomes. There will be fewer major initiatives but more in-depth studies and improvements. Operational improvements, on-going oversight and surveillance and Quality Improvement Teams are also included in the 2012 QAPI Plan. The QAPI plan will need to be flexible to meet the challenges and changes within the organization that will include an IT Strategic Plan and an EHR, expansion into a northern site and the creation of a culture of learning for PACE staff and for students.

The PACE Organization of Rhode Island recently underwent its bi-annual CMS/DHS survey. We achieved “100% met” in all categories of participant care and services, a survey score received by very few organizations. Our only finding was fiscal, a challenge for any organization borrowing money to open a PACE Center. (We were informed by CMS that the fiscal finding will likely be eliminated in the near future.) One of the challenges that we will face over the next two years is the down-side of receiving such a remarkable survey: the tendency to become comfortable and complacent with our current status rather than appropriately assessing opportunities for improvement. It will be the work of the management team to ensure that this does not occur.

The selection of appropriate measures is a key component to the success of the QAPI plan. Indicators have been chosen based on various criteria: high-risk, high-volume and/or problem-prone areas, results of the Client Satisfaction survey, input from staff, grievances and complaints, Participant Advisory Committee, staff education needs, and anecdotal comments gathered during the CMS survey. Once the final CMS survey report has been received, the Quality Plan will be amended as needed to include CMS recommendations. Throughout the year, the Board will receive reports on the progress of the initiatives in the Quality Plan, concerns raised in the Participant Advisory Committee and any unusual incidents or occurrences worthy of Board notification. A summary of Quality Activities will be provided to the Board and to PACE vendors at the conclusion of 2012.