

Fact Sheet

Long-Term Care

Quality Improvement Program

Transforming
Lives

Overview

In 2021, the legislature funded six full-time positions in response to providers' requests for a quality improvement program that is outside of and separate from the inspection/survey and investigation process.

In July 2021, Residential Care Services (RCS) re-vitalized the former Quality Assurance Nurse (QAN) Program to meet the legislative intent. The former QAN Program served only Nursing Home providers. The program name was changed to **Long-Term Care (LTC) Quality Improvement Program (QIP)** to reflect:

- Expanded services to Assisted Living Facilities (ALF) and Adult Family Home (AFH) providers, as well as Nursing Homes.
- A focus on a proactive approach to improve processes and systems (Quality Improvement) rather than compliance measurement (Quality Assurance).

In July 2022, a position was added to the LTC QIP team to provide Adult Family Home (AFH) Early Inspection visits in Region 2, with early inspection visits being conducted prior to their first licensing inspection. In September 2022, the LTC QIP team expanded with an additional position to provide services to Certified Community Residential Services and Supports (CCRSS) providers.

The LTC QIP team is comprised of a Registered Nurse (RN) Program Manager and eight Quality Improvement Program Specialists (six RNs and two allied health professionals).

The goal of the LTC QIP is to proactively provide education and support to LTC providers through:

- Focused reviews and visits,
- Analysis of care systems, and
- Identification of provider goals and action plan

So providers can:

- Strengthen care and documentation systems,
- Improve regulatory compliance, and
- Prevent harm to vulnerable adults in their care.

Protocols are used to analyze care systems to determine gaps in regulatory compliance and care systems.

The initial LTC QIP protocols are:

- Medication Management
- Falls
- Infection Prevention and Control

As the program has continued to grow, more protocol areas have been added for each facility setting type.

The program will utilize adult education principles to impart information to help providers acquire knowledge, develop skills, and improve regulatory compliance. A coaching approach is used to help providers grow and make the most of their skills. This approach is based on the ADKAR (Awareness, Desire, Knowledge, Ability and Reinforcement) model, which guides individual change to effect organizational change.

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	The program will provide support through: <ul style="list-style-type: none"> Written reports summarizing findings, Consultation / Referrals / Resources, and LTC QIP Specialist Role: Teaching, Coaching, and Advising to implement system improvements 	
	Requests or inquiries about the LTC QIP services can be obtained: <ul style="list-style-type: none"> Through Field Managers Emailing RCSQIP@dshs.wa.gov 	For additional information, please see: <ul style="list-style-type: none"> LTC QIP Web Page LTC QIP Brochure (DSHS 22-1878)
Eligibility	This service is available to the following providers licensed and certified by RCS regardless of resident and client funding sources: <ul style="list-style-type: none"> Nursing Homes Assisted Living Facilities Adult Family Homes Supported Living Group Homes Group Training Homes 	
Authority	Nursing Homes 42 CFR Part 483 Chapter 388-97 WAC Assisted Living Facilities Chapter 388-78A WAC	Adult Family Homes Chapter 388-76 WAC Certified Community Residential Services and Supports Chapter 388-101 WAC and 388-101D WAC
Budget	FY23: \$1.116 million	
Partners	Nursing Homes, Assisted Living Facilities, Adult Family Home Providers, and CCRSS Providers	
Oversight	The LTC QIP team will evaluate outcome measures quarterly and annually to determine program effectiveness.	
Outcome Measures	<ul style="list-style-type: none"> Shorter-Term Outcomes - <i>"Expect to See"</i>: New knowledge, Changed opinion/values, Increased skills Intermediate Outcomes - <i>"Want to See"</i>: Changed policies, Changed practices, Changed decisions, Use of resources provided Longer-Term Outcomes - <i>"Hope to See"</i>: Decreased citations in LTC QIP protocol area(s) during the year following the visit 	