The Roadmap to Success:

Enhancing Resident Care Through
a Quality Improvement Journey

Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

HSAG HEALTH SERVICES ADVISORY GROUP

HSAG will collaborate with your facility to assess your current QI efforts and identify priority areas for focused support. QAPI will serve as the foundation for this work. Together we will co-design and implement QAPs, monitor progress, and adjust strategies as needed, while providing resources, best practices, training, and guidance to strengthen QI efforts. This roadmap outlines the key steps we will take to strengthen processes, enhance resident outcomes, and help your team sustain long-term, data-driven improvement.

Step 1: Foundation & Assessment	Task	Task Rationale	Completion Date	Notes and/or Next Steps
☐	QI Cycle Kick-Off Meeting	Review HSAG's role in supporting your facility by providing resources, best practices, training, and guidance to strengthen QI efforts.		
☐	Communication Preferences	Select a primary contact to collaborate with your HSAG QI specialist and identify your preferred communication methods and frequency, ensuring consistent and meaningful engagement.		
☐	Quality Metric Prioritization	Identify areas of opportunity and determine which quality measures should be prioritized to ensure efforts are focused on where they will have the greatest impact.		
☐	Assessment	Conduct an assessment to evaluate leadership and quality program capabilities. Then identify the root causes and barriers affecting priority areas of focus.		
Step 2: Action Plan				
☐	QAP	Co-develop a QAP with your HSAG QI specialist that outlines the specific steps, responsibilities, and timelines required to achieve your quality goals.		
☐	QAPI Committee Engagement	Share the QAP with your QAPI committee to promote transparency, support team alignment, and ensure all staff members understand their responsibilities in supporting QI efforts.		
Step 3: Implementation				
☐	QAP Implementation	Implement QAP activities to maintain accountability, guide day-to-day efforts, and ensure steady progress toward your quality goals.		
☐	HSAG QI Specialist Collaboration	Maintain regular contact with your HSAG QI specialist to assess QAP progress and adjust strategies based on real-time data and feedback using the PDSA cycle.		
☐	QAPI Committee Monitoring	Report progress and related measures at QAPI meetings to maintain visibility, reinforce the work as a priority, and enable the committee to validate when goals are met.		
Step 4: Sustainability				
☐	Lessons Learned	Review what worked well and what could be improved to strengthen QI processes moving forward.		
☐	Sustainability Plan	Identify strategies to sustain effective interventions and determine how to adopt them facility-wide.		
Step 5: Celebration and Next Steps				
☐	Celebrate Your Successes	Celebrate successes with your team to recognize their efforts and build momentum for addressing future improvement opportunities.		
☐	Prepare for the Next QI Cycle	Identify the next priority focus areas and restart the improvement cycle, acknowledging that QI is ongoing and relies on regular assessment and deliberate action to improve resident outcomes.		

QI = Quality Improvement; QAPI = Quality Assurance and Performance Improvement; QAP = Quality Action Plan; PDSA = Plan, Do, Study, Act