



## Quality Assessment and Performance Improvement (QAPI) Team Member Responsibilities & Roles

The ESRD Conditions for Coverage that were released by the Centers for Medicare & Medicaid Services (CMS) on April 15, 2008 require that dialysis facilities establish a Written Quality Assessment and Performance Improvement (QAPI) Program that is led by the Medical Director of the facility designed to assist the facility in achieving clinical performance excellence. Below is a listing of possible QAPI team members and examples of their various responsibilities and roles. Facilities are encouraged to utilize this resource as they develop the written facility QAPI program.

Team Member	Responsibilities related to QAPI	Role in QAPI
<b>Patients</b>	Patients are responsible to adhere to the physician ordered plan of care and dialysis treatment prescription to the best of his/her ability. Patients are encouraged to ask questions of the dialysis care team when clarification is necessary. Patients are encouraged to work cooperatively with the team to ensure that he/she receives the highest quality of renal care.	
<b>Medical Director</b>  _____ Name	The Medical Director (MD) has operational responsibility for the Quality Assessment and Performance Improvement (QAPI) program and ensures that program data is used to develop actions to improve quality of care. The Medical Director ensures that the facility's QAPI program is effectively developed, implemented, maintained, and periodically evaluated. The Medical Director ensures that the facility achieves clinical outcomes that include but are not limited to: adequacy of dialysis, nutritional status, anemia management, vascular access, medical injuries, and medical errors identification, hemodialysis reuse program, patient satisfaction and grievance. The Medical Director is in charge of oversight of attending physicians. The Medical Director controls the involuntary patient discharge/transfer process. The Medical Director The Medical Director ensures that the facility participates in ESRD Network activities and pursues Network goals.	Meet monthly with the QAPI team  Review aggregate patient data and formulate an overall facility plan for improvement, including a timeline  Adjust individual patient care plans (with attending physicians if applicable) to facilitate the meeting of clinical care goals for that patient.  Make recommendations to the team on how to improve the quality of care delivered to the patients  Control the involuntary patient discharge/transfer process for the facility  Ensure that the facility participates in ESRD Network activities and pursues Network goals.  Receive and act upon recommendations from the ESRD Network.  Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work



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<p><b>Nephrologist</b></p> <hr/> <p>Name</p> <hr/> <p>Name</p> <hr/> <p>Name</p> <hr/> <p>Name</p>	<p>The Nephrologist is responsible to assist the Medical Director in the coordination of the Quality Assessment and Performance Improvement (QAPI) program. He/she agrees to adhere to and enforce facility policies and procedures. The nephrologist agrees not to dismiss or transfer a patient involuntarily without first discussing it with the Medical Director. The nephrologist will utilize clinical data to develop action plans to improve quality of care. The nephrologist will adjust individual patient care plans to facilitate achievement of clinical goals. The nephrologist agrees to promote participation in ESRD Network activities and the pursuit of Network goals.</p>	<p>Meet monthly with the QAPI team</p> <p>Review patient data and formulate patient specific plans for improvement, including a timeline</p> <p>Adjust individual patient care plans to facilitate the meeting of clinical care goals for that patient.</p> <p>Make recommendations to the team on how to improve the quality of care delivered to the patients</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
<p><b>Advanced Practice Nurse</b></p> <hr/> <p>Name</p> <hr/> <p>Name</p>	<p>The Advanced Practice Nurse (APN) is to practice under the authority of the Medical Director and Nephrologist. He/she is responsible to assist the Medical Director and Nephrologist in the coordination of the Quality Assessment and Performance Improvement (QAPI) program. To adhere to and enforce the facility policies and procedures. The APN agrees not to dismiss or transfer a patient involuntarily without first discussing it with the Medical Director. The APN utilizes data to develop actions to improve the patients' quality of care. The APN adjusts individual patient care plans to facilitate achievement of clinical goals. The APN promotes participation in ESRD Network activities and the pursuit of Network goals.</p>	<p>Meet monthly with the QAPI team</p> <p>Assist the team with tracking, trending, and analysis of the clinical data.</p> <p>Make recommendations to the team on how to improve the quality of care delivered to the patients</p> <p>Review patient data and formulate patient specific plans for improvement, including a timeline</p> <p>Adjust individual patient care plans to facilitate the meeting of clinical care goals for that patient.</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>



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<p><b>Unit Administrator</b></p> <hr/> <p>Name</p>	<p>To assist the Medical Director (MD) in the coordination of the Quality Assessment and Performance Improvement (QAPI) program. The MD monitors facility management and patient care staff actions to assure that patient safety is a top priority and that the desired clinical outcomes are being achieved. The MD supports facility participation in ESRD Network activities and pursuit of Network goals.</p>	<p>Meet monthly with the QAPI team</p> <p>Educate the patient care staff regarding QAPI requirements</p> <p>Assist the team with tracking, trending, and analysis of the clinical data.</p> <p>Suggest changes in policies and procedures that would facilitate achievement of clinical performance goals, promote patient safety, and/or improve patient satisfaction.</p> <p>Track and trend medical injuries, medical errors, hemodialysis reuse program, patient satisfaction, and grievances</p> <p>Work with the physicians and patient care staff to identify patient safety or grievance issues</p> <p>Monitor and track patient satisfaction, grievances, patient safety, and other issues</p> <p>Ensure that physicians' orders are carried out.</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
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<p><b>Head Nurse</b></p> <hr/> <p>Name</p>	<p>The head nurse is responsible for assisting the Unit Administrator in helping the patient care staff to adhere to and deliver the patients prescribed plan of care and the dialysis prescription.</p>	<p>Meet monthly with the QAPI team</p> <p>Educate the patient care staff regarding QAPI requirements</p> <p>Maintain written minutes and notes from the QAPI meetings and distribute them as directed by the Unit Administrator</p> <p>Under the direction of the Unit Administrator, assigns staff members to coordinate the following performance measures: Adequacy of dialysis, nutritional status, and anemia management</p> <p>Work with the Unit Administrator and patient care staff to identify patient safety or grievance issues</p> <p>Ensure that physicians' orders are carried out.</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
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<p><b>Vascular Access Coordinator</b></p> <hr/> <p>Name</p>	<p>The vascular access coordinator is responsible for monitoring adherence to the patients prescribed plan of vascular access care and dialysis prescription and coordinating education and care related to the selection, creation, and maintenance of the vascular access.</p>	<p>Meet monthly with the QAPI team</p> <p>Educate the patient care staff regarding QAPI requirements</p> <p>Track and trend catheter usage, arteriovenous fistula, and arteriovenous grafts.</p> <p>Track and trend vascular access infections</p> <p>Work with the Unit Administrator and patient care staff to identify vascular access issues and/or the need for interventions</p> <p>Coordinate vascular access care (surgical referrals, etc.)</p> <p>Ensure that physicians' orders are carried out.</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
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<p><b>Registered Dietitian</b></p> <hr/> <p>Name</p>	<p>The registered dietitian is responsible for counseling patients on management of protein, sodium, potassium, phosphorus, and fluid controlled diets, translating the chemistry of these limits into meals for patients; monitoring vitamin and mineral supplementation including iron levels and their effect on erythropoietin; managing glycemic control of diabetic patients by manipulation of diet; and assessing nutritional status by using clinical and biochemical measures.</p>	<p>Meet monthly with the QAPI team</p> <p>Work with the care team to identify patient dietary issues and/or the need for interventions</p> <p>Make recommendations for interventions</p> <p>Implement interventions as directed by the team</p> <p>Perform follow up to assess improvements</p> <p>Ensure that physicians' orders are carried out.</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
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<p><b>Social Worker</b></p> <hr/> <p>Name</p>	<p>The Social Worker is responsible to assist patients to achieve and sustain an effective level of vocational, emotional and social wellbeing. The social worker evaluates and addresses challenging or disruptive behavior as well.</p>	<p>Meet monthly with the QAPI team</p> <p>Work with the care team to identify patient issues and/or the need for interventions</p> <p>Make recommendations for interventions</p> <p>Implement interventions as directed by the team</p> <p>Perform follow up to assess improvements</p> <p>Ensure that physicians' orders are carried out.</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
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<p><b>Additional Team Members</b></p> <hr/> <p>Name</p> <hr/> <p>Name</p> <hr/> <p>Name</p>	<p>The team members assist the QAPI team to improve the quality of care provided to the patients. Team members perform specific duties as assigned by the Unit Administrator and/or Medical Director.</p>	<p>Meet monthly with the QAPI team</p> <p>Work with the care team to identify patient issues and/or the need for interventions</p> <p>Make recommendations for interventions</p> <p>Implement interventions as directed by the team</p> <p>Perform follow up to assess improvements</p> <p>Ensure that physicians' orders are carried out.</p> <p>Support other team members as directed by the Unit Administrator and/or Medical Director</p> <p>Ensure that the facility participates in ESRD Network activities and pursues Network goals.</p> <p>Receive and acts upon recommendations from the ESRD Network.</p> <p>Cooperate with the ESRD Network in fulfilling the terms of the Networks current statement of work</p>
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