

# QAPI Coach: Year End Newsletter

## New to QAPI Coach 2010:

- Two **free** web-based trainings on core and inpatient data sets
- New data set & benchmarking reports for dedicated hospice inpatient units
- New indicators for nonverbal/nonresponsive pain and medication reconciliation
- Expansion of the physician certification indicator to include contracted and volunteer physicians

## QAPI Coach : Year in Review

2009 was a busy pilot year for the QAPI Coach project. With the help and constant feedback of our participating programs, we were able to grow and improve by leaps and bounds!

During 2009, the QAPI Coach program:

- Developed a core set of demographic and quality indicators for hospice programs
- Launched a user-friendly web-based data entry site
- Collected four quarters

of data from over 60 hospice programs in the states of Ohio and West Virginia

- Produced quarterly benchmark reports on a 2-week turnaround
- Held two full-day training sessions on data collection and performance improvement methods
- Held its first 6-month Collaborative focused on improving pain and symptom management

In addition, planning is well underway for 2010, in which QAPI Coach will in-

roduce new data sets, launch a Collaborative on Advance Care Planning, and begin rolling out its data collection and support services to more and more hospice programs.

None of this growth would have been possible without the constant support and counsel of OHPCO's Quality/Standards Committee, which guided every aspect of the project. Additionally, the commitment and feedback of its 2009 pilot programs has been absolutely vital to shaping and improving this project.

## QAPI Coach Trainings, January 2010

QAPI Coach is planning two web-based trainings early in the new year, free of charge to programs participating in QAPI Coach data collection. In order to register for one of these trainings, contact Susan Wallace, QAPI Coach Coordinator by emailing [susan@ohpco.org](mailto:susan@ohpco.org).

### January 13th, 10am-11:30

A refresher course for those who reported data to QAPI Coach in 2009, and an introduction for those new QAPI Coach programs joining in 2010. It will cover the basics of QAPI Coach, including detailed explanations of the annual and quarterly core data sets, as well as instruction on data entry. It will also touch on two new and updated measures for 2010: the nonverbal/nonresponsive pain indicator and the medication reconciliation indicator, as well as the expansion of the physician certification indicator.

### January 14th, 1pm-2:30pm

A course covering the measures and definitions for QAPI Coach's new *Hospice-Dedicated Inpatient Unit Survey*. This survey is only available to those programs who provide general inpatient care in a setting that meets the definition of a *hospice-dedicated inpatient unit* found in the QAPI Coach annual core data set.



**Plug In...**

**to QAPI Coach!**



QAPI COACH IS A PROJECT OF:

**THE MIDWEST CENTER FOR HOME, HOSPICE & PALLIATIVE CARE EDUCATION**

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## Collaborative a success

On December 3rd, the nine teams from QAPI Coach's pilot Pain Management Collaborative met for the final time in Columbus, Ohio to share their successes from the 6 months of intense improvement activities.

9 teams had come together in June to work on the topic of pain management, and the December meeting was a celebration of their successes over the 6 months. Of 9 teams, 7 teams had succeeded in closing in on their aim by more than 50%, and two teams had successfully reached an maintained their aim. Though all teams worked on pain management, they focused on different areas: one worked to standardize pain assess-

ment of nonverbal patients while another focused on discomfort caused by opioid medications, and still another set their aim that 98% of their patient days would be above patient's self-identified pain threshold.

Over the six months, teams shared tactics and practices, and learned from pain management and improvement experts how to accelerate improvement in their program. One participant described the Collaborative as "One of the best educational experiences I have participated in." QAPI Coach is set to launch its second Collaborative focused on Advance Care Planning in February 2010.



### **Congratulations, QAPI Coach Collaborative Teams!**

Community Care Hospice  
Genesis Hospice & Palliative Care  
Holzer Hospice  
Hospice & Palliative Care of Greater Wayne County  
Hospice of the Cleveland Clinic  
Hospice of Huntington  
Hospice of Medina County  
Hospice of Northwest Ohio  
VNA of Ohio Hospice

## OHPCO Staffer named to NHPCO Quality & Standards Committee

Susan Wallace, OHPCO's Coordinator for Policy, Quality & Research and QAPI Coach Coordinator, was appointed to sit on the National Hospice & Palliative Care Organization's Quality & Standards Committee during 2010. Susan got her start in hospice care as a volunteer for Homereach Hospice, and then later

worked as a social worker for Mount Carmel Hospice.

She came to OHPCO as a graduate student and assumed oversight for the Ohio Home, Hospice & Palliative Care Advocacy Network (OHPCAN) before transitioning into a full-time position that included oversight of the developing

QAPI Coach program. Her interest in quality measurement and research grew out of her advocacy work, where she found herself needing more and better information to illustrate the importance of hospice care to legislators. In her role on the Quality & Standards Committee, she is particularly interested in the stan-

dardization of quality measurement, as well as how to develop lean QAPI programs for small or resource-strapped hospices.

She joins a strong contingent of Ohio hospice leaders that lend time and expertise to helping to guide NHPCO's work on behalf of hospices nationwide.

*The QAPI Coach project is funded in whole or in part through grants from the Centers for Medicare and Medicaid Services (CMS) and Healthcare Resources and Services Administration (HRSA) from 2008-2010. The opinions, findings, and conclusions or recommendations expressed herein are those of the authors and contributors and do not necessarily represent the official position or policies of the U.S. Department of Health & Human Services. Additional information about this grant will be made available by request submitted to [susan@ohpco.org](mailto:susan@ohpco.org).*