Building a Culture of Quality in Assisted Living & Home Plus

Quality Assurance & Performance Improvement (QAPI) Webinar Series

Measure • Improve • Sustain

Series Description

Quality care does not happen by accident. It is the result of intentional measurement, ongoing evaluation, and a commitment to continuous improvement. This three-part webinar series is designed specifically for Assisted Living and Home Plus operators, administrators, directors of nursing, resident care coordinators, and clinical leaders who want to strengthen quality outcomes and operational performance.

Participants will learn how to identify meaningful quality indicators, compare performance against state and national benchmarks, prioritize opportunities for improvement, and implement sustainable systems that drive lasting results. Through practical examples, tools, and real-world applications, attendees will gain the knowledge and confidence needed to build a culture of accountability and continuous quality improvement within their organization.

By the end of the series, participants will have a framework for measuring performance, selecting improvement priorities, and developing processes that support ongoing compliance, resident satisfaction, and operational excellence.

Overall Series Outcomes

By completing this three-part series, participants will be able to:

- Establish meaningful quality measures and performance benchmarks.
- Use data to identify and prioritize improvement opportunities.
- Conduct effective quality improvement planning and implementation.
- Develop sustainable systems for monitoring and maintaining quality outcomes.
- Strengthen regulatory compliance, resident care quality, and organizational performance through a structured QAPI approach.

Webinar 1: Measuring What Matters – October 15th 10:00 am – 11:15

Identifying Quality Indicators and Benchmarking Performance in Assisted Living and Home Plus

Session Description

The first step in improving quality is understanding current performance. This session focuses on selecting meaningful clinical, operational, and resident-centered quality indicators and using data to evaluate organizational performance. Participants will learn how to establish baseline measurements, compare results against state and national benchmarks (when available), and identify trends that may indicate areas of risk or opportunity.

Attendees will leave with a practical understanding of what to measure, why it matters, and how to use data to drive informed decision-making.

Learning Objectives

Upon completion of this session, participants will be able to:

1. Identify key quality indicators that measure clinical, operational, and resident satisfaction outcomes in Assisted Living and Home Plus settings.
2. Compare organizational performance against state, industry, and organizational benchmarks to identify performance gaps.
3. Analyze quality data to recognize trends, strengths, and opportunities for improvement.

Webinar 2: From Data to Action – October 29th 10:00-11:15

Prioritizing Quality Improvement Opportunities in Assisted Living and Home Plus

Session Description

Organizations often identify multiple areas requiring improvement, but limited resources make it impossible to tackle everything at once. This session provides a structured approach to evaluating findings, determining root causes, assessing risk, and prioritizing quality improvement efforts. Participants will learn how to distinguish between urgent compliance concerns and long-term strategic improvement opportunities while focusing resources where they will have the greatest impact.

Attendees will gain practical tools for creating an organized and effective quality improvement plan.

Learning Objectives

Upon completion of this session, participants will be able to:

1. Evaluate quality and performance data to identify high-priority improvement opportunities.
2. Apply risk assessment and root cause analysis techniques to determine contributing factors affecting outcomes.
3. Develop a prioritized quality improvement plan that aligns with organizational goals, resident needs, and regulatory expectations.

Webinar 3: Sustaining Improvement Through Systems and Accountability
November 12th 10:00 -11:15

Creating Processes That Produce Lasting Results in Assisted Living and Home Plus

Session Description

Successful quality improvement requires more than implementing a corrective action. Organizations must develop systems that monitor progress, maintain accountability, and ensure improvements are sustained over time. This session focuses on creating action plans, establishing monitoring processes, assigning ownership, and using performance dashboards to maintain momentum.

Participants will learn how to build a quality improvement structure that supports ongoing compliance, continuous evaluation, and long-term operational success.

Learning Objectives

Upon completion of this session, participants will be able to:

1. Design performance improvement action plans with measurable goals, timelines, and accountability structures.
2. Implement monitoring systems and reporting processes that track progress and support continuous improvement.
3. Evaluate the effectiveness of improvement initiatives and make data-driven adjustments to sustain positive outcomes.