Please note that this is a hands-on workshop. Participants will need a laptop with Excel for tutorials and practical application cases. A model database will be provided to accomplish the workshop learning objectives.

Meeting Location: The DoubleTree by Hilton™—Chicago Magnificent Mile
300 E. Ohio Street
Chicago, IL 60611
Telephone: 1-312-787-6100
Website: http://www.doubletreemagmile.com

Workshop Date: Wednesday, October 7, 2015

12:00p.m. – 1:00p.m. Lunch for Participants

1:00p.m. – 01:15p.m. Welcome and Introductions
Mimi McCahill, JD, RN
Vice President of Risk Management Services
Caring Communities

01:15p.m. – 02:15p.m. Session 1
QAPI Steps 1 and 2: The Role of Leadership and Team Work in Effective QAPI Efforts
Mimi McCahill

Session Description: Using CMS’ “QAPI at a Glance” and the 12 Steps of QAPI implementation, this session begins with a brief overview of Quality Assurance and Performance Improvement (QAPI) for aging services provider organizations. Next, discussion will turn to the important role that Steps 1 and 2 play in laying the groundwork for writing an effective QAPI plan.

Session Learning Objectives: Upon conclusion of this workshop, attendees will be able to:

- Identify the CMS five elements model for QAPI in aging services
- Articulate the sustainable benefits that QAPI offers in effective risk management, performance improvement (PI), and delivery of care and services
- Discuss the role leadership plays when implementing effective QAPI practices within their organization
Communicate the role that teamwork plays in designing, operationalizing, and implementing PI plans that accomplish risk reduction and continuity of care and services.

Incorporate the management elements of leadership and teamwork to successfully design an effective QAPI system and write an effective QAPI plan.

**02:15p.m. – 03:15p.m.**  
**Session 2**  
**QAPI Steps 3 and 4: Determine Where You Are and Then Where You Want to Go**  
Mimi McCahill

**Session Description:** Continuing the planning process to design an effective QAPI system and write a plan that details those elements, Session 2 will provide guidance in assessing your organization’s current QAPI activities and monitoring and evaluating the QAPI implementation process. The session will then move to developing QAPI purpose, guiding principles, and scope, integrating these activities in a way that compliments the aging services providers’ risk management system.

**Session Learning Objectives:** Upon conclusion of this workshop, attendees will be able to:

- Identify the importance of conducting a QAPI self-assessment prior to writing a QAPI plan
- Conduct the necessary elements of an organizational assessment to help gauge the organization’s current QAPI related activities
- Employ a process to monitor and evaluate the ongoing QAPI implementation process
- Implement an organizational process that defines the purpose, guiding principles, and scope of an organizationwide QAPI system that incorporates the services provided in each service line
- Write a guiding principle that integrates the organization’s QAPI activities with those of risk management and culture of safety

**03:15p.m. – 03:30p.m.**  
**Break**
Session Description: With the pre-writing tasks of planning and design complete, Session 3 will provide direction for writing an organizationwide QAPI plan for aging services provider organizations. Additionally, discussion will address methods of writing a plan that details integration with risk management and culture of safety activities. The session concludes with discussion of the ongoing processes to review an organization’s QAPI needs and adapt the written plan as needs and goals change over time.

Session Learning Objectives: Upon conclusion of this workshop, attendees will be able to:

- Identify the necessary sections and content included in a written QAPI plan
- Articulate in writing, the integration of organizationwide QAPI activities with those of risk management and culture of safety to accomplish the aging services provider's risk, QAPI, and safety goals
- Contribute in the production of an organization’s comprehensive, written QAPI plan
- Contribute in the ongoing planning, design, and implementation of the organization's QAPI system
- Communicate the purpose and scope of the QAPI system, essential to implementation and change efforts

04:30p.m. – 04:45p.m. Evaluations
Mimi McCahill