



EDUCATIONAL RESOURCES

When Quality Improves Practice

Using Data to Support Clinician Growth



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Meet Your Speaker



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QAPIplus was created to address the real challenges home health and hospice teams face when managing quality and compliance. Built by clinicians and healthcare leaders with deep experience in post-acute care, it reflects a simple belief: quality should not live in crisis mode. It should be part of daily practice in a way that supports clinicians, reduces risk, and improves patient care.

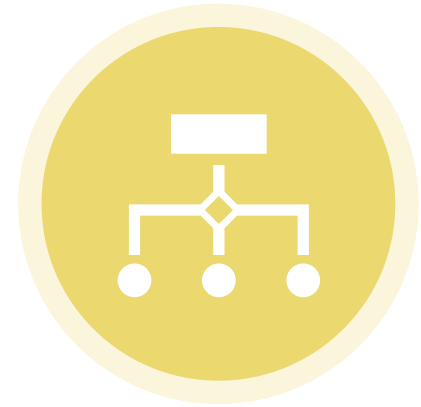
Why This Conversation Matters Now



Quality expectations
are rising



Clinician burnout and
turnover remain high



Agencies need consistency
without adding burden

**Quality cannot succeed if clinicians experience it as extra work or scrutiny.
Development and quality must move together.**

Quality Is Not the Same as Compliance



**Compliance protects patients and meets standards;
quality transforms care and drives better outcomes,
high-performing agencies connect both to sustain excellence.**

Defining Quality Oversight Clearly

Quality oversight means:

- Routine, structured review of clinical practice
- Identifying learning opportunities
- Supporting consistency and safe care

What it does not mean:

- Policing, punishment, or micromanagement



What Surveyors Listen For



How performance is monitored



How findings are shared with staff



How improvement is supported and sustained

Surveyors assess how well your organization learns, improves, adopts, and applies its processes, not whether it is perfect.

When Oversight Fails Clinicians

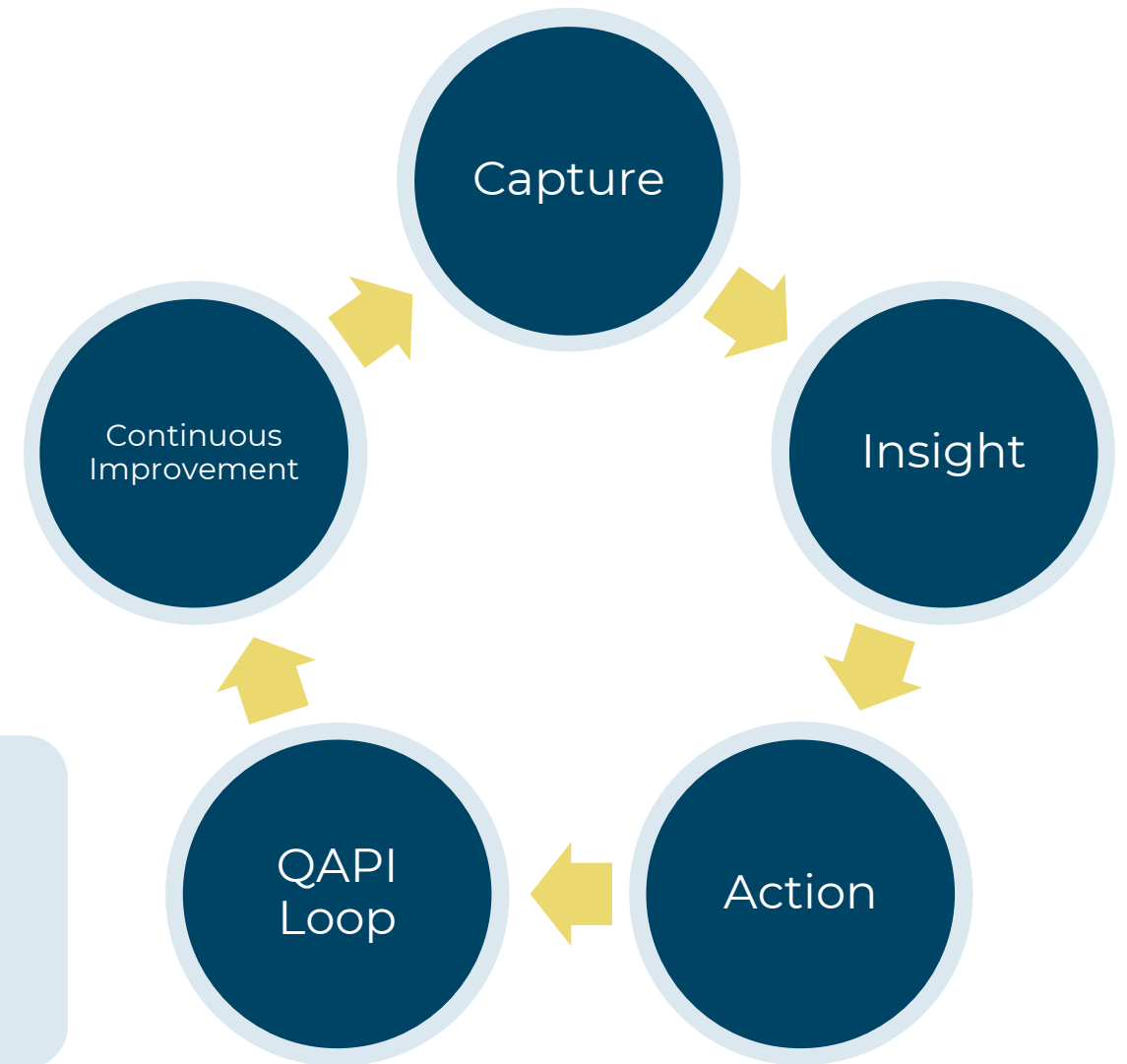
- Feedback only shows up during surveys
- Data is shared without context
- Education feels generic or disconnected



From Data to Better Practice

- Quality improvement begins with meaningful **data** from daily practice. Data is reviewed for **insight**, translated into **action**, and evaluated through **QAPI**. This ongoing process allows teams to refine what works and sustain **improvement** over time.

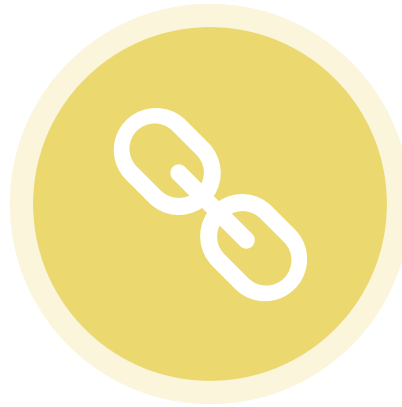
Every agency is doing some part of this already. The difference between checking boxes and improving practice is how intentionally these steps are connected and revisited.



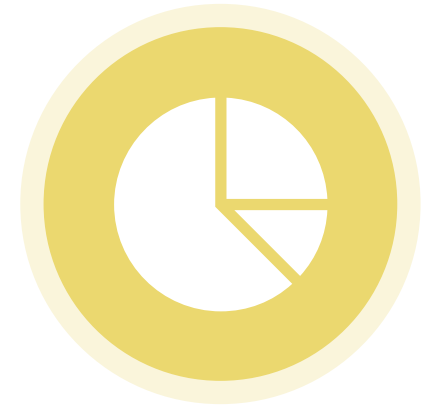
Using Quality Data That Clinicians Can Actually Use



Focus on a small number of meaningful measures



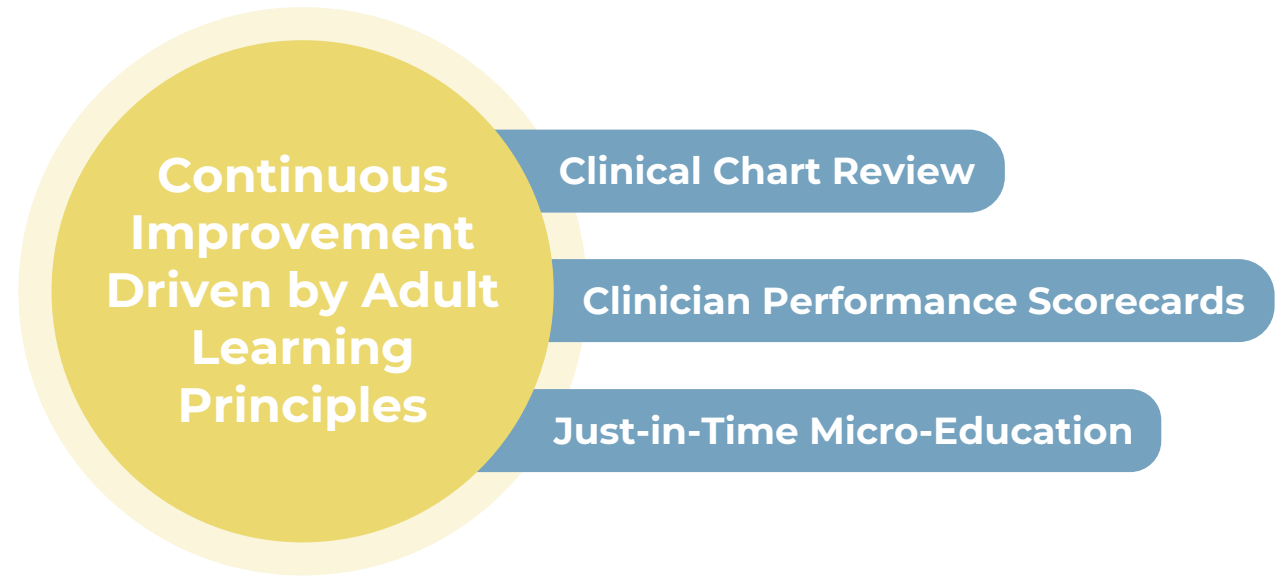
Align metrics to real clinical decisions



Avoid dashboards that overwhelm

When Quality Improves Practice

- Feedback is timely, specific, and actionable at the point of care
- Data identifies strengths and performance gaps in real time
- Clinicians receive targeted microlearning aligned to individual needs
- Education is immediately applied to improve patient outcomes and safety



Gaps trigger immediate, focused learning, delivered in short, relevant modules that respect adult learners' need for relevance, autonomy, and practical application.

Learning From Real Practice

What It Is

- A structured review of a small number of clinical charts selected by clinician, not by patient
- Focused on consistency, clarity, and clinical decision-making across each clinician's practice
- Designed to support learning, shared standards, and professional development



How To Use It

- Review a representative sample per clinician each quarter
- Select charts to represent each clinician's practice, not just random patient cases
- Use a consistent review tool or checklist
- Look for patterns and trends in practice, not individual case perfection

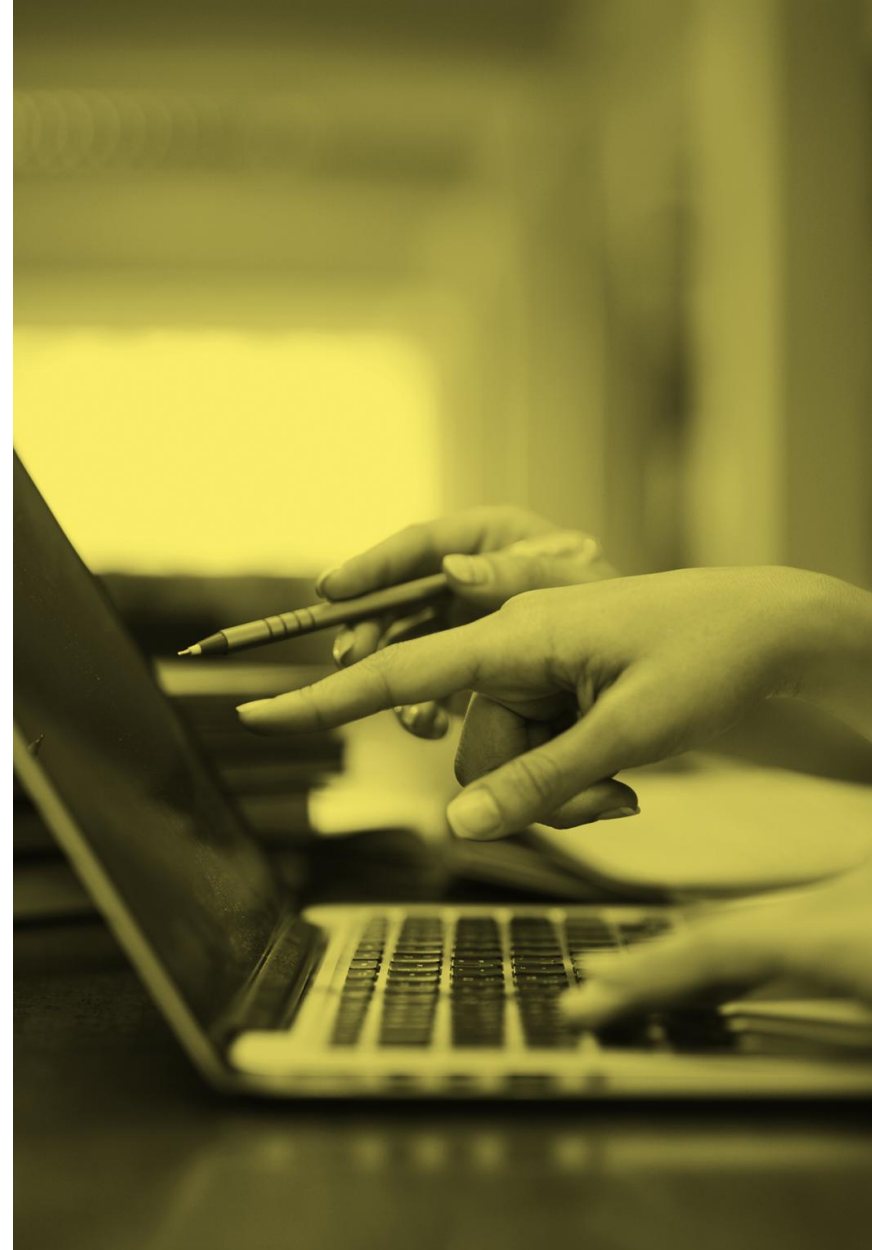
The goal is to evaluate how care is delivered across a clinician's work, using real cases to identify strengths, gaps, and targeted improvement opportunities.

What Chart Audits Helps You See

- Common documentation gaps that impact compliance, quality, and patient safety
- Variation in clinical documentation across clinicians and teams
- Opportunities to standardize best practices and improve care delivery
- Performance trends that inform quality and operational KPIs

When charts are reviewed this way, patterns emerge that can be translated into measurable KPIs, turning individual documentation issues into data-driven improvement, targeted education, and sustained performance gains.

KPIs connect chart-level findings to organizational goals, clinician development, and patient outcomes.



Making Patterns Visible

What It Is

- A summary view of key quality trends over time
- Focused on consistency, not isolated events
- Designed to support reflection and coaching



How To Use It

- Track a small number of meaningful measures
- Review scorecards routinely, not just before surveys
- Use them to guide coaching conversations

What Scorecards Help You See

- Trends across time and clinicians
- Strengths that can be reinforced
- Areas where support or education is needed

Clinical chart reviews shows us what's happening at the chart level. Scorecards help us understand what's happening across practice.



Turning Insight Into Better Practice

What It Is

- Education informed by real-time quality findings and performance data
- Focused on specific documentation skills and high-risk compliance areas
- Designed around adult learning principles, relevant, practical, and self-directed
- Built to promote active learning through case-based examples and real scenarios



How To Use It

- Base education on clinical chart review results, clinician scorecards, and KPI trends
- Prioritize a small number of high-impact documentation and quality topics
- Deliver learning in short, just-in-time formats aligned to real workflow moments
- Reinforce learning with application exercises and immediate feedback loops

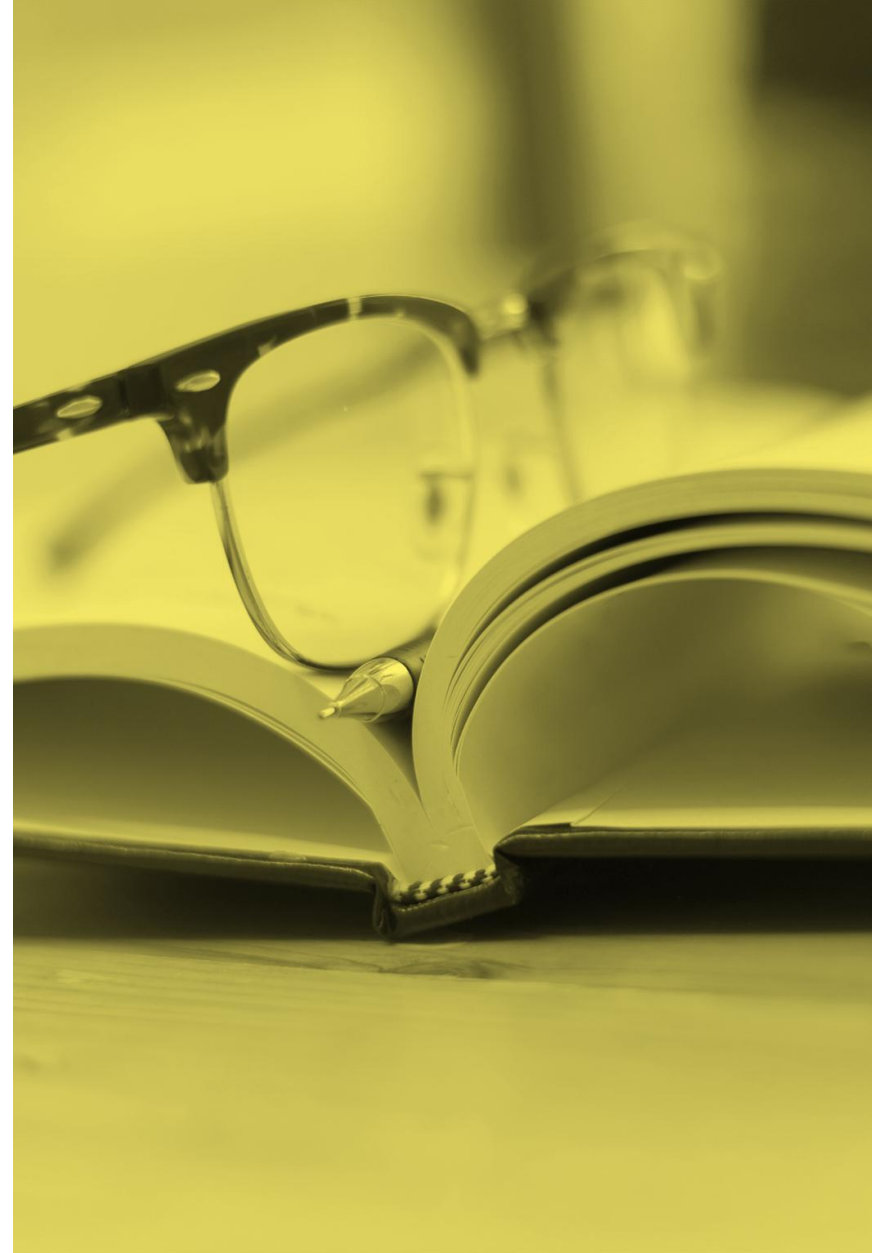
Just-in-time, active microlearning turns audit findings into sustained improvements in documentation quality, regulatory readiness, and patient safety.

What Targeted Education Achieves

- Greater consistency in documentation and care delivery across clinicians
- Clear, shared standards for practice and regulatory readiness
- Measurable, KPI-driven improvement in quality, compliance, and patient safety over time

When learning is relevant, practical, and delivered at the moment of need, clinicians see themselves in the content, and that's when knowledge translates into sustained improvement.

Adult learning, active application, and just-in-time delivery turn insight into performance.



Best Practices



Identify System Patterns

Use clinical chart audits to surface documentation trends, quality gaps, and compliance risk across practice, not isolated cases.



Improve Through Data and Learning

Use clinician scorecards and targeted, just-in-time education as primary tools to close gaps and support sustained improvement.



Strengthen Through Peer Perspective

When data and education do not fully resonate, introduce peer chart review, allowing clinicians to review a colleague's chart to build perspective, recognize standards more clearly, and sharpen their own ability to identify documentation and compliance gaps.



Use Peer Review Strategically

Apply peer review selectively to reinforce shared expectations, confidence, and professional growth, not as a replacement for audits or education.

What is Peer Review?

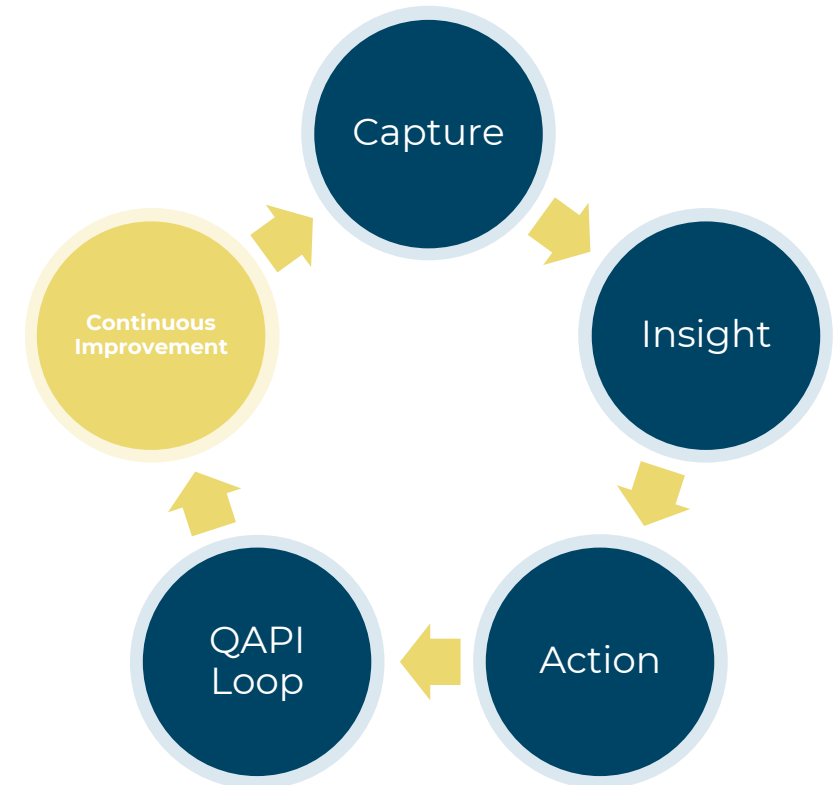
- Peer review is a structured, learning-focused review of clinical charts by fellow clinicians.
- Clinicians examine peer documentation to strengthen their own “quality and compliance lens,” improving their ability to recognize gaps, apply standards consistently, and elevate their own practice.
- The goal is professional development, shared understanding, and clinical excellence, not evaluation, discipline, or blame.



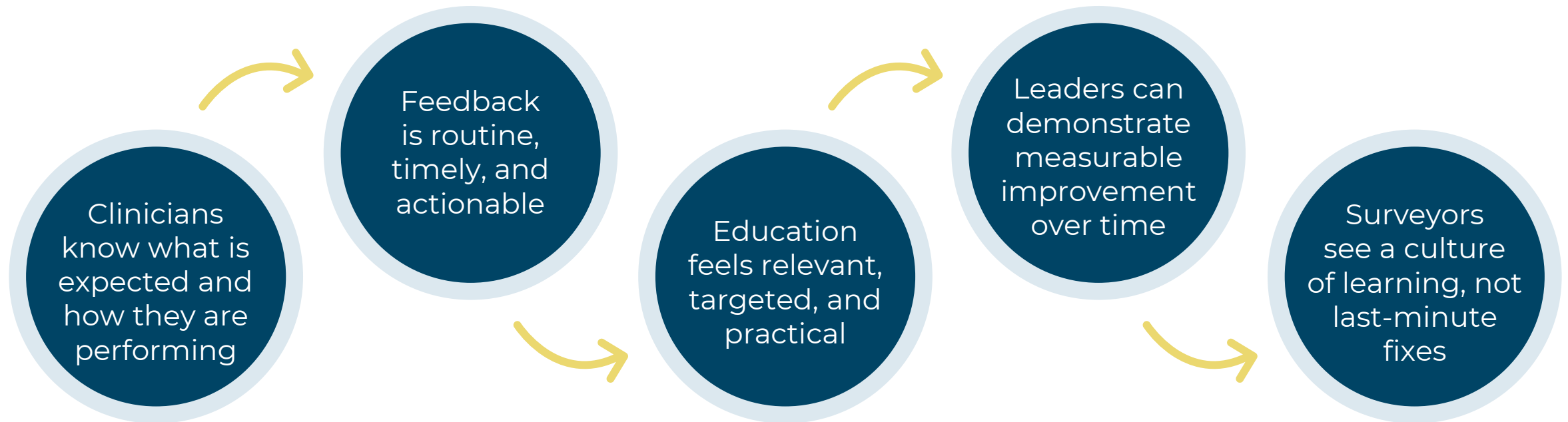
By learning through a peer’s work, clinicians refine their own judgment, improve documentation accuracy, & build confidence in meeting regulatory and quality standards.

How Clinician Development Drives Continuous Improvement

- Clinical chart audits establish shared, evidence-based standards for documentation and care delivery
- Clinician scorecards surface trends, variation, and improvement over time
- Targeted, just-in-time education closes real performance gaps at the point of need
- Consistent, constructive feedback reinforces learning, accountability, and confidence
- Stronger practice translates into safer care, better patient outcomes, and regulatory readiness



What This Looks Like in Practice



This is how quality becomes part of daily practice, supporting clinicians, strengthening compliance, and improving patient outcomes.

Key Takeaways



Quality improves practice when it actively supports learning



Oversight works when it is consistent, transparent, and trusted



Clinician growth strengthens compliance, safety, and patient outcomes

Quality is not just what we measure; it is how we equip clinicians with clear expectations, practical guidance, and the confidence to deliver safe, consistent, high-quality care every day.

Thank you!
Any questions?



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