FACT SHEET

Long-Term Care Quality Improvement Program

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).

In 2025 Budget constraints reduced the LTC QIP team to a Program Manager and five Registered Nurses.

The LTC QIP began as a focus review of provider systems, including observations, interviews and record reviews. In 2025 the LTC QIP began to move into a teaching model. With the new model, providers are taught how to analyze their own systems, identify gaps, develop action plans and implement change. The teaching model allows providers to carry on quality care and awareness of regulatory compliance beyond the LTC QIP visit.

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

- Individualized assessment of education and training needs,
- Training for provider self-review of care systems, and
- Identification of provider goals and action plans

So providers can:

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

Protocols are used to train providers how to evaluate their own systems to identify potential gaps in regulatory compliance and care systems. The initial LTC QIP protocols are:

- Medication Management
- Falls
- Infection Prevention and Control
- Adult Family Home Early Visits

The program utilizes 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

continued...

Support.
Care.
Resources.

FACT SHEET

Long-Term Care Quality Improvement Program

is based on the ADKAR (Awareness, Desire, Knowledge, Ability and Reinforcement) model, which guides individual change to effect organizational change.

The program has continued to expand, offering more protocol areas such as dementia care, weight loss/nutrition, wound care and more.

The program will provide support through:

- Educational resources and tools
- Resources and referrals
- LTC QIP Specialist Role: Teaching, Coaching, and Support to implement system improvements.

Requests or inquiries about the LTC QIP services can be obtained:

- Through Field Managers
- Emailing RCSQIP@dshs.wa.gov

For additional information, please see:

- 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:

- Nursing Homes
- Assisted Living Facilities
- Adult Family Homes
- Supported Living
- Group Homes
- Group Training Homes

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

- **Shorter-Term Outcomes -** "Expect to See": New knowledge, Changed opinion/values, Increased skills
- **Intermediate Outcomes -** "Want to See": Changed policies, Changed practices, Changed decisions, Use of resources provided
- **Longer-Term Outcomes -** "Hope to See": Decreased citations in LTC QIP protocol area(s) during the year following the visit

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