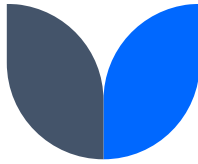



Quality Assurance and Activities... A Basic Approach





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Regulation Reference for QA

- All facilities have a QA program
- F680 Qualification of Activity Director references QA;
 - Ongoing evaluation of activity program
 - Review and evaluate responses to programs
 - Has developed, implemented, supervised and evaluated the activity program

Activities Director Responsibilities

An activity director is responsible for directing the development, implementation, supervision and **ongoing evaluation of the activities program**. This includes the completion and/or directing/delegating the completion of the activities component of the comprehensive assessment; and contributing to and/or directing/delegating the contribution to the comprehensive care plan goals and approaches that are individualized to match the skills, abilities, and interests/preferences of each resident.

Directing the activity program includes scheduling of activities, both individual and groups, implementing and/or delegating the implementation of the programs, **monitoring the response and/or reviewing/evaluating the response to the programs** to determine if the activities meet the assessed needs of the resident, and making revisions as necessary.

2

What is Quality Assurance in Activities?

- Identifying problems and fixing them
 - Proactive versus Reactive
 - Identify things doing right
- Evaluating activity services by comparing them to accepted standards
- Includes regulatory requirements (F679/680)
- Continuous evaluation process



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Standard 7: Quality Management/Administration

- The Activity Professional maintains policies and procedures based on regulatory requirements, facility/company requirements, and standards established by professional organizations and accrediting agencies.
- The Activity Professional develops and maintains an ongoing quality assurance program which effectively evaluates the programs and services provided.
- The Activity Professional educates and trains staff regularly regarding activity interventions and provides consistent access to activity materials, supplies, and kits for use by other staff, family members and volunteers.
- The Activity Professional ensures that activity department staff are competent to perform their job duties as assigned.
- The Activity Professional (Director) will strive to provide opportunities for continuing education and maintaining credentials as needed for activity department staff.
- The Activity Professional provides education and training as needed for other department staff in order to comply with guidelines set forth by federal and state regulatory agencies.
- The Activity Professional will support professional peers and promote colleagues' leadership roles.

7/18/2023

PRESENTATION TITLE

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Quality Assurance is...

Process

- Organized, systematic, ongoing
- Identifies areas of improvement
- Detects potential problem areas
- Design action plan for fixing issues/problems

Measurable

Specific outcomes as identified in criteria
 Data collection
 Conclusion is concrete evidence of what needs to be changed

Usable

Able to use information/results to make changes
 or continue with process

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Quality Assurance is NOT

- A plan to implement something new or want you want to do

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QA's 3 Approaches

Structure

Setting in which care/service is given, staff qualifications, available facilities, resources, equipment

Process

The way care/service is provided, frequency, methods, staff actions and behavior

Outcome

Concerned with end results, what actually happens as a result of care/services
Most difficult to measure

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QA Terminology

Monitoring

Observing, checking, gathering information

Trends, patterns, potential problems identified, and QA topics established from this

Criteria (Goal)

Means by which achievement can be measured or compared to
Stated in terms that are precise, objective, measurable, realistic, relevant and understandable

Standards

The desirable and realistic performance expectations - a number or percent

Developed by professional organizations, regulatory agencies or other external sources

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Step 1 Identify the Issues

What needs to be studied and why

How?

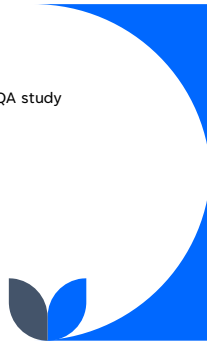
- Staff meetings and discussions
- Survey of residents, families, staff, volunteers regarding areas of improvement
- Review past and present calendars
- Observations
- The environment
- Compare procedures to standards in the field
 - State and federal regulations
 - Company standards
 - Professional standards

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Step 1 continued...

Other elements to consider when doing a QA study

- Time requirement
- Unique to the specific service
- Impact on resident/client
- Involvement of other departments
- Administration



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Step 1 continued...

QA areas

- Documentation
- Environment
- Staff capabilities/leadership
- Programming/Service delivery
- Policies and procedures
- Administration
- Resident satisfaction
- Regulatory requirements
- Volunteer Management

State your topic in the form of a question



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Step 2 Develop Criteria and Standard

Criteria

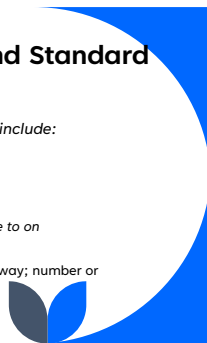
States the expectations of the topic; benchmark

Documentation of one-to-one activities will include:

- Date
- Length of one to one
- Staff/Volunteer doing the one to one
- Intervention used
- Outcome/response of the residents to the one to on

Standard

Desired outcome that is stated in a measurable way; number or percent



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Review the Steps

- Identify Issue
- Develop criteria/expectations
- Set standards
- Collect data
- Analyze data
- Plan of action

Let's give it a try.....



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Thank you!

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