# APPENDIX D: TEAM MEMBERS TO CONSIDER AND RESOURCES FOR QUALITY IMPROVEMENT EFFORTS

It is important to recognize that all staff and disciplines have a role in and should be included in organizational efforts to enhance resident safety.

Consider involving the following key members or champions when working to improve systems and processes to prevent the following types of harms. This is not a comprehensive list, rather, it is meant to generate ideas for who to involve in quality improvement work in these areas. It is important to include people that are involved in and care about the processes being reviewed and potentially revised.

A list of resources to support effective quality improvement teams is also provided.
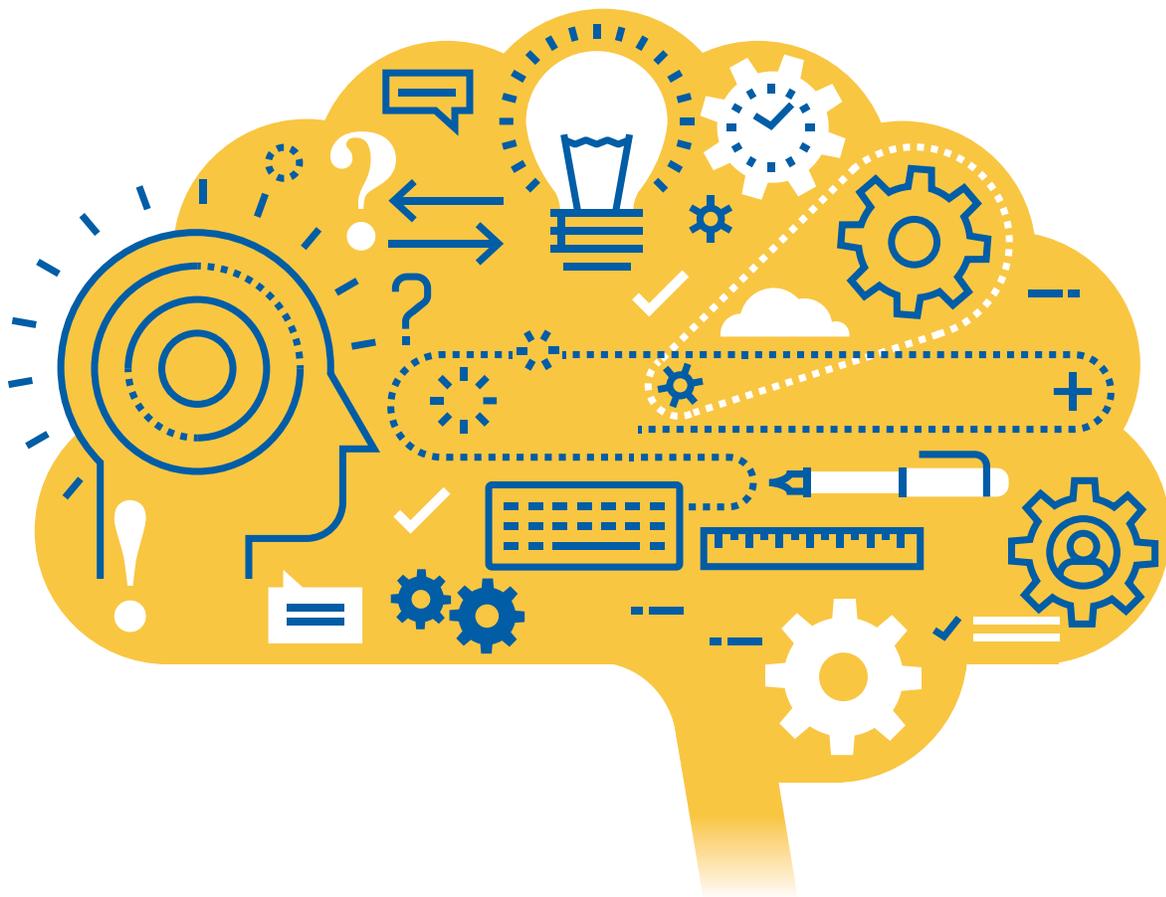
	Nursing	Administrator	Med Director	Att phys/pract	Pharmacist	Mental Health Services Provider	Anticoag clinic	Dietary	Social Services	Activities/Rec	Housekeeping	Maintenance	Therapy	Wound specialist	Receptionist	Inf Preventionist	Infectious Disease Specialist
Medication-induced delirium or other changes in medical condition	x		x	x	x	x											
Excessive bleeding due to medication (anticoagulants)	x		x	x	x		x										
Constipation, obstipation, and ileus related to medication	x		x		x			x		x			x				
Fall or other trauma with injury related to resident care	x	x	x	x	x			x		x	x	x	x				
Pressure and other skin injury such as skin tears	x	x	x					x		x	x		x	x			
Exacerbations of preexisting conditions resulting from an omission of care	x		x														
Acute kidney injury or insufficiency secondary to fluid maintenance	x		x	x				x		x							
Fluid and other electrolyte disorders (e.g., inadequate management of fluid)	x		x	x	x			x		x							
Venous thromboembolism, deep vein thrombosis (DVT), or pulmonary embolism (PE) related to resident monitoring	x		x	x				x		x			x				
Elopement (residents that leave the building without staff knowledge)	x	x							x	x	x	x			x		
Infections	x	x	x		x			x		x	x	x	x	x		x	x
Abuse and neglect	x	x							x	x	x	x	x		x	x	

APPENDIX D

Resources to Support Effective Quality Improvement Teams

Agency for Healthcare Research and Quality, TeamSTEPPS® Long-Term Care
TeamSTEPPS is an evidence-based framework to optimize team performance in order to provide quality and safe care. It is based on team structure and four teachable-learnable skills: communication, leading teams, situation monitoring and mutual support. Curriculum materials, tools and resources are available. https://www.ahrq.gov/teamstepps/longtermcare/implement/implguide.html

Barbara Bowers, Kim Nolet, et. al, Implementing Change in Long-term Care, A Practical Guide to Transformation
This manual was designed to assist organizations, and the staff who work there, to implement changes that will improve care quality. https://www.nhqualitycampaign.org/qualityImprovementMethods.aspx#modal

CMS, QAPI at a Glance
This is a step by step guide to implementing Quality Assurance and Performance Improvement (QAPI) in a nursing home. https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPIAtaGlance.pdf

Health Resources and Services Administration, Improvement Teams
This module provides an overview of the characteristics and benefits of an improvement team for quality improvement (QI) work, the functioning roles and responsibilities of the various team members, and the stages of growth as a team evolves into a cohesive entity with a single focus. The module also provides strategies, tools, and additional resources that experienced QI teams use to become effective and successful in achieving their aims. https://www.hrsa.gov/sites/default/files/quality/toolbox/508pdfs/improvementteams.pdf

Institute for Healthcare Improvement, How to Improve
The science of effective improvement, including forming the team and examples of effective teams, is discussed. http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementFormingtheTeam.aspx

Isabella Geriatric Center and Cobble Hill Health Center, Working Together for Continuous Improvement, A Guide for Nursing Home Staff
This manual provides practical guidance to nursing homes exploring a journey toward enhancing person-centered care. https://www.isabella.org/Isabella/News/Article.aspx?id=cff0ab07-d3b1-4645-a81f-953b1d80337f

John W. Moran, Top 10 Problems Encountered By Quality Improvement Teams
Major problems that team encounter (e.g., lack of an aim statement and team charter, not having the right people on the team, lack of a problem solving process), along with solutions, is discussed. http://www.phf.org/phfpulse/Pages/Top_Problems_Encountered_By_QI_Teams.aspx

Planetree and Picker Institute, Long Term Care Improvement Guide
This guide is a practical resource intended to support continuing care communities in their efforts to bring about culture change. https://planetree.org/wp-content/uploads/2015/05/LTC%20Improvement%20Guide%20For%20Download.pdf

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